

# WHAT IS THE NDIS?



The National Disability Insurance Scheme (NDIS) is a system through which people with disabilities access support. It is designed to assist in the achievement of individual goals whilst providing participants with choice and control over their supports.



## WHAT SUPPORTS DOES THE NDIS FUND?

The NDIS offers different types of funding across a wide range of supports, which are designed to assist participants to reach their full potential.

The NDIS offers three different funding types: Core, Capital and Capacity Building. Under these three funding types, supports are organised into what the NDIS calls Support Categories.

Each of these categories allocates an individual funding amount to assist in the achievement of individual goals. If you require information regarding the types of services you may be able to access within each category of support, contact your Local Area Coordinator or give our team a call on (08) 8337 8770.

The NDIS is designed to give you more choice. That includes choosing how your NDIS plan is managed and how invoices are paid. You can choose to manage your funds yourself (self-managed), to let the NDIS manage your funds (NDIS-managed) or to use a plan manager (plan-managed).



## **ACKNOWLEDGEMENT OF COUNTRY**

CAH acknowledge and pay respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

## **RECONCILIATION STATEMENT OF COMMITMENT**

CAH confirm our ongoing commitment to Reconciliation. We are strongly committed to improving the cultural, spiritual and well-being of Aboriginal and Torres Strait Islander people and to building strong, safe, resilient and stable communities.

We recognise Aboriginal and Torres Strait Islander people as the first Australians with unique cultures, languages and spiritual relationships to the land and seas and the inherent rights, laws, customs, religions and traditions of Aboriginal and Torres Strait Islander peoples.

We commit to continuing to work with Aboriginal and Torres Strait Islander Australians to achieve: “A united Australia which respects this land of ours; values the Aboriginal and Torres Strait Islander heritage and provides justice and equity for all” (Vision of the Council for Aboriginal Reconciliation).

CAH recognise the Government apology to the Indigenous peoples of Australia on 13th February 2008 and acknowledgement of the mistreatment of those who were Stolen Generations for their pain, suffering and hurt, and that of their descendants and their families left behind. We applaud the Aboriginal and Torres Strait Islander Recognition Bill 2013 that paves the way for Constitutional change. At CAH, reconciliation is everyone’s responsibility and means that all staff, Aboriginal and Torres Strait Islander participants, and communities work together to deliver inclusive and sustainable outcomes. CAH play an important role in addressing the disadvantage experienced by Aboriginal and Torres Strait Islander people and upholds principles of a culturally competent workforce and culturally inclusive program and service design.



## **DISABILITY INCLUSION STATEMENT**

We believe everyone has the right to live their best life.

At CAH, we are committed to a culture that embraces and fosters diversity and inclusion. We are committed to the social and economic inclusion of people with disabilities and their families to maximise their individual potential.

We recognise that society can restrict people with disability from participation and equality. We are committed to challenging these barriers to help children achieve high quality outcomes, as well as being an equal opportunity and inclusive employer.

Children with a disability share the same universal rights as all people, and share the additional rights of all children as identified in the United Nations Convention on the Rights of the Child.

We will uphold the legislative requirements contained in the Disability Discrimination Act 1992 (Cth) and recognise the principles and values contained in the United Nations Convention on the Rights of Persons with Disabilities, to promote the equality of opportunity for all people and prevent discrimination based on disabilities.



## Participant Contribution:

- Connect Allied Health are dedicated to providing a high quality service for all of our participants, in line with their individual needs and goals.
- We are continually reviewing and updating all policies and processes to improve service provision for people with a disability.
- We provide opportunities for people with disability to contribute to the governance of the organisation and have input into the development of organisational policy and processes relevant to the provision of supports and the protection of participant rights. This is including but not limited to:
  - Participant satisfaction surveys which assess satisfaction with CAH governance processes and provide opportunity for feedback on areas for improvement.
  - Regular communication with participants to seek feedback.
  - Information and feedback opportunities for participants/representatives and key stakeholders with our Director and management team.

