



Support Planning Process Statement:

This Support Planning Process statement is designed to give clients of Connect to Home SDA Consultants information about how support is delivered. Clients and their supporters can use this statement to understand the steps taken to establish, deliver and finalise service. Also, what the service provider will do in the event of an unexpected event such as an early exit from service by either party. This statement is designed to accompany the service provider's Informed Consent Statement, Terms of Business, and range of policies. That Informed Consent Statement, Terms of Business and range of policies are attached to this document.

The intent or aim of this Support Planning Process Statement is that clients and supporters can expect information in other offerings of the service to match this statement. This means that consent statements, policies, terms of business and website content should all support and compliment receiving service in line with the principles of support planning in this document. The objective or process of this statement is to describe each step the client can expect to receive during support planning, delivery, and finalisation of service.

The terms service and support planning have the following intent and meaning. Service is intended to mean services received from the time an NDIS participant (client) and/or their supporters sign or otherwise adopt a service agreement with Connect to Home SDA Consultants. Service is taken to be ended when the Specialist Disability Accommodation (SDA) application is finalised including any appeal and the NDIS participant has been given a written summary of services and outcomes including confirmation of other services stepping into the ongoing role of support planning and provision. Support planning is taken to have a different meaning from service delivery at two levels. The first being that it includes negotiations prior to a service agreement being signed between parties. Also, that it means the discrete steps an NDIS participant, and their supporters can expect.

Any negotiations between parties before a service agreement is signed or otherwise adopted are not billable by the service provider (Connect to Home SDA Consultants). Any billing that occurs after the service agreement will in total come to 40 hours at the level 2 support coordination rate set out in the current NDIS price guide. This will be invoiced to the NDIS participant in four (4) sets of invoices for 10 hours per invoice during service. No other fees will be requested nor will any payment other than NDIS funds be sought by the provider.

NDIS participants and their supporters can expect the following discrete steps in support planning. Some of these steps are optional and can be performed by the NDIS participant or supporters if desired. Other steps are in the event of unexpected events such as early termination of the service agreement. This early termination of a service agreement may be due to issues such as client dissatisfaction with the service, non-payment of invoicing by a client, illness of either party or other unplanned reason for service ending early. The service

response to unexpected termination of service is described elsewhere in this support planning explanation.

Planned steps for service support planning can be expected in the following order. An agreed measure of success for support planning is the submission of the best SDA application possible to the NDIS. A successful application is not guaranteed as the NDIS protocols often fall short of expectations of applicants.

1. Initial referral. This first contact can come from the client or supporters direct to the provider or by a third party such as an existing support coordinator. This referral can be made verbally (in person or by telephone), by email or by filling using the contact link on the Connect2Home website. There is no charge for this initial inquiry.
2. More information. The client and supporters have the option to provide more information about their circumstances and needs if required. Clients and supporters can also review a copy of the service agreement they will be asked to sign or adopt if an agreement is reached with the provider. Clients and supporters can complete the following forms from the provider website and send them to the provider.
 - a. Client information form
 - b. Supporters' details form
 - c. Information release authority
 - d. NDIS information release authority
 - e. Individual Goal Plan
3. Report review. The client and/or supporters have the option to provide any specialist reports describing their situation. The service provider will then review the reports. A written assessment of the likely success of any SDA application will be made by the provider. This assessment will include a proposed method of moving forward into an SDA application if one seems to have a reasonable prospect of succeeding. There is no charge for the supply of this letter of assessment and planning.
4. Reaching an agreement. If the content of the letter described in item 3 is acceptable to the client and supporters all parties will be asked to sign a service agreement. All forms listed in item 2 (client, supporter, release authorities and goal plan) will all then need to be supplied and signed so the service provider can exchange information with all parties. Clients will be charged for services from this point forward.
5. The service provider (Connect to Home SDA Consultants) will then start working on the

SDA application. This may include helping therapists such as occupational therapists conduct assessments and prepare reports. It will also include sourcing reports and other information from NDIS and mainstream providers. The provider (Connect to Home SDA Consultants) will also prepare a support coordinators SDA report. This support coordinator SDA report along with other reports and evidence will be the main output of the Connect to Home role. This evidence (report) will be sent to the NDIS for assessment of the applicants (client) eligibility for SDA. During this preparation phase the provider (Connect to Home SDA Consultants) will have contact with the client and supporters in a preferred medium i.e., telephone, email, or other option at an agreed time frame to update on progress.

