



# Your life – your plan

For those who may need long-term and coordinated services

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About your right to an individual plan, coordinator and child coordinator

*An individual plan, coordinator or child coordinator may be a good solution for you if you need long-term, coordinated services.*

*While your need for such services must be long-term, it does not necessarily have to be permanent.*

*A coordinator or child coordinator will ensure coordination of the services and good progress in the development of an individual plan.*

### **What is an individual plan?**

An individual plan is developed in collaboration between you and your service providers. Your family members can also be involved in the development of this plan if you want them to be. The plan outlines how the different services work together to ensure that you get a uniform, coordinated and tailored service offering. The plan is updated regularly and is based on your goals and needs.



### **What should my plan include?**

- What is important for you
- What your services should include
- Who is responsible for what, and when

Everyone you need services from should be included in the planning process, such as Nav, school, child welfare services, kindergarten, health and care services.

### **What is a coordinator?**

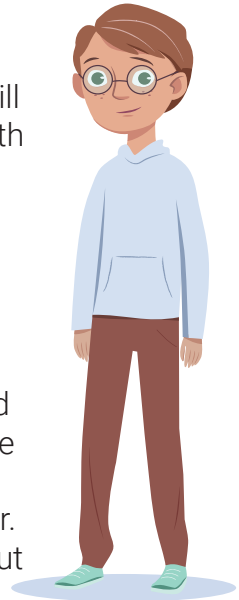
A coordinator is a professional who is responsible for making sure all services involved work together toward a common goal – your goal, while also making sure you receive a uniform and coordinated follow-up. You can make a request about who you would like as your coordinator.

You are entitled to a coordinator even if you decline the offer of an individual plan.

## What is a child coordinator?

When a family has or is expecting a child with a serious illness, injury or disability, and the child will need long-term and complex or coordinated health and care services, the family is entitled to a child coordinator.

A child coordinator will, among other things, coordinate the family's and the child's welfare services and make sure that the municipality fulfils its responsibilities in terms of follow-up and providing adapted services to the child. One of the professionals the child and the family regularly interacts with is often appointed child coordinator. The family and the child can make a request about who they would like as their child coordinator.



You are entitled to a child coordinator even if you decline the offer of an individual plan.

### *What will it entail for me to get an individual plan and a coordinator or child coordinator?*

- You and your family, if relevant, will be involved in the planning of how the services you need will be provided, and the plan will be based on your goals.
- You or your family has a coordinator or child coordinator who has the full overview of your situation and serves as team leader.
- Increased collaboration and coordination mean the services work better for you, but you will not necessarily get access to more services.
- You control how much information is shared between different services.

## How can I get an individual plan and a coordinator or child coordinator?

Service personnel should inform you and offer you and your family an individual plan, a coordinator or a child coordinator when you need one. If they don't, you can also request this yourself by contacting the coordination unit in your municipality.

If you have been admitted to hospital, the hospital will offer you a coordinator, report your need for an individual plan and co-ordination of services to your municipality and work with your municipality on your follow-up as needed.

### What if I have questions or need coordination?

The person handing you this brochure can put their contact information below.

**Name:**

**Tel.:**

**E-mail:**

**Addr.:**

If you don't know how to contact the coordinating unit, you can ask health personnel or call main number for your municipality or hospital for directory assistance.

### Right to appeal

You have the right to appeal if you believe your right to an individual plan, coordinator or child coordinator has not been upheld.

Read more about individual plans, coordinators and child coordinators at

[www.helsenorge.no](http://www.helsenorge.no).