



Welcome Booklet

For NDIS Participants

Supportability Group Pty Ltd

Trading as: Supportability – Support Coordination Services

ABN: 70 668 877 512

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Table of Contents

Welcome	2
About Us	2
Getting Started with Us	3
Our Services	4
Support Coordination.....	4
What you can expect	5
.....	6
Expectations, Rights & Responsibilities	7
Our Rights & Responsibilities to You.....	7
Your Rights & Responsibilities.....	8
Accessing & Leaving Our Organisation	8
Accessing our Service	8
Transitions to or from our Service	9
Leaving our Service.....	9
Fees & Payment	9
Advocacy	9
Conflict of Interest	10
Money Handling.....	10
Feedback, Complaints & Compliments	10
Continuity of Supports	11
Change of Worker	11
Emergency & Disaster Management	12
Your Safety	12
Work Health & Safety.....	13
Incident Management.....	13
Privacy & Dignity	14
Information Management	14
How to Contact Us	16

Welcome

Welcome to Supportability Group. This is the beginning of our working partnership, and we look forward to supporting you under the National Disability Insurance Scheme (NDIS). This handbook provides an overview of our services and guidelines and will:

- provide you with information about our services.
- assist you to know who to contact.
- provide you with information about our obligations to you and your responsibilities to us.

If you or your family need assistance with translation or have vision or hearing difficulties, please let us know and we will arrange assistance. If you have difficulty reading any part of this booklet, please contact us to obtain a larger print version or ask for clarification.

Please note all our policies and information can be provided using the language, mode of communication and terms that you are most likely to understand.

About Us

Supportability Group are specialist providers of support coordination services to the disability sector. We work with teams of providers to offer an integrated and coordinated approach to the management of acquired disability, catastrophic injuries, and complex neurological conditions. We are a team of tertiary qualified social workers, and highly skilled support coordinators. We offer services across the state of Queensland, Australia and in an online capacity. We began in 2004 and have earned a reputation for delivering high quality, professional and ethical practice. This, and a passion for improving the lives for children and adults living with acquired disability, make us the perfect partners to assist you to maximise your ability to build capacity.

Our Vision

People with disability lead enriched lives.

Our Mission

We empower & support people to achieve their goals and aspirations.

Our Purpose

Our purpose is to be the leaders in contemporary social work practice across the disability sector and to champion social change.

Our Values

Integrity, Authenticity, Innovation, Collaboration & Respect

Getting Started with Us

We are working together because you, the NDIS or someone from your support team made a referral to us. The referral gave us information about you, your NDIS Plan, and the reason for referral to our service. This was done by completing our electronic **Referral Form**.

When we start working with you, along with this **Welcome Booklet**, we will give you the following documents to read and sign:



Service Agreement

This is an agreement between you and our Organisation that makes clear what we have both agreed to. It outlines the agreed services, the costs for these services and the duration of services. All services will be provided as agreed to in this form. At the start of each new NDIS plan or new service you will be asked to sign a new Service Agreement.

You, your nominee or guardian, will receive this form, and be asked to complete it, electronically. In circumstances where it is not possible for you to sign electronically, your Support Coordinator will help you with this.

If you or your nominee chooses not to sign a service agreement, we will be unable to progress our work with you. Please see your **Service Agreement** for more details.



Consent Form

All clients of our Organisation will be asked to sign a Consent Form to allow our staff to talk to other people in your support team. This is so we can help you get the best from your NDIS Plan and best achieve your goals. Within this form you will be asked to identify parties that can be included within our 'Communication Circle'. This is a way of communicating, set up as an email group, to notify your support team (key stakeholders) of specific information, events and updates.

You, your nominee or guardian, will receive this form, and be asked to complete it, electronically. In circumstances where it is not possible for you to sign electronically, your Support Coordinator will help you with this.

Our Organisation obtains consent from clients in order to collect, use and retain information or to disclose information (including assessments) to other parties. Please see your **Consent Form** for more details.