6. This time frame must not exceed three months as set out in the Individual Goal Plan which must be complete every three months to reflect progress. It is very usual for services by Connect to Home SDA Consultants to be finalised before 3 months. It is also usual for communication to be weekly or fortnightly at a minimum.
7. The SDA application process is complete once a result is received from the NDIS. This includes lodgement of an appeal to the NDIS if the client is not happy with the outcome. This appeal process does not include any appeals to the Administrative Appeals Tribunal (AAT). Initial application and any appeal to the NDIS is included in the overall fee of 40 hours level 2 support coordination.
8. If the application (initial and NDIS appeal) is unsuccessful service with Connect to Home SDA Consultants is finalised. Closing steps, the client and supporters can expect include:
 - a. A written summary of the outcome and reasons given by the NDIS. This summary will include an overview of the clients existing NDIS and mainstream services and roles they may provide going forward.
 - b. A request for an unscheduled NDIS plan review requested by the Connect to Home SDA Consultants representative if the provider and client agree the SDA process has significantly changed the clients' circumstances.
 - c. Final invoicing for any amounts outstanding on the total of 40 hours service.
9. If the application is successful (initial or NDIS appeal) service with Connect to Home SDA Consultants will be finalised. Closing steps will include:
 - a. A written summary of the result, funding given and options available in terms of housing in the clients preferred area. This summary will include a summary of the clients existing NDIS and mainstream supports and how they may work into a new SDA housing arrangement. This summary may also include linkages to any new providers identified such as providers of Supported Independent Living

(SIL), providers of assistive technology to be fitted into any new SDA or tenancy managers where an SDA is already identified.

- b. A request for an unscheduled NDIS plan review will be requested on the Connect to Home SDA Consultant to reflect the change to SDA living. This request will be framed to allow for extra funding needed to facilitate the move to SDA.
- c. Final invoicing for any amounts outstanding on the total of 40 hours service. The closing of service does not include an extended process of looking for new SDA. The provider is happy to help set up existing providers to pursue this process or with linkages where the client has identified an SDA prior to or during the application process.

Unplanned steps during service may include the following:

1. The client and supporters are unhappy with the service and wish to end the arrangement. The provider can be given notice of this intention in writing by email. At any stage up to actual submission of an application a minimum charge of 20 hours support coordination will apply. Once an application is submitted the full charge of 40 hours will apply. If a client or supporters want to complain about the actions of Connect to Home SDA Consultants a complaint form is available on the website. Alternatively, the client can review the website for details of how to make a complaint to an external agency.
2. If an invoice is unpaid within 14 days of service, the provider will cease all work. Service may recommence by negotiation. Alternately, all files will be returned or destroyed by the provider and no further work performed.
3. If a client becomes unwell during the process and wishes to suspend the application process no penalty will be applied nor will any further charges be levied. The provider will suspend any further action until hearing further from the client.
4. If for some reason such as unexpected illness the provider cannot continue service a full handover file will be provided to the client and a nominated service provider to continue the process. The provider (Connect to Home SDA Consultants) is part of a collaborative network of providers and has agreements with other similarly skilled providers able to continue applications where needed.

www.Connect2Home.com.au

Ph: 0448 634 817, (03) 430 90212

PO Box 35 Wendouree, Victoria, 3355

E: tony@Connect2Home.com.au

ABN: 57628353051

NDIS Registration No: 4050066158



**CONNECT TO HOME
SDA CONSULTANCY**

Informed Consent Statement Regarding Services from Provider;

This 'Informed Consent Statement' (the statement) is designed to give clients of Connect to Home SDA Consultants (the service) information about how we provide services to you. It also describes your rights to service and what we must do to keep you safe and provide an effective service to you. The service has a range of policies, codes, charters, and guidelines it works to. Each of those documents describe in detail information described in this statement. You can view each of those documents on the service website (www.Connect2Home.com.au). A full list of those documents is provided at the end of this statement. If you or your supporters have difficulty reading or understanding this information please let the Connect to Home SDA Consultants Staff member know. We will help you receive the information in a way that is easier for you to understand.

What this Statement is About:

The statement contains information about important areas of our service such as:

- Who we are and what our business structure is like.
- The philosophy that underpins our service to the client.
- What type of service we deliver, how and when we get paid for it.
- How we deliver service and the end product you can expect from us.
- What your rights are and how we support and protect those rights
- Steps we take to keep you safe while receiving service.
- How you can make a complaint about service and who you can complain to.
- Important law, codes of conduct and other regulatory frameworks that we must comply with to deliver effective service to you (the law).
- How Connect to Home SDA Consultants or the client may discontinue providing or receiving service.

