PARTICIPANT GUIDE TO ABILITY CHOICE CARE SERVICES

Ability Choice Care | 2024

Let’s achieve your goals together

ABILITY CHOICE CARE

Ability Choice Care is Registered service provider situated in the heart of Westpoint Shopping Centre Blacktown

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Our Service Delivery

The service delivery has been developed with feedback from participants and underpins our commitment to our participants. The aim of this delivery module is to provide you with a clear understanding of the standards of service you can expect when using our services and your rights and responsibilities as a service user.

Our Vision

When you use Ability Choice Care Services we will:

- Treat you with courtesy, respect and dignity
- Be fair, open and reasonable
- Respect your privacy and confidentiality and comply with privacy laws
- To have any complaints dealt with in a timely manner
- Operate within the NDIS Practice Standards
- Provide services individually tailored to meet your needs
- Promote self-determination and assist you to make informed decisions and choices
- Promote safe work practises to protect participants and staff
- Provide you with information about other services if we are able to assist you
- Provide access where appropriate to interpreters, advocates and information using various media and community resources.
- All Ability Choice Care Participants are made aware of the Organisations Service Charter after intake at Participant Get Togethers and through multimedia: I.e Newsletters, Participant Guide, Website and Social Media

Your Rights

As a participant of Ability Choice Care you have the right to:

- Person Centred and tailored services, with recognition for your individual needs and situation
- Information in a format that is appropriate for you
- Choose your level of involvement in Ability Choice Care services including the Activity Centre
- Change workers
- Make choices and decisions that enables your right to intimacy and sexual expression.
- Make choices and informed decisions that promotes dignity of risk in decision making.
- Receive support to develop and maintain your identity (i.e. personal gender sexuality, cultural religious and spiritual).
- Receive support to connect with maintain and strengthen family/kinship networks.
- Access activities and environments that embrace freedom of cultural expression and are culturally safe.
- Refuse or reject activities or choices unless there is safety or contractual requirements as part of a service plan.
- Provide feedback or communication regarding any aspect of services that you receive.

Your Responsibilities

Your responsibilities as a participant of Ability Choice Care, we ask you to:

- Provide, to the best of your knowledge, accurate, relevant and up to date information that helps us provide services to you
- Tell Ability Choice Care about any changes to your needs or circumstances
- Treat Ability Choice Care staff and other participants with courtesy and respect
- Show consideration for other participants when involved in group activities/outings/group gatherings
- Actively work with Ability Choice Care staff on your chosen NDIS goals
- Commit to attending your chosen services including groups and activities
- Provide Ability Choice Care with notice in the event of non-attendance of services and/or cancelling of group services in the Activity Centre

About Us

Ability Choice Care is a registered NDIS provider dedicated to empowering participants and helping them achieve their individual goals. We firmly believe in putting the power in your hands. At Ability Choice Care, you are in charge of setting your goals and determining the direction of your journey. Your level of engagement with us is entirely flexible – you decide how much or how little involvement you prefer.

Our services encompass a wide range of support options, tailored to your needs. From assisting with your NDIS Plan, which covers community access and participation, daily living skills, and support services, to providing valuable social support, we're here to assist you every step of the way.

Furthermore, we provide Supported Independent Living Accommodation options designed to support our Participants in fostering their independence. Our aim is to create a nurturing environment where individuals can engage with staff and peers while having a safe and comfortable space to call their own.

Lastly, come and join our amazing state of the Art Activity Centre, we recognise that individuals with disabilities may experience social isolation, loss of social connections and a need to rebuild confidence. Joining a group promotes independence increase memory functions, promotes physical health, and most critically build social connections and friendships.

Joining our Activity Centre

Upon joining Ability Choice Care, individuals are offered the opportunity to attend our Activity Centre. Additionally, that is if your NDIS Plan includes flexibility in core support funding. You will receive a copy of the Participant Guide upon commencement.

