

# SUPPORT COORDINATION

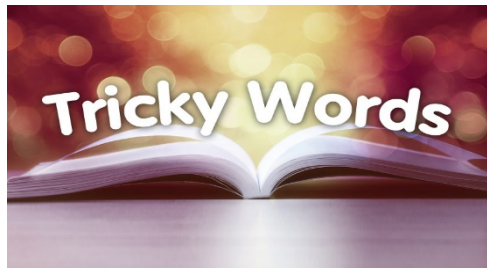


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## Pearson's Support Coordination

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## This book has some tricky words

The first time we write a tricky word

- The word will be in **purple**
- We will write what the tricky word means on page 8

## You can get help with this book

You can get someone to help you



- Read this book
- Know what this book is about
- Find more information



# About Support Coordination



The NDIS is the new way the government supports people with disability

If you use the NDIS you will get a NDIS Plan

A NDIS Plan is a list of

- **goals** you have set



and

- **supports** you need because you have a **disability**



After your NDIS Plan is **approved** you will need to start setting up your support services

You can manage your own plan

or



Get help to make your plan happen from a **Support Coordinator**

# What does a Support Coordinator do?



Your Support Coordinator will help you make your plan happen

Your Support Coordinator can help you

- Learn how to use the government and NDIS websites.



These are called MyGov and MyPlace

Your support coordinator will help you to



- Get the supports you need
- Find the right **providers**
- Join your local community
- Check that you are happy with your plan
- Help you make goals for your next plan



## We will work with you to



- set up **service agreements**

- help you reach your goals



- keeping to your **budget**

- learn how to look after your NDIS plan yourself



- help you get ready for your NDIS Plan review

# What if I am not happy about something?



Before we start working with you, we will make an agreement together.

The agreement will say

- What we have to do

and

- What you have to do while we support you



This is called a **Service Agreement**.

We will make sure you know how to tell us if you are unhappy with our service.

This is called making a complaint.



We will tell you who else you can talk to if you are unhappy with our service



## More Information

For more information contact Pearson Allied Health Services



- call us 08 8322 2792



- email us [support@pahs.com.au](mailto:support@pahs.com.au)



- send us a letter  
General Manager  
4/378 Main South Road  
Morphett Vale SA 5162



Pearson's  
Support Coordination

## What do these words mean?

|                          |   |
|--------------------------|---|
| <b>approved</b>          | <b>Agreed to.</b>   |
| <b>budget</b>            | <p><b>An amount of money you have that</b></p> <ul style="list-style-type: none"><li>• you can spend</li><li>• and</li><li>• you cannot spend more than that amount</li></ul> <p><b>A budget is usually for a set amount of time.</b></p> <p><b>For example, you might have \$500 you can spend on clothing in one year.</b></p>                |
| <b>goals</b>             | <p><b>Things you want to do</b></p> <ul style="list-style-type: none"><li>• now</li><li>• and</li><li>• in the future</li></ul>   |
| <b>provider</b>          | <p><b>A business that has services for people with disability.</b></p>  |
| <b>service agreement</b> | <p><b>A contract between you and a provider who gives you support. This says what</b></p> <ul style="list-style-type: none"><li>• the provider must do</li><li>and</li><li>• you must do</li></ul> <p><b>while they are giving you support.</b></p> <p><b>The law can be used if you or the provider do not do what is in the contract.</b></p> |