These forms can be found on our website <https://rehabilityaustralia.com.au/resources/>

Our Services

We will be working with you to provide one or more of the following services. Here, we explain the services we provide and what you can expect from us during our time working with you.

Support Coordination

If you have funding for Capacity Building, Support Coordination we can help to strengthen your ability to design and build your supports using your NDIS Plan. Support coordination helps you to make the best use of your NDIS Plan including help to:

- Understand and use your NDIS plan to pursue your goals.
- Connect you with NDIS providers, community, mainstream and other government services.
- Build your confidence and skills to use and coordinate your supports.

We offer three levels of support coordination, and you may have funding in your plan for one or all the following levels provided here at Supportability:

Level 2: Coordination of Supports

Coordination of Supports focuses on supporting you to direct your life, not just your services. Our focus is on assisting you to build and maintain a resilient and broad network of supports including family and friends, community and mainstream services and NDIS funded services. We will work with you to help you understand the funding in your NDIS Plan, identify what you expect from services, and how you want your supports designed. We will provide coaching so that you are well equipped to manage the right supports and services for you.

Level 3: Specialist Support Coordination

Specialist Support Coordination is delivered using an expert or specialist approach and is for people who have high level risks or complex situations and needs. It is usually intensive support that is time limited to address the immediate and significant barriers that may be impacting on you being able to use your NDIS Plan. At Supportability we have professional qualifications, expertise and a long history navigating the disability sector. As your Specialist Support Coordinator, we work closely with you and your supports to prioritise the help you need, connect you with your community, problem solve during points of crisis, address barriers that are stopping you from achieving your goals, and make sure your supports are working well together.

Psychosocial Recovery Coaching: Support Coordination

Psychosocial Recovery Coaching helps participants to build capacity and resilience through strong and respectful relationships to support people with psychosocial disability to live a full and contributing life. This support is designed to be able to maintain engagement through periods of increased support needs due to the episodic nature of mental illness. Recovery coaches work collaboratively with participants, families, carers and other services to identify, plan, design and coordinate NDIS supports.

The following page tells you about what to expect when working with your support coordinator.

For more information about support coordination please ask us or you can check out <https://www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan/support-coordination>

What you can expect ...

First 8 weeks

During your first eight weeks your support coordinator will help you to understand your NDIS Plan and agree how you will be supported to use your NDIS funding. At the end of this first eight weeks, using the information gained from meeting and talking to you, your nominee and support team, we will complete our **Support Coordination Implementation Report, Risk Assessment & Support Plan**.

Implementation Report

This says what you and your support coordinator have agreed to work on during your NDIS plan. It also says what steps have been taken by your support coordinator within the first few weeks to help you use your NDIS plan.

Risk Assessment

This outlines risks that may be impacting on your wellbeing and safety and stop you from achieving your goals. It says what steps are going to be taken to reduce or treat those risks.

Support Plan

This identifies and talks about your needs, support requirements, preferences, strengths and goals. It will outline how you want your support coordinator to work with you and what you would like them to prioritise.

This document will be shared with you and/or your nominee, and we will ask you to sign it to show that you agree with what has been outlined. Once it has been signed, we will share it with your NDIS Planner and, with your consent, relevant others in your support team.