The Participant Guide provides essential information to assist you in making informed choices about the services you'd like to receive from Ability Choice Care, as well as the groups you may wish to attend.

If you have trouble understanding the guide just ask one of the Managers or Support Coordinator for some assistance.

We are more than happy to explain any information and answer any questions you have about our Activity Centre and our tailored groups we have to offer.

We can also provide you with brochures, our centre activities timetable, website information and our Quarterly Headlines Newsletters that will enable you to make informed choices.

Ability Choice Care follows the NDIS Principles and use the Human Rights Framework to help us assist individuals to realise their potential, participate in social, economic and cultural life and have access to supports throughout their lives.

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Ability Choice Care abides by the NDIS Quality Service Standards and Code of Conduct.

- Rights and Responsibilities
- Provision of Supports
- Governance and Operational Management
- Support Provision Environment

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NDIS Code of Conduct

The Code of Conduct promotes the Health, Safety and well being of persons with disability, by setting out acceptable, appropriate and ethical conduct for NDIS Providers and workers delivering supports or services. The NDIS Code of Conduct requites workers and providers delivering NDIS supports and services to do the following in providing supports and services.

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse
- take all reasonable steps to prevent sexual misconduct.

The Practice Standards and Code of Conduct are discussed regularly at Participant Get Togethers. You will have a chance to have your say ask questions and provide feedback to the Business Manager and key staff about any concerns or issues relating to the framework. Where the NDIS provides updates or clarification regarding the Practice Standards or Code of Conduct, Ability Choice Care will consult with you.

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WHAT NEXT ?

Ability Choice Care offers a range of tailored services designed to meet your individual needs. When you meet your Ability Choice Care Service Coordinator you will sit down and discuss your plan goals and service options with an experienced staff member who understands your Disability, and knows the local community and is supportive of your choices and decisions.

Ability Choice Care puts you in control. When you join our team at Ability Choice Care you will be allocated a personal passtab quick pin (normally this is your first name and the initial of your surname) to sign into the Activity Centre.

Your quick pin will also be used whilst out in the community when attending social group and other arranged activities by us.

Did you know that we are a registered NDIS provider?

Ability Choice Care is a registered NDIS provider.
We provide the following categories of assistance:

- 1:1 daily living and life skills training
- Group and centre based activities,
- Participation in community, social and civic activities,
- Travel and transport training ,
- Service Coordination
- Support Coordinaton
- Plan Management
- Respite short and long term
- Supported Living Accomodation

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What we offer?

Daily living and life skills training

- is provided to participants with the purpose of achieving greater independence, better life choices and better health outcomes. Ability Choice Care specialise in supporting plan goals that reflect the unique nature of your Disability. Ability Choice Care take pride in skilled areas that include activities of daily living and day to day memory tasks that require decision- making and safe choices.

Our Coordinators

- will discuss the contents of your plan, get your plan moving and tailor your plan and supports to meet your unique needs. We are skilled in supporting plan reviews or changes in circumstances.

SocialDevelopment Activities

- are a unique feature of our service delivery. Participants request these activities through Participant Get Togethers. Our activities provide the chance for you to have fun, make new friends and participate in activities of your choice. Ability Choice Care ensures that activities promote social skills and learning within a disability community.

Community Based Activities

- are great hit with all of our Participants. They give you the opportunity to do something you enjoy on a regular basis. Through these activities you can meet people with common interests, make new friends, reduce social isolation, learn new skills and have fun. Favourite activities include Weekend warriors, leisurely drives and quarterly Participant Get togethers.

Activity Centre - Centre Based Activities

- Ability Choice is care is proud to deliver centre based programs that are much more than day programs. From Cooking, Arts and Crafts to our Sensory Room, our centre provides a comfortable environment and quality facilitates that caters for the individual needs of people living with varied disabilities.

