

E (Electronic) Support Plans

An **electronic** Support Plan is recorded on a computer system, so that members of my support team can see it on their computer. It is easier to keep an **electronic** plan up to date as things change and progress and helps to improve communication between me and my support team members.

I can also give permission for family members or carers to see my **electronic** Support Plan.

Security of my electronic information

The **electronic** Support Plan is stored at a site where security is guaranteed. The security of my electronic information meets the regulations in the Health Records Act, and privacy legislation.

Whenever anyone looks at my electronic Support Plan, that action is recorded. If I have any questions or concerns about the security of my information, I can talk to my **key support person**.

Getting more information

It is important that I have a copy of my Support Plan and I can request a printed copy from my **key support person** on:

Phone:



Interpreter
(03) 9280 1941

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Health & Wellbeing SUPPORT PLANS

A Support Plan is a clearly set out plan that I develop with a **key support person**. It identifies how I want to maintain and improve my health, wellbeing and quality of life.



What is a Support Plan?

- It lets everyone know what is important to me.
- It helps me and others involved to stay focused on my goals and the outcomes I want.
- It improves communication between everyone involved in supporting me.
- Having a printed copy of my Support Plan helps me remember what I wanted to achieve and who is there to help me.

My Support Plan is:

- worked out by me with a **key support person** (that is a health professional, a family member or a friend);
- describes what I want to achieve and how it can be achieved;
- may involve one or more persons who will be part of my support team. My support team may include people from different services, local community, family or friends and they will all be listed in the Support Plan;
- may be written using a computer, other electronic device or on paper.

If more than one service or agency is involved it is referred to as a **“shared” Support Plan or Care Plan.**

I can be involved by:

- 1. Discussing** what I want to achieve or change with my **key support person**.
- 2. Agreeing** on what should be in my Support Plan and who needs to be involved.
- 3. Keeping a copy** of my Support Plan and telling others who support me about it.
- 4. Communicating and advocating** to my key support person what is working or not working for me.
- 5. Keeping up to date** so that after a while I can look back at my Support Plan and see how far I have come, and if the changes I hoped for are being achieved.

For this reason, a date is recorded in the plan when everyone, including me, will be invited to check in to review progress.



Information in my Support Plan includes:

- A summary of my situation or personal story so that everyone understands what is important to me.
- The main issues that I feel need action.
- What will change as a result of this action and the differences I would like to see.
- How this will happen.
- Who is going to do what and by when.

Sharing my information?

I decide by giving my consent, what information is shared in my Support Plan and with whom.

I am in control of my information