During your plan

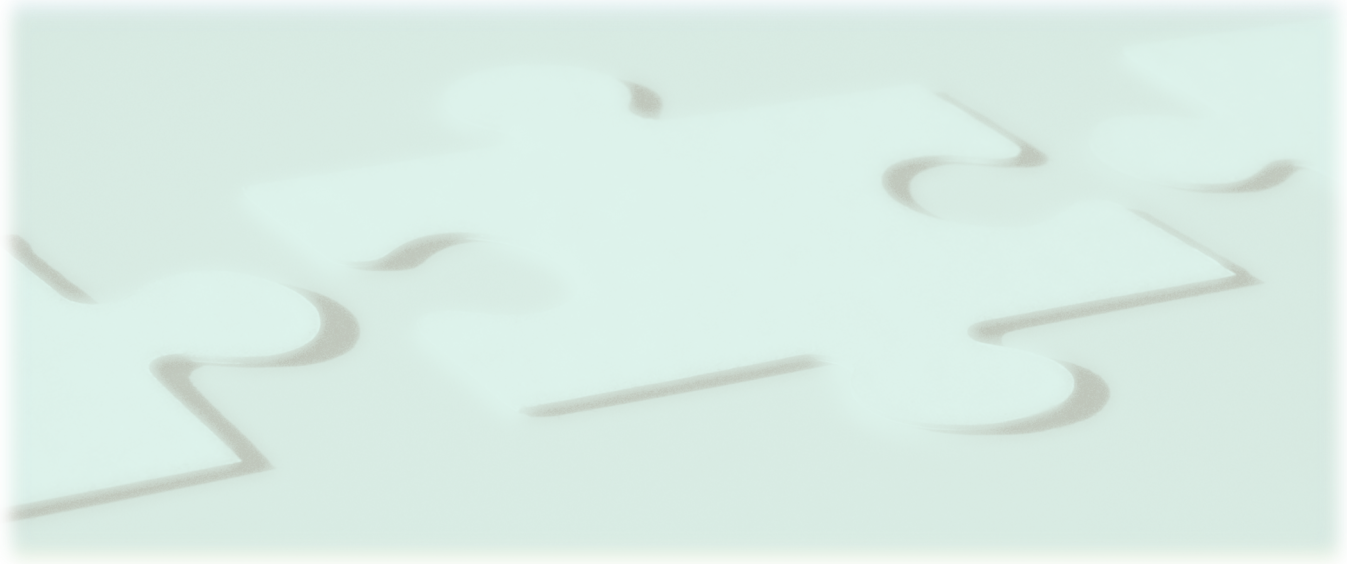
Throughout your NDIS plan your support coordinator will continue to talk to you and help you to identify and arrange supports based on your **Support Coordination Implementation Report, Risk Assessment & Support Plan**. We will keep in touch with you using your preferred type of communication and agreed frequency. We will review how well the supports have met your needs and wishes and help you to make changes as required. This may include completing NDIS forms where, for example, a change of circumstance has happened.

Sometimes the NDIS planner asks us to provide a progress report at a certain point in your plan. With your consent, we will complete our **Support Coordination Progress Report**. We will detail what we have done so far to support you to implement your NDIS plan, provide an update on how you are going with using your NDIS plan to pursue your goals, and share any new risks or concerns.

End of your Plan

A **Progress Report** is completed before your next plan reassessment. Together with your support coordinator, you will consider how your NDIS plan has been used to pursue your goals and what progress has been made towards these. It will outline the action taken by your support coordinator and any barriers or challenges which may have impacted on the plan implementation. The report will include any recommendations about what you might need for your next plan.





Expectations, Rights & Responsibilities

Supportability will always place you, as our client, at the centre of our work. This lets you fully participate in the process of identifying your needs, setting your goals, and working towards your aspirations. We recognise how important it is to value you as an individual. This means understanding and respecting your beliefs, values, ethnicity, culture, age, gender, and abilities. Supportability places great emphasis on connecting clients with their family, friends, and communities.

Our Rights & Responsibilities to You

Rights

- Manage our business, including who we work with, setting competitive pricing for services (that are not excessive or fraudulent) and establish clear service agreements.
- Be paid for supports and services delivered according to the participants NDIS plan.
- Set terms in service agreements, regarding cancellations policies, service hours and professional boundaries
- Work in a safe environment and have their own privacy respected by participants.