Our Activity Centre

At Ability Choice Care, our group activities offer a wonderful opportunity to engage in activities you love or explore new interests. By participating in these activities, you not only have the opportunity to pursue your passions but also connect with your peers reducing social isolation and fostering a strong sense of joy and camaraderie.

Our groups are meticulously designed to not only provide enjoyment but also to promote independence, enhance memory functions, and support physical health. More than just activities, they serve as platforms for building enduring social connections and friendships.

At Ability Choice Care, we recognise the differences of each individual and are dedicated to delivering personalised group experiences that cater to the diverse needs of people with varied disabilities. Here, you are not merely a number; you are a unique person with individual preferences and needs.

Embark on a diverse array of group activities, including:

Cooking Groups:

- Immerse yourself in a culinary journey through master classes covering recipes, costings, and practical skills applicable in your own environment. The cost for the cooking group is $10.00, encompassing costs recipes and termly expenses.

Brain Training Groups:

- Exercise your cognitive functions by participating in our brain training program, incorporating tools such as Lumosity and a Multi-screen interactive board.

Gaming Room:

- For gaming enthusiasts, our Gaming Room invites you to try our latest Xbox and PlayStation games, including exhilarating car racing games.

Our Activity Centre.

Art & Crafts:

- Uncover hidden talents in our Arts and Crafts room, featuring popular activities like origami, colours by number, and diamond art. Express your patience and creativity to produce wonderful art pieces—the choice is yours.

Karaoke & Disco:

- Whether you groove to 70s disco or prefer the rock of the 80s, our Karaoke & Disco sessions have you covered. Test your vocal powers, and who knows, you might become an Ability Choice Care Star.

Yoga and Relaxation Classes:

- Discover your inner serenity in our relaxation classes, where the soothing sounds of mystical waterfalls and rainforest ambiance help you unwind.

Gardening:

- Cultivate your green thumb and contribute to our gardening group's success in growing mint, basil, parsley, tomatoes, and capsicum. Which we use in our cooking groups.

Sensory Room:

- Experience therapeutic benefits in our purpose-designed sensory rooms, offering spaces that stimulate and relax your senses. If feeling overwhelmed, find solace in our designated rest area.

Education Sessions:

- Lifelong learning is encouraged through sessions on practical life skills, computer literacy, and diverse topics such as Greek mythology or Ancient Egypt. Your interests shape the educational sessions, and we're here to make it happen.

Participant Get Togethers:

- Join our quarterly meetings to connect with peers, share feedback on attended groups, and contribute to the continuous improvement of our centre-based activities. These meetings are vital for ongoing enhancement within our Centre base Activities at Ability Choice Care.

YOUR SERVICE AGREEMENT WITH US

A service agreement is a written agreement between you and Ability Choice Care about the services and supports that you will receive from us. This may include 1:1 support in your home or in the community, social groups, accessing our Activity Centre, Support coordination or plan management. The service agreement covers how and when the services will be provided.

Ability Choice Care service agreements are:
By signing the agreement both Ability Choice Care and the participant agree to points listed below.

- developed via open, honest and timely communication
- built to meet your needs at your preferred times
- developed to ensure best use of funds and transparency in how they are used
- subject to regular reviews and consultation with you about how supports are provided
- built around our values and Service Delivery Model, with a commitment to addressing feedback or complaints in a timely manner
- Transparent, all conditions and requirements are clearly indicated within the service agreement.
- Current, accurate with up-to-date information.

YOUR SERVICE AGREEMENT WITH US

Service Cost

- Support costs maybe funded via the NDIA (National Disability Insurance Agency), Individual funding packages, iCare, insurance company or the NSW Trustee & Guardian. The funding body determines which services are eligible for draw down and payment by Ability Choice Care.

Additional Cost

- Charges such as transport, entrance fees, event tickets, food/drink, memberships for gyms or other Ability Choice Care social activities will incur an out of pocket cost. We try to keep costs to you as low as possible.

