



mylinks  
SUPPORT SERVICES

## NDIS Client Handbook

Version 1.4; Approved by Christine Becker  
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## Welcome:

At MyLinks Support Services we are here to help support you through your NDIS journey.

This client handbook is a guide that has been created for you so you can learn more about the disability services available to you and how we can help.

We have also included information for you with what you can do if you are unhappy with our services and supports and wish to make a complaint.

We look forward to working with you and reaching your goals.

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## About Us

MyLinks Support Services is a family-owned business that was founded out of the genuine interest to help people with a disability, their families and carers to gain the most out of their NDIS funding.

MyLinks Support Services are a registered service provider for Plan Management. We can assist you to help gain more choice and control of your supports and services you wish to access using NDIS funding.

From what has started as a small, local business our growth has been organic through our community focus. By engaging with local stakeholders and members of our community we have an extensive database of trusted providers we can connect you with.

## Provider Contact Details

**Phone: 1300 695 657**

Email: [info@mylinks.com.au](mailto:info@mylinks.com.au)

Website: [www.mylinks.com.au](http://www.mylinks.com.au)

## Service Operating Hours

8:30am to 5:30pm Monday to Friday, 52 weeks of the year excluding Public Holiday's.  
Saturday by Appointment Only.

## Mission Statement

MyLinks Support Services has a dedicated vision to provide the best outcomes for our participants while advocating for changes to help benefit the wider community.

We strive to help our participants and their families live the most fulfilling lives in the community they live in with a contemporary, innovative approach.

## Our Vision

MyLinks Support Services embraces innovation, choice and control and we want to be the forefront that drives change and promotes quality supports for all people with a disability.

## Our Values

MyLinks Support Services are **committed** to upholding the values we consider important in providing beneficial, supportive services for the participants we support.

In line with the United Nations' Convention on the Right of Persons with Disabilities, MyLinks Support Services is grounded in the path to **promote** and **protect** the rights of all persons with a disability.

**Respect, Inclusion,  
empowerment, resilience,  
growth, transparency,  
integrity, sustainability.**

It is our team that ground these values, as each unique team member adds a dimension of **trust, empathy** and **brilliance** to create the best possible outcomes for all our participants.

# Our Services

## Plan Management

A Plan Manager helps support you to manage your NDIS funding. A Plan manager will handle the day-to-day administration of your NDIS plan. This includes paying processing invoices through the NDIS portal, paying providers and helping keep track of your funding.

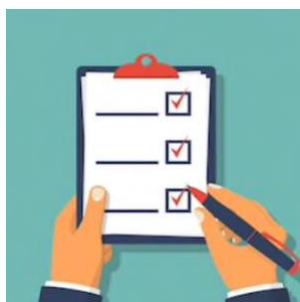
Working with a Plan manager we can:



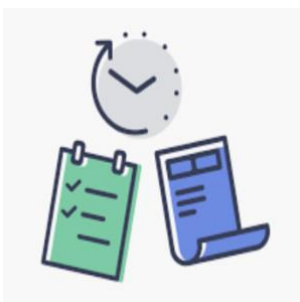
Give you **more choice** by accessing registered and non-registered providers.



**Connect** you with our network of local, trusted providers.



**Reduce administration** tasks by managing all paperwork and liaising with your service providers.



**Track and manage** your budget through the Careview APP

## Service Fees

MyLinks Support Services adhere to the fee structure set-out by the National Disability Insurance Scheme (NDIS).

A copy of the latest published Price Guide can be located here:

<https://www.ndis.gov.au/providers/price-guides-and-pricing>

### Plan Management:

- Plan and Financial Capacity Building: \$63.21 p/h
- Plan Management and Financial Capacity Building – Set-Up Cost: \$232.35 per plan
- Plan Management – Financial Administration: \$104.45 per month

## Feedback

MyLinks Support Services value and encourages any feedback you may have. Feedback helps encourage us to develop our services and supports further to help drive the best outcome for the participants we support.

You can provide feedback by Phone, in writing via email or post, In Person or Online.

- Phone: 1300 695 657
- In Person: To any staff member
- Online: [www.mylinks.com.au](http://www.mylinks.com.au)
- Post: PO Box 701 Helensvale, QLD. 4221.
- Email: [info@mylinks.com.au](mailto:info@mylinks.com.au)

## Complaints

MyLinks Support Services will handle any complaints we receive with the aim come to a resolution promptly.

If a complainant is not satisfied with the way the MyLinks Support Services is handling their complaint or the complaint remains unresolved, the following **external contacts** are available for you to lodge a complaint.

### National Disability Insurance Agency

Web: [www.ndis.gov.au/feedback-complaints-reviews](http://www.ndis.gov.au/feedback-complaints-reviews)

Phone: 1800 800 100 or

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)



**Central Complaints and Review Unit Department of Communities, Child Safety and Disability**

Phone: 1800 177 120 or

Email: [complain@communities.qld.gov.au](mailto:complain@communities.qld.gov.au)

**Office of the Health Ombudsman**

Phone: 133 646 or

Email: [www.obo.gov.au](http://www.obo.gov.au)

**Department of Communities, Disability Services and Seniors**

Web: <https://www.complaints.services.qld.gov.au>

Phone: 1800 080 464 or

Email: [feedback@communities.qld.gov.au](mailto:feedback@communities.qld.gov.au)

## Decision Making and Consent Policy

Consent is the permission given by a person or their trusted person that affects a person's life. Consent requires a person to be informed about what they are giving consent for

You can request a copy of our Decision Making and Consent Policy in person, by email, phone or in writing.