Responsibilities

- Provide supports that meet your needs at the preferred times (once agreed).
- Communicate openly and honestly in a timely manner.
- Treat you with courtesy and respect.
- Consult you on decisions about how your supports are provided.
- Provide you with choice and control.
- Review the provision of supports at least 3 monthly with you.
- Give you information about managing any complaints or disagreements, upon request.
- Listen to your feedback and resolve problems quickly.
- Aim to give you a minimum of 24 hours notice if we must change a scheduled appointment to provide supports.
- Give you the required notice if we need to end the service agreement.
- Protect your privacy and confidential information.

- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and Australian Consumer Law.
- Keep accurate records on the supports provided to you.
- Make available on request, copies of invoices and statements for the supports delivered to you.
- Deliver all supports and services in line with Federal and State public health directives and mandates.
- Deliver culturally sensitive practice as aligned with our professional code of ethics.

Your Rights & Responsibilities

Rights

- To nominate, in writing, an advocate or guardian who will act in your interests and accept the responsibilities imposed under your service agreement.
- To be treated with dignity and respect, and to have your choices and aspirations supported as far as is possible.
- To determine the type and range of activities that you wish to participate in.
- To request services in accordance with your support plan, provided the request is also in accordance with all applicable legislation, including public health directives and mandates.
- To participate in the development of your support plan acknowledging that the cost of supports arising from that plan must be able to be met within the funding available for supports - any support plan will be reviewed annually or can be reviewed upon request at any time.
- Have the right to privacy and confidentiality and in keeping with the Australian Privacy Principles, to request access to any private information kept by the provider and related to my supports and services.

Responsibilities

- Always treat us with courtesy and consideration.
- Keep us informed of any changes which may impact on service delivery and/or your NDIS plan.
- Work cooperatively with us regarding issues that may arise during the development and delivery of support and activities covered by your service agreement.
- Pay all fees owing by the due date.
- Adhere to the budgetary requirements of your support plan.
- Provide us with 14 days advance notice of intention to leave the service.
- Participate in the development and regular review of your support plan.

Accessing & Leaving Our Organisation

Supportability are specialised services delivering support to people with acquired disability, catastrophic injuries, and complex neurological conditions.

Accessing our Service

To access our service a referral form is completed. This is needed for anyone wishing to access services with us. Our clinical team reviews the referral and then decides if you meet our referral criteria and if we can safely meet your needs. If so, your referral will be accepted, and you will be allocated to a suitable worker.

Transitions to or from our Service

If you are transitioning to Supportability from another organisation, we aim to provide a smooth and seamless start with us to reduce delays and disruptions to you. We will work with you to identify who we need to talk to in your support team, either previous or current, to facilitate a safe start with us.

Likewise, if you decide to transition to a new provider from Supportability, we will work with you to agree how you would like us to handover your supports to your new provider to make sure you have a safe and seamless transfer.

Leaving our Service

If you wish to exit the service prior to the completion of the agreed timeframe outlined in your **Service Agreement**, you are required to provide two weeks written notice. This is also outlined in the **Service Agreement**.

When you leave Supportability, we complete a **Closure Summary**, which we provide to you and/or your new provider to support your transition. We also have an obligation to let the NDIS and your support team know that you are moving on. Supportability will ensure all necessary administrative tasks are completed to facilitate your transition out of Supportability. For more information, please ask to see a copy of our **'Transition (Joining) Policy'** or **'Transition (Leaving) Policy'**.

Fees & Payment

Supportability is a private fee for service organisation. The cost of our services is in line with the current NDIS Price Guide. The services we are providing you, along with the price, are set out in the schedule of supports found in your Service Agreement. For more information about the NDIS Price Guide follow this link <https://www.ndis.gov.au/providers/pricing-arrangements>

Supportability will invoice for services based on how your NDIS funds are managed:

- Self-Managed: After providing supports, we will send you or your plan nominee an invoice for those supports. You or your plan nominee will pay the invoice by electronic funds transfer (EFT) within a 14-day period.
- NDIA Managed: After providing supports, we will claim payment for those supports from the National Disability Insurance Agency (NDIA) via the NDIS 'My Place' Portal.
- Plan Managed: After providing supports, we will claim payment for those supports from your plan manager. The plan manager will pay the invoice by EFT within a 14-day period.