Conditions of Service

- Start and finish dates of the Service Agreement will reflect the Service Plans published by the NDIS or other funding bodies.
- At least 48 hours notice must be given if you anticipate being unavailable on the day or at the time you usually receive your support service. Where possible, another time may be negotiated. Failure to notify us of a cancellation may result in a disruption to your service or a cancellation fee applying.
- Cancellation of contractual arrangements with Ability Choice Care will be subject to a reasonable notice period. I.e. 30 days unless agreement is reached to terminate services earlier.
- Transport is provided explicitly to support the Participant who utilises Ability Choice Care services directly. Ability Choice Care will not provide transport assistance to third parties unless agreed by the Managing Director.

Good Qualities of Supports are:-

In providing supports and services that meet your needs Ability Choice Care workers are expected to

- Respect you as a person
- Ensure that you are free from abuse and neglect
- Protect your privacy, and take steps to notify and report any instances where your privacyhas been compromised.
- Complete all Mandatory NDIS approved and internally developed training modules to ensure that they are fully aware of their requirements
- Keep the relationship professional.

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In providing supports and services that meet your needs Ability Choice Care Participnts are expected to

- Treat disability support workers with dignity and respect
- Work on activities to achieve plan goals
- Avoid offering your community support worker gifts, items or money
- Keep the relationship professional
- Respect the Support Workers privacyi.e. do not ask for personal phone number, address or Social Media accounts
- Refuse invitations from staff to attendtheir homes, private functions or events
- Always ask your service coordinator or support coordinator to provide extra hours of support or extend shifts
- If you have any concerns or wish to raise a complaint regarding a Disability Support Worker you suspect is affected by drugs or alcohol, please refer to our Complaints protocol where you are encouraged to contact your Service Coordinator our Managing Director as soon as possible. All matters will be dealt confidentially. Where your complaint is not resolved to your satisfaction you can contact the NDIS Commission on 1800 035 544

WORK HEALTH& SAFETY – At Home, in our Activity Centre and in the Community

Ability Choice Care promote safe work practices, safe work environments and safe support environments. Our staff are required to report and/or take action when they identify the following:-

- External hazards e.g. broken steps, long grass, inadequate lighting particularly after dark or in stair/access areas.
- Internal trip hazards: e.g. Carpets or mats which may cause a fall, slippery tiling, broken power outlets or appliances, poisons or sharps that are not secured.
- Community Support Workers do not lift heavy objects or materials.
- Unsecured pets to avoid harm to any worker or visitor
- Environment al health hazards, including smoking areas,gas or other flammables
- Hoarding or hazardous work areas caused by clutter or blocked exits
- Electrical hazards- Faulty power cords and equipment Domestic or trades
- Broken security gates or locks
- Failing emergency equipment– e.g. smoke detectors, personal alerts.

Our Duty of Care

Duty of Care relates to Ability Choice Care's responsibility to minimise or mitigate risk associated with predictable events, based on sound risk management principles:

- Staff are required to take reasonable care to avoid injury to participants who could foreseeably be harmed by an action/inaction that could be prevented : e.g. transfers in and out of a vehicle, wearing a secure seatbelt, ensuring vehicle road worthiness.
- Staff are required to support individuals to manage medications or attend clinical reviews as directed, to maximise the participant's wellbeing and minimize harm.
- Staff are required to report issues that endanger the participant, to Ability Choice Care Managers. Ability Choice Care staff are also required to submit individual support notes daily with the Shift Care App and complete incident reports (where appropriate) for the purpose of response and resolution.
- Pre Inspection of home environment prior to service delivery, and completion of a risk management checklist.
- Adequate training for staff and assessment of support needs will occur prior to commencing shifts and providing services.
- At an Organisational level, management are required to record incidents and anticipate potential failures via a risk management register, which is presented at our Managers meeting which occur fortnightly.

