



## Understanding Your Support Plan Easy Read



InSyncCS wrote this document understanding your service agreement. When you see the words 'we' or 'us,' it means InSyncCS



We have written this document in an easy-to-read way.  
We use pictures to explain some ideas.



You can ask for help to read this document.  
A friend, family member or support person may be able to help you.



You don't have to read this information all at once.  
You can take your time and work through it at your own pace.



You can talk to InSyncCS staff at any time about what is in your support plan.

They will listen to you and decide what they can do to help.

## What is a Support Planning



You will be actively involved in the development of your support plan.



The support plan reflects your needs, requirements, preferences, strengths, and goals, and are regularly reviewed.



You might also get support from a:

- support coordinator – someone who helps you plan and use your NDIS supports.
- recovery coach – someone who helps people with disability with their mental health



These people can help you understand:

- your support plan
- what supports you can use.



They can also help you:

- find supports that meet your needs
- learn how to book a service
- connect with your community.

And they can help you use the:



- myplace portal
  - [myplace provider portal and resources | NDIS](#)
- my NDIS app.
  - [Signing in to the app | NDIS](#)



These people can also answer any questions you have about your NDIS plan.

## What is a Support Plan



This support plan is about the **services** and **supports** you will get from **us**. It explains the supports that **we** will give **you**.

After you agree to everything in your support plan, we will give you a copy or send you a copy by email if you prefer.



We will do this within 7 days.

At the end of this document, there is a list of:



- **Your** supports
- their prices

We call this *your Schedule of Supports*

## Information about you

This part has information about:

Your details



- emergency information
- health and medical information
- where you live and who you live with
- who supports you now.

## PEOPLE IN MY LIFE

Who is in my life?



Think about who you know, who supports you with key aspects of your life.

How do these networks support you to live the life you want?

Think about both formal and informal supports.

## Circle of Support



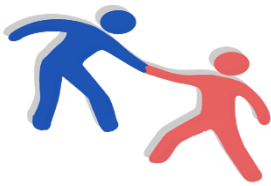
So, who can be in a circle of support?

It might be:

- The person with a disability.
- Their family members and friends; and
- Health professionals, support workers, schoolteachers, or childcare specialists where appropriate.



Online groups and parent circles set up by people in a similar situation can be a great source of comfort and encouragement, too.



Who is involved in your circle of support?

What does InSyncCS need to know about the people in your life?

*Which decisions or life domains do they support you with?*

Do you feel like there are any gaps in your support?

## Family & Relationships

Who is in your family?



Are there any relationships we should discuss further?

Yes       No

Is there any history we need to understand more about?  
(*Child protection, abuse, conflict, domestic violence*).

Yes       No

What is in your support plan?



The information in your support plan is based on your support planning conversation.

Your support plan will have different parts.

Who else needs to know about this support plan?



*Who needs to be involved in reviewing this?*

*Who needs a copy or access to part of the information?*

## When will we review the support plan?



Who is responsible?

## Responsibilities are things that:



- you need to do



- we need to do



- both of us need to do together

## What do you need to do



- **You** need to tell us how you want to get your support

## What we need to do

**We will give you information about:**



- supports that meet your needs

- supports when you want them



Priority	Priority	Priority	Priority	Priority
High	Medium	Low	High	Medium
Low	High	Medium	Low	High
Medium	Low	High	Medium	Low
High	Medium	Low	High	Medium
Low	High	Medium	Low	High
Medium	Low	High	Medium	Low
High	Medium	Low	High	Medium
Low	High	Medium	Low	High
Medium	Low	High	Medium	Low



- keep the paperwork for your supports

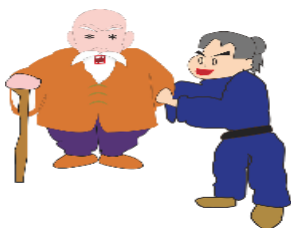


- listen to your feedback



- fix problems quickly

## What both of us need to do together



- we need to treat each other kindly and with respect



- work out a plan for your supports



- check how your supports are going at least once a year



- talk to each other about your supports and funding

## Who helps you to make decisions?



Think about where you live, medical treatment, the types of services you receive, managing your money.

Different people might support you with different decisions.

Is there someone who you have nominated to support you with your NDIS plan?



Are there any appointed guardians or administrators we should know about

- Guardian
- Administrator
- Other



Are there any appointed NDIS Nominees:

- Correspondence Only
- Plan Only
- Both Plan and Correspondence

## SUPPORT PLAN

### About Me



What is important to me?

What is important for me?

What are my skills and strengths?



What is important for my support coordinator to know when supporting me?