If you have any questions or concerns about fees and payments, please contact our administration team on (07) 3161 2471 or email them hello@supportability.help

Advocacy

You have the right to an advocate. This is someone independent of Supportability and the NDIS who will make sure your voice is heard, and your rights promoted and protected. People use advocates when they need help with complex or serious issues or when they do not have any family or friends to help them

exercise choice and control. If you would like to be connected to an advocate, please ask us, or follow this link <https://askizzy.org.au/disability-advocacy-finder>.

Conflict of Interest

Supportability is committed to ensuring the choice and control of the services and supports you access is yours. We will proactively talk to you about any perceived, potential and/or actual conflicts of interest that come about while working with you. We align our practice with the Australian Association of Social Work (AASW) Code of Ethics and AASW Practice Standards regarding conflicts of interest. A copy of our '**Conflict of Interest Policy**' is available from administration.

Money Handling

Your support coordinator or social worker does not need access to your money or other property as part of our service. Supportability cannot offer financial advice either. We will, however, assist you to understand that your money and other property is to be used with your explicit consent and for the purposes intended. Where financial independence is identified as a goal, we will assist you to talk to the right person or service. If concerns are raised with us about inappropriate use of your money or other property, Supportability will help you report these concerns to the relevant authorities.

Feedback, Complaints & Compliments

We welcome and value your feedback. We use it to learn and continue to improve our service. You can provide feedback such as a suggestion about ways to change or improve the way we work with you. You can tell us about where we may have fallen short of your expectations, and you are not happy with the support provided by Supportability. You can also tell us about when you have been happy with the support you received from us. To provide feedback or make a complaint:



Talk in person to your worker or ask to speak with their manager.



Phone our Head Office on (07) 3161 2471 and speak to the Quality Assurance Manager.



Email us at hello@supportability.help



Fill in our Complaint and Feedback Form on our website <https://rehabilityaustralia.com.au/resources/> OR post us a letter to PO Box 336, Morningside QLD 4170

If you are not satisfied with the handling and/or outcome of your complaint, or you do not wish to contact the Quality Assurance Manager or Director, you can contact the **NDIS Quality and Safeguards Commission** by:



Completing a complaint contact form, link found here
<https://www.ndiscommission.gov.au/about/complaints/making-complaint-about-provider>



Calling 1800 035 544

If you are deaf or hard of hearing, contact:

- TTY on 1800 555 677
- National Relay Service on 1800 555 727.

For more information, visit the NDIS Commission website -
<https://www.ndiscommission.gov.au/about/making-complaint>

For more information about Supportability's complaints management, including our **'Complaint Management and Resolution Policy'** please ask us.

Continuity of Supports

Supportability Group we pride ourselves on our capacity to meet your needs if your allocated support coordinator is not available. To avoid disruption to your service we will work in collaboration with you and your support team to agree arrangements for any absence. This includes when your allocated support coordinator is on holiday or sick leave; they are unavailable due to other work commitments; or if they leave Supportability.

We work as a team, which means another staff member with the right skills and knowledge will respond to your needs to ensure continuity of your service. The Team Leader or Director will oversee any alternative arrangements to ensure you receive the right attention and response throughout the period of your Service Agreement. Please ask to see our **'Continuity of Supports Policy'** for further details.

Change of Worker

There may be times when it is necessary to move your supports to a different worker within Supportability permanently. This may be because your allocated worker has left Supportability or has moved to a different role. If this happens, we will talk to you about any necessary changes. We will also make sure that the transfer of your support to your new worker is seamless. We have an **'Internal Clinical Handover Policy'** that outlines what we do.