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Creating a Safe Environment at Ability Choice Care

Ability Choice Care is committed to providing a safe environment for our participants, visitors and staff.
It is important for everyone to look after safety at Ability Choice Care. Not just your own safety but the safety of others too. To help us make Ability Choice Care as safe as possible there are some rules for everyone to follow. These are:

- PASSTAB (iPad in the reception area)
  - Everyone that comes to Ability Choice Care must sign in on PASSTAB.
  - An iPAD is kept in the foyer's main entry of our Activity Centre. You must sign in with your quickpin, when you arrive and the time that you leave.
  - In an emergency we then know how many people are in the building. Designated fire wardens are alerted by a back to base alarm system. They will address any groups present, check all rooms and they will ensure that all participants and workers use the lit exits.
  - After exiting the building to one of two assembly points, the designated officer will then conduct a full head count, only re-entering the building after clearance is given by fire or other authorised official.
- ABILITY CHOICE CARE QUARTERLY INSPECTION OF PREMISES
  - To make sure that everyone is safe within the premises , Ability Choice Care conduct routine inspections of all premises. This is to make sure that we reduce dangers in the building including trip or fire hazards that could put your safety & the safety of others at risk. A fully maintained cabinet of Personal Protective Equipment, a defibrillator and other cleaning products are maintained and secured within the building, and all exit lights, security doors and extinguishers are checked in accordance with relevant WH and S legislation.Significant concerns are addressed as per the checklist and items are immediately replaced: e.g. smoke alarms.

Creating a Safe Environment at Ability Choice Care

- No Smoking Policy
- To make sure that everyone is safe within the premises , Ability Choice Care conduct routine inspections at our premises.
- This is to make sure that we reduce dangers in the building including trip or fire hazards that could put your safety & the safety of others at risk.
- A fully maintained cabinet of Personal Protective Equipment, a defibrillator and other cleaning Material Safety Data sheets and products are maintained and secured within the building.
- All exit lights, security doors and extinguishers are checked in accordance with relevant WH and S legislation
- Significant concerns are addressed as per the checklist and items are immediately replaced: e.g. fire extinguishers

Emergency and Disaster Recovery

Good governance requires continuous risk assessment and contingency planning for disasters. Sometimes, the things that happen are big enough to cause a major disruption to business and service delivery. Considering this, participants need to know the following:

- OUR CHIEF EXECUTIVE OFFICER: Asks the Managing Director to report risks to the Business at every Executive Meeting. This includes issues that we can predict, like running costs, but also those we cannot like Covid or building damage through an Act of God. This will continue.
- OUR MANAGING DIRECTOR : Has built a Strategic Plan that aims to secure financially for the future. This is about having the finances/resources available to rebuild or move, in the case of disaster, without incurring debt. We have a solid position and can continue to deliver if the worst happened.
- OUR OPERATIONS TEAM: Has built a technology platform that allows executive management to access to all essential information remotely. This involves use of Information technology tools that enable planning, communication, rostering, financial control, payroll, and remote conferencing. Our technology is State of the Art. We can access all the information we need when we need it. If we have a disaster, we have the means to respond off site.
- OUR SERVICE MANAGEMENT TEAM: Have access to information that allows them to continue to deliver the support elements and strategies required by our funding bodies. They will maintain contact with all our participants and Disability Support Workers through our sophisticated technological base. Ourteam of coordinators is skilled and experienced. They continuously monitor the welfare of our participants.

Emergency and Disaster Recovery

Continued.....

- OUR PLAN MANAGER: Will use the XERO platform and integrated software to maintain services to internal staff and external suppliers. Our Plan Manager is tech and information savvy. He can work remotely if required.
- OUR SUPPORT WORKERS: Will use smart technology to maintain contact and communication with the Ability Choice Care management team and participants. Our Support Worker team equipped to continue services without disruption. Disruption at Ability Choice Care does not mean disruption to our core business.
- OUR SUPPORT WORKERS: Will use smart technology to maintain contact and communication with the Ability Choice Care's management team and participants. Our Support Worker team are equipped to continue services without disruption. Disruption at ABility Choice Care does not mean disruption to our core business.
- IT Team: Our Internet Service Provider-available 24/7 to provide backup, systems security, and systems solutions, even when we are off site.

