

Individual Support Planning is a fancy name for the activity where I can:



Look at building
a life that makes
me stronger and
safer.



Would I like to
make new
friends, some
unique
relationships, or
places I would
like to go?



List some things
I want to learn
about life, other
people, activities
or groups I
would like to try.



List the things I
would like to do
and work out
how to make
this happen.

The ISP is all about ME.

Let's give it a try! What will my Individual Support Plan or ISP look like?



A drawing, a
painting.



Pictures cut from
a magazine.



A photo of the
activity
I want to do.



I may like
woodwork and
like to build my
ISP.

It's up to me - my ISP can be as creative as I like and as individual as me.

I can call it whatever name I like. Some people call it a bucket list or a roadmap. What creative name will I choose?

Like when cooking my favourite recipe. There are essential ingredients I need to include to make it just right. There are some things (essential ingredients) for me to put into my ISP.

Things that are important to me and for others to know about me. I need to remember LWB support staff are here to help me.

Things to include	Why it is good to include
When was the ISP meeting held?	So, I know when to review the plan and hold my next ISP meeting.
Who helped me with the ISP?	This can remind me who helped me and who I might like to get advice or help from as I work to meet my goals. Also, I may want them to help me with my next ISP process.
Who attended my ISP meeting?	It will help me remember who was there if I need to check on something that was said or happened in the meeting.
How to share information with me?	What is the best way to share information with me, so it is easy for me to understand and receive it?
Who helps me with decision-making?	We all need help making decisions. These are the people that will help me.
Making private and personal decisions?	Some things in life are private, and I do not want everyone to know about them. So who would I like to talk with about personal things?
Cultural, social, and spiritual matters.	These things tell the story of my life and what special events or occasions contribute to my hopes and dreams.
Exploring independence, relationships, and sexuality?	I may like to explore these areas outside of the ISP meeting. For example, I can set up a private meeting with certain people to discuss and plan ways to help me with these things.
What do people like and admire about me?	It is always lovely to hear what people like and admire about me. I may not see these things in myself, but others see them.
Important people in my life?	We all need important people in our lives. Here I can list all the people that are important to me.
Important supports in my life?	Friendships, family, community groups, and technology I use.

Things to include	Why it is good to include
Any community-based supports I currently use?	Volunteering activities, any clubs, community associations, gyms, libraries, animal shelters, etc.
What does a good life mean to me?	Share the things that make me happy, the things I look forward to and the things that will make my life good and satisfying.
Things I need to live a good life	For example, where I want to live, having good relationships, making choices, having responsibilities, and contributing.
Personal Strengths	The things I would like to make stronger, or I will use to help me with my hopes and dreams.
Things I would like to try?	Things I want to try. This will let me see if I like them and would like to do them more often.
Relationships I want to explore and grow?	Many different types of relationships are important in our lives. What relationships do I want to build, and what new ones would I like to make?
Making things happen?	It can be helpful to break things down into small steps. What do I need to get started? What actions need to be taken, and who will be involved?
How will I know when I achieve the things in my ISP?	How will things be different? What changes might I see? I may like to share pictures, photographs, and stories about making my hopes and dreams come true.
Keeping track of my ISP and making any changes.	Sometimes I might set goals but not get started on them, or I may change my mind. How and when will I check my ISP, and how will I make necessary changes along the way.

Who will I talk to if things are not going OK with my ISP or if I am not happy with how LWB supports me?

I will add the name of the person I will talk to if my ISP is not going the way I want and list the following information about how I can give feedback about how LWB supports me.

I can:

- Talk to the House or Service Supervisor or someone in my support network.
- LWB has a Complaints Manager, and I can contact them by calling 1800 721 226 or email them complaints@lwb.org.au
- I can look on Life Without Barriers (LWB) website www.lwb.org.au
- I can send a letter to National Complaints Manager LWB PO Box 2226 Dangar NSW 2309.
- I can contact the NDIS Quality and Safeguards Commission by calling 1800 035 544 or go to their website www.ndiscommission.gov.au and look up how to make a complaint.