It may also be that you have requested a change of worker. We want you to be satisfied with the support you receive from us and will always work with you to resolve any concerns. However, if you would like support from a different worker within Supportability, please contact our administration team on (07) 3161 2471 or email them hello@supportability.help. They will put you in touch with the relevant manager so that you can agree a plan.

Emergency & Disaster Management

Supportability will take steps to ensure that both individual clients and the organisation have plans in place to prepare, respond, and recover from emergency and disaster events. Supportability will ensure that measures are in place to optimise the continuity of supports that are critical to the health, safety and wellbeing of you.

If there is an emergency or disaster event, we will:

- Contact you within 12 hours to check on you and agree what, if any, actions are needed.
- Contact your support network and team to establish any current, or likely, disruption to your continuity of care.
- Contact you again to agree, based on the information obtained, if any part of your Emergency Assessment & Plan needs to be implemented; implement the plan; and agree a timeframe for the next check in with you.

We will monitor the situation and contact you earlier than agreed, based on the changing nature of the emergency or disaster. We can also be contacted by you or your support network or team at any point.

If any of our staff are not able to engage in regular work activities due to the emergency or disaster:

- All staff, clients and stakeholders will be notified and updated regarding any staff absences impacting on 'usual business' and direct client activities.
- All client's requests will be triaged via our head office and allocated to staff members for attention.
- All services will be overseen by the clinical lead of that client region.
- All client's services will be monitored by the Director.

Due to the nature of our work, Supportability is well positioned to provide continued services via telephone consultation, video consultations and email/text messaging consultation. Our services and systems have been developed to be offered remotely, and all our staff have the capacity to work either from an office location or their own home. For a copy of our '**Emergency and Disaster Management Policy**', please ask us.

Your Safety

Your safety is paramount, and we recognise that we play an important role in promoting and protecting your wellbeing. Supportability will act with integrity and honesty and deliver our services in a competent and professional manner, using staff that are suitably qualified. We will proactively support you to raise concerns about the quality and safety of any of the supports or services you receive. We will take reasonable steps to prevent and respond to all forms of violence, abuse, neglect, exploitation, or discrimination. Where there is an immediate risk to you, will call emergency services.

Supportability aligns practice with the **NDIS Code of Conduct, NDIS Practice Standards and Quality Indicators, AASW Code of Ethics** and **AASW Practice Standards**. These provide our framework for keeping

you safe and effectively managing risk. For more information, or a copy of the relevant code or standards, please ask us.

Work Health & Safety

Supportability is responsible for providing a safe place of work for our staff. We are also responsible for making sure that supports are being delivered in an environment that is safe and suitable for both you and our staff. If our service is delivered in your home, then your home is considered our workplace, and our work health and safety responsibilities extend to your home.

Before our first home visit to meet with you, we will complete a **Home Visit Assessment** to identify any areas of risk or safety concerns. We will discuss any concerns with you and agree a plan to keep everyone safe. The safety of our workers is monitored and reviewed when there are any new circumstances or changes to your environment, living arrangements or health and wellbeing.

You can help us by:

- Notifying us of any unsafe conditions in your home.
- Arranging repairs of any unsafe conditions identified during our assessment of your home.
- Ensuring your pets are controlled when we visit.
- Providing a smoke-free environment when we visit.
- Treating us with dignity and respect.
- Advising us if you are unwell.

Our workers will always be identifiable by way of introduction, showing you and wearing their staff ID badges.

Our commitment to providing a safe work environment is outlined in our **'Home Visit Policy'** and aligns with workplace health and safety legislation.

For any face-to-face visits, we will ask if you are not displaying and cold of flu-like symptoms to ensure that both you and our staff are not unnecessarily exposed to potential illness. If a risk is identified, then we will agree a different way to deliver your supports, such as over the phone or videoconference, or rearrange the visit.

