



Inclusion is making positive change

The Service Support Plan (SSP) is a planning tool designed to help children's services provide inclusive and better quality care for all children and families. It assists educators to reflect on what is happening, identify how they would like things to be different, determine a plan to get there and document what happens along the way.

The current SSP template replaces the previous SSP, SSP Evaluation and Assisted Inclusion Readiness (AIR) Plan. This means it can now be used in two ways:

- At a service level – to address big picture issues that are relevant to the whole team;
- At an environment level – to address specific issues relating to a care environment.

In developing an SSP staff within children's services undertake a process of reflection, with support from an Inclusion Support Facilitator (ISF), to determine:

- What is currently happening? – this is the service review
- What are the most urgent issues? – also part of the service review
- What are your needs to be addressed? – these will emerge from the service review

- How would you like things to be different? – these are the team goals
- What resources and supports will help? – resources to support goal implementation
- What will you do to get there? – this is the action plan

In thinking about what resources will help achieve team goals, it is useful to start with the resources currently available within the program and local community. Where these avenues have been exhausted, additional resources may be provided through the Inclusion & Professional Support Program (IPSP). This may include Flexible Support Funding (FSF), Inclusion Support Subsidy Funding (ISS), bicultural support and specialist equipment. Resources may also be obtained from external providers, such as medical professionals, training organisations and resource libraries.

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Once a plan is developed and to continue the cycle of reflection, it is important to:

- Document your progress towards identified goals – this is progress and future directions;
- Identify new and emerging issues, needs and goals – starting the process over again.

Tips for making the most of an SSP:

- Get the whole team on board – you are more likely to own the plan and play your part in actioning it;
- Be specific about the actions – that is who will do what, where, when and how;
- Make sure the goals are achievable. Challenging goals are good, but if they are too difficult people can give up;
- Continue to build on what is already happening and working well, as well as including new strategies and solutions in the plan;

- Choose strategies that are realistic and achievable, given the resources and supports available;
- Stay on track by reflecting and evaluating the plan as you go;
- Talk to an Inclusion Support Facilitator for information and support.

Key Points

- An SSP is a planning tool for staff in children's services to promote quality and support inclusion
- SSPs support ongoing professional learning and continuous improvement
- Reflection is an important part of developing, implementing and reviewing the plan
- ISFs are available to assist teams through this process.

If teams are unsure or have any further questions they can contact the *ACT Inclusion Support Agency (ISA)* for further assistance on **6287 3330** or via email **inclusion@commsatwork.org**

Developed by Semann & Slattery for the ACT Inclusion Support Agency.

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