

What is Support Coordination – Easy Read Version

Support Coordination

- Level – 1 - Support Coordination
- Level – 2 - Support Coordination
- Level – 3 - Specialist Support Coordination

How to use this booklet?



- This document was written by Headway in Easy English.
- We use pictures to explain some ideas.
- Some words are written in **blue**.
- We explain what these words mean.

What is Support Coordination – Easy Read Version



This document explains what Support Coordination means and how we can provide Support Coordination for you as part of your NDIS plan.

What is Support Coordination?



When you are part of the **NDIS** you will have an NDIS Plan. An NDIS Plan is a list of:

- goals you have set and
- the support you need because of your disability.

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The **NDIS** will use your plan to decide how much **funding** you need.



Sometimes you may need extra help to organise how your NDIS Plan works. This will be funding provided by the NDIA – called **Support Coordination**. You can find out more about Support Coordination in this booklet.

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About this Booklet



You can ask someone to help you read this book.



Some words in this book are in **blue**. You can find out the meanings of these words on page 21.

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Do I Need Support Coordination?

How do I know if I need Support Coordination?



The **NDIA** will decide

- if you need Support Coordination, and
- how much you need.



You might need Support Coordination if you:

- find it hard to talk in meetings
- find it hard to understand some information
- need help to do things in the community, or
- need help to make decisions.

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What does a Support Coordinator do?



A Support Coordinator can:

- help you to understand your NDIS Plan.
- work with you to make sure your NDIS Plan works well for you.



help you when you need to decide about your plan. They will do this by giving you:

- information
- advice, and
- support.



help you choose and organise your supports. These supports might be:

- paid for in your NDIS Plan, or
- free.

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work with you to help you feel better about talking to others. For example, the:

- people, or
- **organisations** that support you.

Once you have an NDIS Plan a Support Coordinator will:



- check that you are happy with your supports
- help you if you want to make a **complaint**, or
- choose another service.

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- tell the **NDIA** about how we are supporting you to reach your goals.

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Different Types of Support Coordination

1 =

2 =

3 =

What are the different types of Support Coordination?

There are three types of Support Coordination. They are:

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Support Connection

Support Connection is when we work with you for a short time to help you find different types of supports. These can be:

- free to everyone in your community,
or
- paid for in your NDIS Plan.

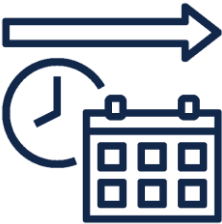


We can help you to:

- start using these supports, and
- speak up if there is a problem.

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Support Coordination



Support Coordination is when we work with you for a longer time. You can use this service if you need extra help to find the supports you need. We can help you work on bigger problems that might be making it hard for you to use supports.



We can help you:

- find supports
- decide which ones are best for you
- learn how to use them, and
- manage any problems. Especially if they are big problems.

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We can also help you to feel better about:

- talking to the people who run your supports and
- manage your supports yourself.

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Specialist Support Coordination



This is for people who need support from people with special skills. The **NDIA** will decide if you can use this service.



We have special staff who work on this service. They can make sure the people who support you can keep you as safe as possible.



Our staff will also work with you to help you feel better about

- talking to the people who:
 - support you now or
 - might support you in the future, and
- doing things in your community.

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Our Promise



What we promise to do

We will ask you first if we need to

- get information about you
- keep information about you
- talk to others about you, or
- use your information in any way. This includes using your picture.



It is very important to tell someone if you are not happy about something. You can tell:

- us, or
- someone else.

We want to do what is right for you.

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Why Choose Headway ?

Why should I choose Headway as my Support Coordinator?



You are important to us, and we will listen to you when you tell us what you need and want.

We will work hard with you to help you live the life you want.



We will visit you regularly to make sure that you are happy with your supports. If you want us to talk with you in other ways, we can do that too. For example, by:

- Phone, or
- Email.



When you tell us you need something, we will answer you as soon as we can.

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If you are finding your life difficult, we will do our best to support you through this. We will make sure the staff who support you have the right training.

Using other service providers



It is important that you know that Headway also offers other types of support services. You can choose to use:

- support coordination alone, or
- some of our other services too.

This is your choice.



We understand that we must make sure:

- you have all the information you need about our services, and
- you understand that information.



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Contact Us

You can contact us by:



PHONE

5127 7166



EMAIL

reception@headwaygippsland.org.au



POST

30 Monash Road Newborough VIC
3825

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You can:

- ask questions, or
- tell us what you think.



If you have trouble speaking or hearing you can phone the National Relay Service.

TTY 133 677

SSR 1300 555 727

Internet relay

www.relayservice.com.au

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What do these words mean?

NDIS	The NDIS is the way the government supports people with disability to live their life. It is also called the National Disability Insurance Scheme.
NDIA	The NDIA is also called the National Disability Insurance Agency. They are in charge of the NDIS and making sure it works properly.
organisation	A group of people who work together to do a job or give a service.
funding	The money you get from the government to pay for the supports in your NDIS Plan.
complaint	To tell someone when you are not happy about something. For example, the support you are getting.

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<p>Aboriginal and Torres Strait Islander</p>	<p>People related to the First Australians. First Australians are people who lived in Australia before others came from overseas to live here. Aboriginal and Torres Strait Islander people are also called Indigenous people.</p>
<p>mental health</p>	<p>The way you think and feel. People who have a mental health condition might:</p> <ul style="list-style-type: none"> ● feel very sad all the time ● very worried all the time, or they might see or hear things that are not really there.
<p>refugees</p>	<p>A person who has been forced to leave their country because their life is in danger. This might be because of:</p> <ul style="list-style-type: none"> ● war ● their religion, or ● a natural disaster. For example: <ul style="list-style-type: none"> – a flood, or

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	<p>– earthquake.</p>
asylum seeker	<p>A person who has left their home country because:</p> <ul style="list-style-type: none"> ● they disagree with the government, and ● believe they will be treated badly because of what they believe. <p>The person then asks to live in another country to be safe. This is called seeking asylum.</p>
supervisor	<p>A person who is in charge of:</p> <ul style="list-style-type: none"> ● other staff, and ● the job the staff do.
customer representative	<p>A person who:</p> <ul style="list-style-type: none"> ● looks after customers, and ● helps with any problems.