Incident Management

At Supportability we have an incident management system that lets us record and manage incidents that happen while we are delivering supports to you. An incident is defined as an act, omission, event or circumstance. Incidents must be recorded and managed where harm, or potential harm, is caused to or by a person with disability while they are receiving supports or services.

The NDIS Commission requires us to report certain types of incidents to them. These are called reportable incidents. Reportable incidents are categorised by the NDIS Commission as being:

- The death of a person with disability.

- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability.
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person.

Our workers are trained in incident management. Where an incident does occur, our priority is your safety and wellbeing. The relevant worker reports the incident to their line manager and records it on our **Incident Report form** within our client management system. If it meets reportable incident criteria, we will report it to the NDIS commission. Appropriate steps will be taken to assess and/or investigate the incident and identify any learning for us.

Our '**Incident Management Policy**' guides our practice and aligns with the **National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018** and **Reportable Incidents document 2019**. To see a copy, please ask us.

Privacy & Dignity

Supportability respects and protects the personal privacy and dignity of all people and is committed to keeping safe the personal information that is provided to us. Supportability's '**Privacy Policy**' outlines our commitment to privacy, confidentiality and our information management. We aim to manage personal information in an open and transparent way.

Supportability bases our privacy policy on **The Australian Privacy Principles (APPs)**. There are thirteen privacy principles as per the **Privacy Act 1988 (the Privacy Act)**. This is an Australian law which regulates the handling of personal information. For a copy of our '**Privacy Policy**', please ask us.

Information Management

The **Supportability NDIS Consent Form** you sign when you begin working with us, gives us permission to collect, use and retain information about you, and to provide information to other supports and services that you have nominated. You can withdraw or amend your consent at any time.

The kinds of information that may be collected and/or shared include:

- Contact details including your name, address, phone number and email address.
- Personal details including you date of birth, gender, and cultural background.
- Information on personal issues and experiences, and relationships.
- Information about your family background and connections and supports in the community.
- Areas of interest and needs.
- Health information and/or medical history.
- Clinical assessments and progress notes.
- NDIS Plans and reports.

This information is collected and shared in different ways including face to face, over the telephone, through email, fax and letter, telehealth or video conferencing, or through forms or surveys.

Supportability uses this information for the following purposes:

- Providing you services as agreed to in your service agreement.
- To meet any requirements of government funding for programs.
- To monitor and evaluate existing services and plan for future services.
- To obtain feedback from individuals about their experiences and outcomes.
- To comply with legal obligations.

There are some circumstances where we are required to share your information without your consent including when:

- It is otherwise required or authorised by law.
- It will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety.
- It is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities.
- It is reasonably necessary to assist in locating a missing person.
- It is reasonably necessary to establish, exercise or defend a claim at law.
- It is reasonably necessary for a confidential dispute resolution process.
- It is necessary to provide a health service.
- It is necessary for the management, funding or monitoring of a health service relevant to public health or public safety.
- It is necessary for research or the compilation or analysis of statistics relevant to public health or public safety.
- It is reasonably necessary for the enforcement of a law conducted by an enforcement body.

Supportability has adopted a paperless office as part of a commitment to protecting the environment. Information and documents are stored on an electronic secure network that is password encrypted. Each staff member has individualised personal passwords to protect the security of our electronic system. No unauthorised use, access, transfer of client data or information is permitted. Data is backed up daily to protect from possible data loss. All records are retained and stored for a period of 7 years before it is destroyed or deleted.

Our **'Information Management Policy'** guides our practice. Where you believe that a breach of this policy or the **Privacy Act 1988** has occurred, a written complaint should be made to the Administration Manager at hello@supportability.help. Requests for access to personal information we hold can be made in the same way. For more information about release of information or to see a copy of our policy, please ask us.\

How to Contact Us

For any questions, or if you require more information, including a copy of our policies or forms, please get in touch.



Phone us on (07) 3161 2471



Email us at hello@supportability.help



Visit our website <https://rehabilityaustralia.com.au/>



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