## Accessing MyLinks Plan Management Services

MyLinks Support Services aim to provide services to you that are safe, engaging and responsive to your needs.

Access to services is based on relative need, service capacity, the best interests of the person wishing to use our service and any potential impact on existing clients.

If you wish to access our services, you must complete an Intake Process. Where required, we will provide you with information and support to access a person of your choice, such as an advocate, to assist you in this process.

The purpose of this interview is to assess your needs and whether MyLinks Support Services is able to support you. You will be contacted within one working day of the Intake Process advised of the outcome.

**You can request a copy of our Entry and Exit policy in person, by email, phone or in writing.**



## Service Entry

If you are offered services and accept, we will work with you and your supporters to assess your needs and develop and agree upon a Service Agreement. This will be completed during an Assessment and Planning Interview, which will take place within 5-10 working days of your acceptance.

Once you are a client, we will review the provision of your supports every 6 months with you and your supporters. Flexibility will be provided in regard to the timing of review assessments, based on your needs and wishes, and you can request a review at any time.

## Service refusal

If you wish you can refuse to accept our services.

MyLinks Support Services may refuse to offer a participant service where:

- The participant does not meet our eligibility criteria;
- Other potential clients re assessed as a higher priority based on our Priority of Access Considerations;
- We do not have capacity to cater for additional clients; or
- We do not have the resources to cater to the specific needs of the person.

Where services cannot be provided, we will assist you with referrals and support to access alternative services.

Any person refused services has the right to appeal. Appeals should be directed in writing to MyLinks Support Services.

## Client Exit Planning

MyLinks Support Services are committed to providing clients with the information or support if they wish to transition or exit our services.

- The Service Coordinator / Advisor consults with the person and relevant others about their views and concerns throughout the transition or exit process.
- The Service Coordinator / Advisor works with the person to develop a plan for their transition or exit and ensures this is implemented in a timely and effective manner.
- The Service Coordinator / Advisor ensures the person; their family and carers are kept well informed with consideration given for any anxiety and feelings the person may be experiencing.
- If required, appropriate arrangements to purchase or subcontract services are negotiated to ensure the needs and choices of the person are respected and maintained.



For more information please contact your Plan manager or Support Coordinator directly or email your enquiry to [info@mylinks.com.au](mailto:info@mylinks.com.au). You are also able to request a copy of our Exit Planning Policy and Procedure.

## Privacy Policy

MyLinks Support Services collect, use, protect and release personal information in full compliance with all relevant State and Federal privacy legislation

MyLinks Support Services will only collect information necessary for safe and effective service delivery. We will only use private and sensitive information for the purpose it was collected and will secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it.

Information about you will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law.

You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

**You can request MyLinks Support Services full Privacy Statement online, in person, by phone or in writing.**

## Advocacy

MyLinks Support Services are committed to your right to have an independent advocate in your interactions with us if you wish. If you would like further help in finding an independent advocate, you can speak to our staff or use the disability advocate finder below.

### **National Disability Advocacy Program (NDAP)**

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>

**You can request a copy of our Advocacy policy in person, by phone or in writing.**

## Conflict of Interest

A conflict of interest occurs when a person's personal interest conflict with their responsibility to act on the best interest of the organisation and the people it supports.

There are policies and process in place to help identify, disclose and manage any actual, potential or perceived conflict of interest.

**You can request a copy of our Conflict of Interest Policy in person, by phone or in writing.**

## Diversity and Inclusion

MyLinks Support Services aims to support and promote and inclusive environment that recognises, respects and values the individual differences of all people engaged with our services. This includes participants and workers.

**You can request a copy of our Diversity and Inclusion Policy in person, by phone or in writing.**

## Participant Rights

MyLinks Support Services aims to support and promote and inclusive environment that recognises, respects and values the individual differences of all people engaged with our services. This includes participants and workers.

**You can request a copy of our Diversity and Inclusion Policy in person, by phone or in writing**

## Acknowledgement

In the spirit of reconciliation, MyLinks Support Services acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

# Disability Service Standards



Australian Government  
Department of Social Services

## National Standards for Disability Services

Making sure that people with disability receive good quality services.



### Standard 1: Rights

You have the right to be treated fairly when you use disability services.



### Standard 2: Participation and Inclusion

You can take part in the community and feel included when you use disability services.



### Standard 3: Individual Outcomes

Your service supports you to make choices about what you want to do. You can work toward your goals.



### Standard 4: Feedback and Complaints

You can tell people what you think about the services you receive.



### Standard 5: Service Access

Finding and using services is fair. You can access the services you need.



### Standard 6: Service Management

Disability services should be managed well.

[dss.gov.au](http://dss.gov.au)