EMERGENCY AND DISASTER RECOVERY
DO YOU KNOW ABOUT ABILITY CHOICE CARE?

- Has full property and loss insurance.
- Has bomb, fire and health evacuation plans, including House Wardens and regular drills.
- Advanced building and personal security systems including CCTV, Remote monitoring, and electronic entry/exit/assemblypoints.
- Strong Infection control protocols, based on NSW Health advice and adherence to mandatory requirements: e.g., PPE, notification, sanitisation, and social distancing rules.

FEEDBACK & COMPLAINTS AT ABILITY CHOICE CARE

At Ability Choice Care we expect that all staff show you the respect that you deserve. For almost four years of operations Ability Choice Care has promoted Human Rights Principles which empower and encourages you to speak up.

We will ensure that services are provided in an environment that is free from discrimination, financial, sexual, physical or emotional abuse, neglect or exploitation.

Monitoring Complaints at Ability Choice Care

- All complaints are recorded and maintained in our complaints register. Once recorded all complaints are addressed in a four week time frame or sooner unless the complaint is unresolved, represents a conflict or needs to be escalated.
- The Managing Director reports all complaints and feedback bi-monthly to the Executive Team for quality purposes.
- Only people involved in your complaint or are being investigated will be told, with your permission. If you have difficulty or a sound reason for not raising an issue to people listed above (you may have a complaint about them) you can escalate to the next level.

Will anything happen to me if I make a Complaint?

- Nothing will happen to you if you bring up a complaint and it is confidential unless you give permission to talk to the other party.
- By telling us about your problems we can help you so that we can give you a better service. We always aim to do our best for you.

Step 1- Talk with the Person e.g., Support Worker
Step 2- Talk with your SupportCoordinator
Step 3- Talk with the BusinessManager.
Step 4- Talk with the Management Committee
Step 5 - Talk to the NDIS Commission
Step 6 - Talk to CommonwealthOmbudsman Office

NDIS COMMISSION AND WHAT IT CAN DO FOR YOU!

The NDIS Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS supports and services. They work to ensure that the support you get through the NDIS is good and safe. If you feel that your issues or complaints remain unresolved they are able to investigate on your behalf.
The NDIS Commission have been addressed to support you to maintain the following Principles:-

YOUR RIGHTS:

- To be safe and have good quality services
- The right to make a complaint

WHAT THE COMMISSION WILL DO:

- Make sure services treat you well
- Tell workers they must follow the NDIS Code of Conduct
- Make Services report abuse, neglect and other bad things
- Give information and advice to make services better

IT IS OK TO COMPLAIN

- You can make a complaint about support you get through the NDIS
- Talk to your service provider first
- You can get help from family, friend or an advocate
- If the service does not help you or you do not want to talk to the provider, contact the NDIS Commission
- We will listen to you and we will try to make it better.

MAKING A COMPLAINT

- You can make a complaint by phoning us Phone 1800 035 544
- You can fill out the complaint form on the website which is www.ndiscommission.gov.au

NDIS Quality and Safeguards Commission

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OTHER SERVICE YOU MAY LIKE TO CONTACT

Ability Choice Care Quality Framework

Ability Choice Care take great pride in pursuing quality principles and make a concerted effort to inform and discuss changes in policy or service delivery to participants, in a form they can fully understand. Information is provided through regular participant get togethers, participant questionnaire via survey monkey, group activities and 1:1 reviews. We love hearing your opinion and building options based on your feedback.

All Senior staff take the time to know all of our participants, and this arrangement ensures that you feel supported and have an active voice about the services you are receiving.