Contact us if you would like to get involved in shaping CAH on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au).



# SUPPORT CATEGORIES OFFERED BY CAH

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## Therapeutic Supports:

Connect Allied Health offer individualised therapy supports for people across the lifespan. Therapeutic supports are provided to individuals aged 9 or over. An appropriate clinician/clinical team is appointed based on individual needs and a support plan is developed, implemented and adjusted according to individual strengths, needs, goals and preferences.

## Early Childhood Supports:

For children under 9 years of age receiving early childhood supports, Connect Allied Health work to ensure the following outcomes:

- Each child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.
- Each family receives family-centred supports that are culturally inclusive, responsive, and focus on their strengths.
- Each participant accesses supports that engage their natural environments and enable inclusive and meaningful participation in their family and community life.
- Each participant receives coordinated supports from a collaborative team comprising their family, the provider and other relevant providers, to facilitate their development and address the family's needs and priorities.
- Each participant receives supports that build the knowledge, skills and abilities of the family and other collaborating providers in order to support the child's learning and development.
- Each participant receives evidence-informed supports from providers with quality standards and validated practice.
- Each participant receives supports that are outcome-based and goal-focused.
- If the family wishes to engage a key worker, work is undertaken with the family and other providers to identify a suitable key worker.

# KEY WORKER



## Early childhood approach:

The early childhood approach helps children younger than 6 with developmental delay or children younger than 9 with disability and their families to access the right support when they need it.

Children younger than 6 do not need a diagnosis to get support through the early childhood approach where there are concerns about their development. The early childhood approach was developed based on evidence-based research and can involve key workers.

## What is a key worker?

Key workers in disability services are highly trained early childhood intervention specialists who act as the key point of contact for young children (aged 0-9 years) living with developmental delay or disability and their families. With qualifications in allied health or education, the key worker acts as the main point of contact overseeing coordination of therapy supports, multidisciplinary consultations, and communication and collaboration across stakeholders in the child's team. Child participants under 9 years of age may have funding for a key worker specified in their NDIS plan.

If the child participant has been approved a 'key worker' in their NDIS plan, CAH will discuss key worker options with the family during on-board. A key worker can also be from another organisation outside of CAH, as per the family's preferences. CAH will collaborate with a key worker outside of the organisation as per the family's preferences. The family's decision about their preferred key worker will be recorded in the child's support plan. If you would like information about key workers or support to access a key worker, please call our friendly office on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au)



# COMMENCING ANY SERVICE WITH CONNECT ALLIED HEALTH

The on-board process involves initial communication to discuss individual needs and goals. During this communication, preferred supports are identified.

This process involves:

- Consideration of your preferred method of communication including the need for an interpreter and/or advocate (including an independent advocate).
- Review and sign service agreement (easy read document available).
- Review and sign consent form.
- Provision of schedule of supports as per participant/representative preferences. The participant/representative can adjust services as per individual needs at any time.
- Completion of Participant Risk Assessments (and Participant Home WHS Assessment for home visits).
- Completion of an individual support plan which is reviewed annually or earlier as per individual needs.
- Licence agreement and services schedule (for school based sessions only).
- Consideration and communication regarding preferred frequency of services and available hours to maximise participant outcomes.
- A copy of the goals within the NDIS plan is requested to facilitate NDIS reporting requirements, e.g., documentation of progress towards individual goals.





## Advocacy:

The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure they are taken seriously and that their rights are respected. It is also to assist people to access and understand appropriate information and services.

The role of an independent advocate is to support and represent the person and to facilitate their involvement in the key processes and interactions with the local authority and other organisations as required. CAH will:

- Support each participant's right to access an advocate (including an independent advocate) of their choice, and support their right to have the advocate present.
- Welcome participants to engage in advocacy at any stage of interactions with CAH and provide names of local disability advocates if required.