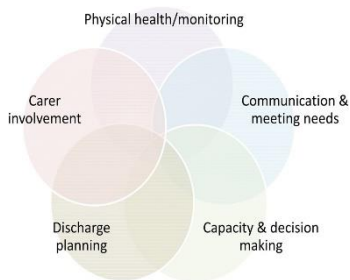


## Health & Disability Information



Other impairments / health conditions:

## Health & Wellbeing



What are your health and wellbeing support needs?

Who supports you with your physical and mental health?

## SUPPORT



Do you need support from your Support Worker to connect you to healthcare?                      Yes,                      No

Do we need to know about any plans to support you with health and wellbeing?                      Yes,                      No

## Lifestyle



What do we need to know about your lifestyle and choices, including any risks?

Are there any behaviour support needs or restrictive practices in place?                      Yes,                      No

## Education & Employment



Where do you work and/or study?

*Past, current, and future goals included.*

What do we need to know to support you with work or study?

## Accommodation



What are your living arrangements (past and present)?

Is this working well for you?

Is there anything we need to know?

## Protective Factors



What skills, strengths, resources, supports or coping strategies are in place to help you deal with stressful events and manage any risks in family and the community?

Do you need help with this?

Do you have something in place, or is more required?

## Individualised Plans

Plan in Place	Plan Required	Plan type	Review date
		Mealtime Management	
		Healthcare/ high support needs (details)	
		Crisis Support Plan	
		Emergency and disaster management	
		Medication Management	
		Behaviour Support Plan	
		Complex Bowel Care	
		Enteral Feeding and Management	
		Severe Dysphagia Management	
		Tracheostomy Management	
		Urinary Catheter Management	
		Ventilator Management	
		Subcutaneous Injections	
		Complex Wound Management	
		Allergy Management Plan	
		Asthma Management Plan	
		Epilepsy Management Plan	
		Manual Handling Plan	
		Stoma Care	
		Diabetes Management Plan	
		High Risk of Seizure	
		Medication	
		Other (please specify)	

What specialised /individualised plans are in place to support you, or what might be required?

## GOALS

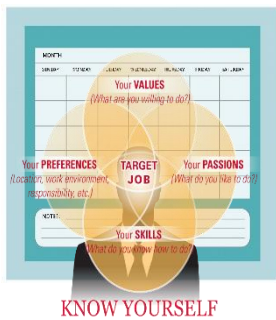


What is your goal?

What support do you need?

What makes InSyncCS right to delivery this support?

## ASPIRATIONS



What are you hoping we can achieve together?

Where are we now?

Consider what is working well and what is not working well in the current situation?

Are there any other potential risks that you think we should discuss?



What have we tried?

What have we learned?

What are we pleased about?

What are we concerned about?

What shall we do next?

We will consider all the information and develop an action plan for supports

## SCHEDULE OF SUPPORTS

What are the supports and services you rely on in your daily life?

## SUPPORT SERVICES

Other mainstream services involved

*(mental health, child protection, Justice, family services etc.)*

Yes       No      If yes, please explain

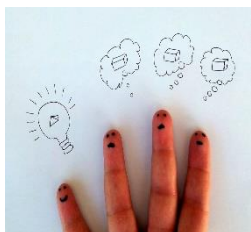
**Support**

~~Plan A~~  
~~Plan B~~  
Plan C

Is there a contingency in place if there is a disruption to services/supports?

Yes       No      If yes, please explain

*(consider an alternative provider to allow for staff unavailability)*



What are the risks associated with the disruption?  
*(How would your health and safety be interrupted without support services?)*

## SUPPORTS

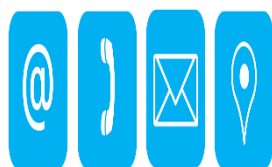
Support includes a description

How the support will be provided



Frequency of Contact \*

- Weekly                       Bi-Weekly     Fortnightly  
 Monthly                       Bi-Monthly     Other



Preferred Method of Contact

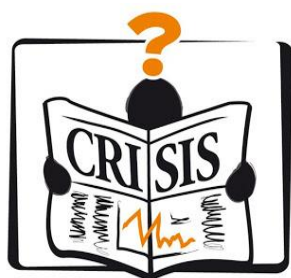
- Phone                       Video Call                       In person  
 Email                       Text Message

Add any other supports



Any additional information

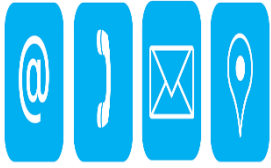
## CRISIS MANAGEMENT PLAN



At what point would you be ok with us organising a welfare check if we are unable to contact you?