You can access your information at any time

Ability Choice Care is committed to all staff completing NDIA quality training modules and has encouraged development of staff though internal/external training modules, regular performance reviews and regular review of plans . We have a proud reputation as a fierce advocate and champion for those who do not have a voice. Our modest size and unique service ensures that we are better equipped than many competitors, to address the unique needs of our participants.

OUR NDIS PLAN AND PLAN REVIEWS

Whenever you or your carers are experiencing frustration or need advocacy to address complex issues, our approach is person centred, holistic, and extends to those living independently, living with elderly carers or those who may not have the means or capacity to navigate their plan independently.

Examples of us going the extra yards include:

1. Accompanying all participants who wish for support at NDIS reviews within the home or other suitable review environments

2. Facilitating reviews and Change of Circumstances requests via direct negotiation with the NDIS. Following up if the agency fails to act or delays action.

3. Ensuring other providers are meeting requirements contractually, particularly where we see negligence or potential risks. Where applicable. We report issues to the relevant authorities for address.

QUICK GUIDE TO NDIS

ADVOCACY: Ability Choice Care takes pride in assisting you with advocacy. We are absolutely determined to support you before, during and after your plan is published. This means assisting you to get the best outcome in terms of funding, support and services. We regard it as a privilege to walk alongside you when you feel you need us. You do not need to meet a planner (see below) without our support. You can choose where you wish to see them: I.e. In your home, at Ability Choice Care or somewhere else and can insist that you have supports present.

PLANNER: A term used to describe the person who works for the NDIA (National Disability Insurance Agency) and determines how a plan can is costed and developed. Planners are public servants and they have delegation to cost and approve plans. If a planner calls you or your carer our strong advice is to refuse phone interviews or interviews at the premises of the agency without support. LAC's (see below) do not have the delegation to approve plans.

LAC: (Local Area Coordinators) collect information on behalf of the NDIS to inform planners. LAC's in Sydney work for the Settlement Services International or Uniting. Participants reviewed by LAC's are supposed to have lesser support requirements than those reviewed by Planners, although we sometimes find this assumption problematic. If you are concerned that your LAC does not have knowledge or experience with ABI you need to let us know so you can be accompanied to 1:1 interviews or assessments.

EVIDENCE: All decisions by the Agency should be evidence based. This means that medical reports, particularly from your treating doctors and therapists, are extremely important. If you don't have current evidence or information, make sure you talk to us. Evidence is not about a planner's opinions, but should be based on observations (by an experienced worker/carer) and facts. Therapist and specialist reports help inform NDIS decisions and ultimately, your funding.

QUICK GUIDE TO NDIS

REVIEW: If you are unhappy with an NDIS plan or an NDIS decision you can request a review. Reviews within the first 90 days of release are treated as a greater priority than other unscheduled reviews. A review of a decision can take some time (up to 3 months) so it is best to commit existing funding in the hope that the review may increase or improve funding amounts/distribution. Headway ADP can assist you to submit a review. You will often need evidence from a doctor or allied health professional (see above) to support the process.

CHANGE OF CIRCUMSTANCES: If your health deteriorates or your informal supports (carers or friends) are no longer able to assist you with daily activities including social activities, Headway ADP can assist you in lodging a Change of Circumstances request. You will need evidence from an allied health professional or doctor to support this change. If the agency accept these changes, you will be given a new plan commencement date and plan. Please advise us immediately if there is the need for an emergency response.

FUTURE GOALS: Whilst many first plans do not address future needs it is envisaged that as the scheme matures participants will benefit from acquiring new skills, growing independence and living more fulfilling lives. The idea is that a plan will change as things in your life change and you grow.

SUPPORT COORDINATION: If you feel unable to organise your activities or would like some assistance putting your plan into place, Headway ADP is here to help. Headway is also prepared to assist you to appeal where these supports are needed but remain unfunded

WE WELCOME YOU TO ABILITY CHOICE CARE

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