Here is a list of local advocates:

- Advocacy for Disability Access and Inclusion Inc: 08 8340 4450
- Brain Injury South Australia: 08 8217 7600
- Citizen Advocacy South Australia Inc: 08 8410 6644
- Disability Advocacy and Complaints Service of SA Inc: 08 8234 5699
- Disability Rights Advocacy Service Inc: 08 8351 9500
- Independent Advocacy SA Inc: 08 8232 6200

To find the locations and contact details of government-funded independent advocates near you, go to <http://disabilityadvocacyfinder.dss.gov.au>.

We will assist you to access an advocate during on-board and throughout your experience with CAH, as preferred. If you need support accessing an advocate including an independent advocate or would like further information, please contact us on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au).



# CAH EASY READ NDIS FEEDBACK AND COMPLAINTS POLICY

## Why we like feedback and complaints?



We have a Complaints and Feedback Policy because everyone has the right to give feedback and make a complaint.

## What happens when you complain?



We want to hear your feedback and complaints so we can make sure people with disability get good services.



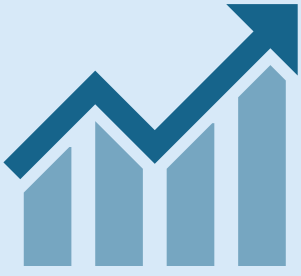
Your services will not be affected if you make a complaint.



Your personal information will not be shared with anyone without your consent. Consent means saying yes to sharing information with others.

# CAH EASY READ NDIS FEEDBACK AND COMPLAINTS POLICY

## How do we handle complaints?



We review our feedback and complaints to make improvements.



We manage complaints fairly and want to reach good results for you.



We will provide you updates as we resolve your complaint.

## How do I make a complaint?



Phone call to Connect Allied Health head office on 08 8337 8770 or email [admin@connectalliedhealth.com.au](mailto:admin@connectalliedhealth.com.au)

# CAH EASY READ NDIS FEEDBACK AND COMPLAINTS POLICY

You can also make a complaint to the Commission by:



Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Completing a complaint contact form.

## Call 000

In case of life threatening situations call 000. If you think a crime has, or is, being committed, contact your local police.



If you need help to make a complaint, we will support you.



You can also ask a support person, family member, friend, interpreter or advocate (including Independent advocate) to help you make a complaint.



## Incident Management

- Your health and well-being is important to us. CAH will:
  - Provide supports and services in a safe and competent manner, with care and skill.
  - Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
  - Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
  - Take all reasonable steps to prevent and respond to sexual misconduct.
  - Connect Allied Health have zero tolerance to violence, abuse, neglect, exploitation, and discrimination.
  - CAH staff undertake training and screening to ensure the safety and well-being of our participants.
  - If an incident were to occur, CAH will support our participants to prevent it from happening again.

If you have any concerns please feel free to contact us on 08 8337 8770. Alternatively, you can contact the NDIS Commission to make a complaint (refer to page 36).





## Emergency and disaster management:

CAH maintain emergency and disaster management planning which considers and mitigates the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster, to support the continuity of supports critical to the health, safety and wellbeing of participants in an emergency or disaster.

### To achieve this, CAH will:

- Ensure that measures are in place to support continuity of supports that are critical to the safety, health and wellbeing of each participant before, during and after an emergency or disaster.
- The measures include planning for:
  - Preparing for, and responding to, the emergency or disaster;
  - Making changes to participant supports;
  - Adapting, and rapidly responding, to changes to participant supports and to other interruptions.
- Communicate changes to participant supports to workers and to participants and their support networks.
- Develop emergency and disaster management plans, consult with participants and their support networks about the plans, and put them into place.
- Ensure the plan explains how CAH will respond to, and oversee the response to, an emergency or disaster, including mechanisms to test the plans.
- Ensure the plan includes review points to enable CAH to respond to the changing nature of an emergency or disaster, which including consultation with participants and their support networks.
- Will communicate the plans to workers, participants and their support networks, and ensure staff are trained in the implementation of the plans.