If there is no answer at our check-in's?

*(If risks are identified sooner, we would initiate a welfare check to ensure your safety and the safety of those around you).*



Is there someone you would be comfortable with us contacting if we cannot get a hold of you?

Name \_\_\_\_\_ Relationship \_\_\_\_\_

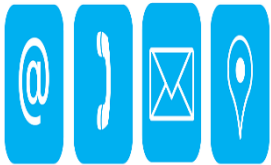
Phone \_\_\_\_\_ Email \_\_\_\_\_

## EMERGENCY MANAGEMENT



### Individual Participant Emergency Management Checklist

*The checklist will be discussed with you and your support network as required.*



Who would you like us to contact if there is an emergency with you?

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## What should I record on my Emergency Plan?

- Record important details on your Emergency Plan, such as:
- All householder mobile phones, other numbers such as work, school, childcare providers, friends, neighbours and your household emergency contacts.
- Details of the two meeting places you have nominated.
- Any specific medical conditions, essential medications, and dosage.

## How can I practice my Emergency Action Plan?

- Practice your emergency action plan with your support staff.
- You may find there are things missing or steps you need to change.
- This is your opportunity to make sure your emergency steps are as efficient as possible.
- If you're in an emergency situation, check [Our Community Relief and Recovery Plan | AlburyCity \(nsw.gov.au\)](http://www.alburycity.nsw.gov.au) on what to do in an emergency.

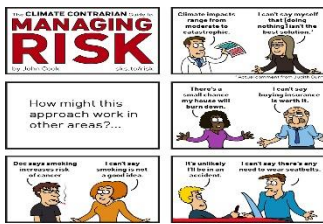
# RISK MANAGEMENT

## What risks have we identified?



After completing the Participant Support Plan, we will consider what risks may have been identified.

## Summary of Risks



Discussion with you and the people in your life

After a conversation with you, the risks will be summarised

Risk	Risk Rating	Planned Action	Residual risk	Risk acceptable?	Monitoring

## SUPPORT PLAN AGREEMENT

### Signatures



By signing the Support Plan, you agree that you have been involved in the development of your plan of care, your goals and the services required. \*



Participant/Representative  
Name \* .....

Participant/Representative  
Signature \* .....

## What can you talk about when we review your support plan?



We wrote some questions for you to think about.  
The answers can help you when we review your support plan.



What worked well in your support plan?  
This includes any goals you worked towards.



What didn't work well in your support plan?



Do you have any new goals for your next support plan?  
Your notes and other questions:

## *What happens next?*



You can use your support plan and funding to work towards your goals.



Your support coordinator will help you make sure your support plan works well for you.

We will contact you when we need to review your support plan.

## Changing your support plan



- your support plan might need to change



- you might want to change it



- we will talk to you about any changes

## Tell us what you think



It's important that we know how you feel about our service.

## You can



- give us feedback tell us how things are going



- make a complaint and tell - us if it's something is wrong



## Contact us

*You can speak to our someone at our office:*

490 Ebdon Street, South Albury NSW 2640



You can call us on 0429112752



You can email us at [enquiries@insynccs.com.au](mailto:enquiries@insynccs.com.au)



You can visit our website @ [www.insynccs.com.au](http://www.insynccs.com.au)

If you don't want to talk to us, you can contact:



NDIS Quality and Safeguards Commission

**Email:** [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

**Phone:** 1800 035 544 (free call from landlines) or TTY 133 677

### More information

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS). [131 450](tel:131450)

If you have a speech or hearing impairment, you can call:

- TTY [1800 555 677](tel:1800555677)
- Speak and Listen [1800 555 727](tel:1800555727)
- National Relay Service [133 677 www.relayservice.gov.au](http://133677www.relayservice.gov.au)



**Word list:** This list explains what the **bold** words in this document mean.

### **Assistive technology**

Assistive technology can:

- make it easier to do things
- keep you safe.

Assistive technology might be:

- an aid or piece of equipment
- a system to use.

### **Consent**

When you give your consent, you say it's okay to do something.

### **Funding**

Funding is money from the government that pays for supports and services.

### **Internal review**

In an internal review, we check your support plan to see what:

- works well
- can be better.

### **Interpreter**

An interpreter is someone who:

- speaks your language
- helps you understand what someone is saying.

### **NDIS Quality and Safeguard Commission (NDIS Commission)**

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

### **Review**

When we review your support plan, we check to see what needs to change.

### **Service agreement**

A service agreement is a written plan between you and your service provider.

### **Service provider**

A service provider supports other people by delivering a service.

### **Support budget**

your funding can be split up to pay for different types of supports.

- This is called your support budget.