You can also learn more about what we do by going to our Frequently Asked Questions (FAQ) link on our web site or by reviewing the on-line links to other services and resources. You can also contact us direct by phoning, emailing, or using our on-line 'contact us' link for more information.

Who Connect to Home SDA Consultants is:

The service is a registered company with the Australian Securities Investment Commission (ASIC). The service is a trading arm of LCDS Disability Services Pty Ltd which is an incorporated company with ASIC (Australian Business Number (ABN) 57628353051). LCDS is owned and run by Tony Herbert who operates Connect to Home SDA Consultants as the sole consultant at the company. LCDS Disability Services is a registered provider with

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the National Disability Insurance Scheme (NDIS). The company is only registered to deliver level 2 Support Coordination services.

Our Service Philosophy:

At Connect to Home SDA Consultants we deliver support coordination services. We specialise in developing specialist housing applications. These housing applications are most often for Specialist Disability Accommodation (SDA) housing. Our philosophy and approach is to work with the client to get the best application possible put to the NDIA. We use a collaborative approach working with other service providers.

How we deliver service:

The service works with NDIS participants to research, develop and submit Specialist Disability Accommodation (SDA) applications to the National Disability Insurance Agency (NDIA) SDA Panel (the panel). The aim of this process is to convince the panel to approve lifetime funding for the NDIS participant to move into a specially modified SDA home.

Some of the steps along the way during this process may or will include;

- Our intake process. You will be asked to provide information about yourself, your housing goal and personal situation.
- Receiving professional and other evidence to support your SDA application. The service will use these reports as part an application to the panel.
- Working with therapists to develop new reports where required to also go to the panel to support the SDA application.
- Working with your supporters during the SDA process.
- Identifying, connecting, and working with SDA builders and providers of Supported Independent Living (SIL) services to meet your needs during the SDA process.
- Submitting the SDA application to the SDA panel.
- Lodging and supporting any appeals with the NDIA where an SDA application is refused.

The service will finalise service by agreement with you once you are happy with the outcomes (result of SDA application). This may or may not mean you have moved into your new SDA home as you may choose to wait for a suitable home to be built or ready for you.

Your rights:

The service has a range of safeguards in place to protect your rights. These are the policies we follow and the way we work. It is also how we publish and promote those rights. You also have protections from other bodies and laws which include the NDIS Quality and Safeguards Commission, Australian Consumer law and criminal laws (state and commonwealth).

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You have the right to be:

- Treated fairly.
- Be given accurate information before you buy.
- Cancel a faulty service.
- Speak up if you are not happy with the quality of service from the provider.

Your Safety:

Protections available to you include:

- The ability to complain about poor, dangerous or unsatisfactory service. The providers complaint management policy describes how to make a complaint.
- To feel safe with the provider. The provider has a range of protections in place which include:
 - To be treated fairly and according to law. The provider's Code of Conduct and Customer Service charter describes how the service does this.
 - To be safe from harm. The provider complies with all worker safety checks such as making sure staff have criminal checks, working with children checks and not excluded from working with people with disabilities. The providers policies on risk management and professional conduct describe how the service does this. This known as worker screening for safety.
 - To be safe when receiving service. The provider has steps in place to safely management the way and environment in which you receive service. The provider policy on managing incidents describes how you are kept safe from harm while receiving service.
 - To have your privacy protected. Your personal information is kept safe. The provider's policies on privacy and information management describe how your personal information is kept secure.

Safeguards (the law):

NDIS participants have multiple pathways to refer to if they are not happy with the service they are receiving, feel unsafe or are otherwise not happy with the service provider.

Participants can go to the useful links section of the provider website for a full list of services that may assist. Participants can also find a copy of a document from the NDIA Quality and

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Safeguards commission. This document in standard and easy read forms describes protections and rights participants have when receiving service from a registered NDIS provider.

Ending service:

The service provider's terms of service are clearly displayed on the provider website. Ways of ending service which may be prompted by the participant, supporters or the provider include:

- By agreement. When the service is delivered.
- By cancelling the service when the participant is not happy. Written notice must be given and services delivered to that point will be charged for.
- Immediate cancellation of a service where the participant feels unsafe. Verbal or written notice must be given to the provider. The withdrawal will be recorded in the client file and payment may be claimed for services delivered.
- For non-payment of invoices after service is delivered. The provider may withhold reports and other work complete where funds agreed to are not provided.