



Capacity Coordination Services

Connecting with you

Participant Welcome Handbook



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Welcome, About Us and Our Values

Welcome - Capacity Coordination Services wishes you a warm welcome to our business and growing team of Support Coordinators. The team come from a variety of backgrounds and experiences. We are here to assist you settle in, please do not hesitate to ask if you have any questions. This handbook is here to answer any questions you may have while starting out – or even act as a refresher along the way! We wish you all the best on your journey and look forward to sharing mutual interests and passions.

About Us - The team has extensive experience within the NDIS and disability industry. We collaborate with you and connect you with a range of service providers tailored to your needs. We have experience in assisting our clients achieve goals such as accommodation needs, Social and Community access, working within the justice system, connecting with allied health services. Capacity Coordination Services have a positive reputation within the industry.

Our Values - At Capacity Coordination Services, we believe in honesty, integrity, and accountability. We understand the importance of trust in relationships and strive to build long-lasting partnerships with our clients. We also value innovation and continuous improvement, and are always looking for ways to improve our services and assist participant on your journey while connecting you with quality services that you have chose.

Meet our Team



Daniel Palffy

Specialist Support Coordinator

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Support Coordinator

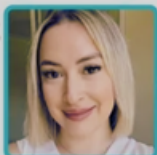
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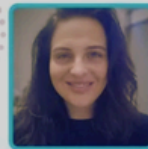
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Code of Conduct

Code of Conduct - We underpin and rolemodel the NDIS Code of Conduct by:

- 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 of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct
- Do not charge or represent higher prices for the supply of goods for NDIS participants without a reasonable justification.

The NDIS Code of Conduct must be followed by:

- registered NDIS providers & their employees (contractors)
- unregistered NDIS providers & their employees (contractors)
- providers delivering information, linkages, and capacity building (ILC) activities
- providers delivering Commonwealth Continuity of Support Programme services for people over the age of 65.

Privacy

Your privacy is a fundamental human right and maintained by Capacity Coordination Services through secure storage and password protection of personal information.

The Privacy Act of 1988 regulates the way an individuals' personal information is handled and includes four key aspects under the Australian Privacy Principles (APPs):

1. Collection, use, and disclosure of personal information.
2. Governance and accountability of organisations.
3. Integrity and correction of personal information.
4. Individuals' rights to access their information.

All sensitive information is collected in compliance with these regulations.

If privacy concerns arise, please contact us by emailing capacitycoordination@outlook.com.au or contact your Support Coordinator.

Feedback, Complaints & Compliments

Feedback, Complaints and Compliments

Capacity Coordination Services is committed to supporting and encouraging feedback from all participants and customers.

Feedback, Complaints and or Compliments are important as they viewed as opportunities for improvement and will be used to facilitate continuous improvement.

For more information on Feedback, Complaint and or Compliments, you can lodge directly to your support coordinator, via email, phone, or using our online enquiry form on our website <https://capacitycoordinationservices.com.au/contact-us>.

If you prefer, you can lodge anonymously.

All complaints should include details of the issue, the date it occurred, and the outcome desired by the participant.

Complaints will be acknowledged within 2 business days of receipt.

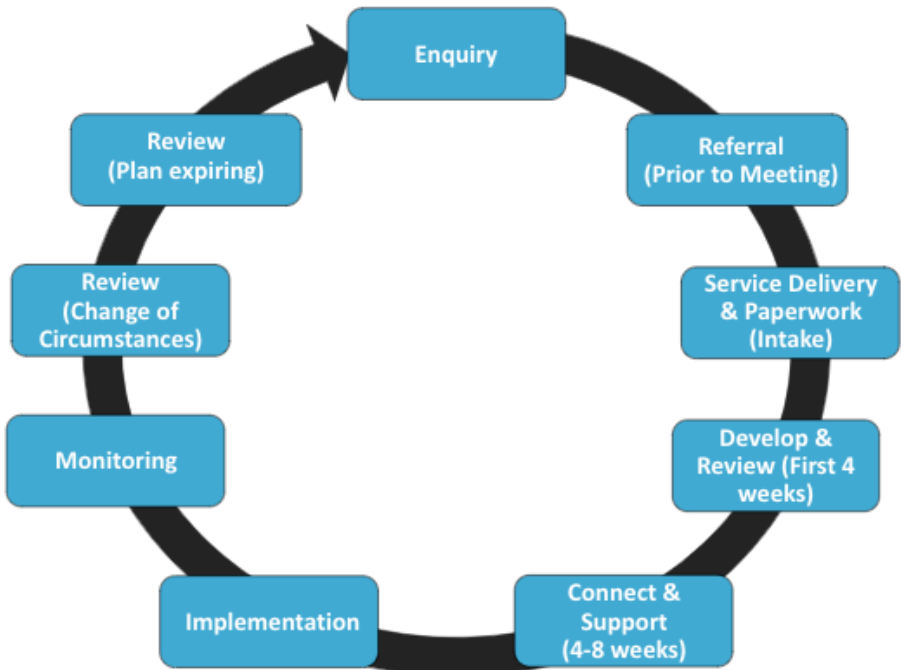
The acknowledgment will outline the process that will be followed and provide a timeline for resolution.

Initial Assessment, Upon receipt, the complaint will be assessed to determine the appropriate level of investigation required.

Our Service Delivery

In the below overview snapshot is our Service Delivery, the order of the process may vary based on your circumstances and current stage of your NDIS plan.

Generally, for a new participant, the process order would resemble the below, unless the plan is due to expire or there is a change of circumstances.



Our Responsibilities

We will work with you to ensure you have choice and remain in control of your supports and provide options best for your circumstances to assist in your decision-making, including but not limited:

- Assist you to understand how to use your plan.
- Monitor the progress of goals and funds being underspend or overspent.
- Provide all available and practical options
- understand services available and to have sourced strong provider networks in your local market (area).
- actively find local service providers who can meet your individual needs.
- be responsive to service providers capacity and capabilities so they can connect you to alternative support providers if needed, for continuity of supports.
- link you for mainstream, community and informal supports where appropriate.
- undertake our role, setting clear expectations about our service delivery and the limits of our role.
- ensure our role is to support engagement, not become formal advocates or accidental counsellor.
- assist you with preparing for next NDIS reassessment (review).
- ensure mainstreams services meet your obligations
- prepare and submit implementation, progress and reassessment reports as per NDIS agreed time frames.
- adhere to the code of conduct and privacy laws.

Your Responsibilities

Your Responsibilities

- Respect your support coordinator.
- Make sure they are safe.
- Look after yourself as much as you can.
- Tell us what we need to do better.
- Give your support coordinator 24 hours' notice if you will not be able to partake in your service.
- Tell us straight away if something needs to change about your plan or service providers.
- Let us know how you are going with your NDIS goals and if your goals need to be reviewed and or changed.
- Let us know if your circumstances how changed.
- Have all that we need for your service, this helps us support you best.
- Tell us how you feel about your service, whats working well and what do we need to do differently.

National Disability Insurance Scheme (NDIS)

Introduction: The NDIS is Australia's first scheme for people with disability that provides funding directly to individuals. For many people with disability, it will be the first time they have received the support they need. The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.

Participant's funding is based on what is 'reasonable' and 'necessary' to pursue their goals, in addition to the support provided by their family, friends, and other community and government services.

Who is eligible for Support Coordination: Participants who don't have an informal support network such as friends and family to help them find and connect with a service provider. For such people with disability, National Disability Insurance Scheme (NDIS) can allow funding a support coordinator for the support.

For more information, see below resources:

- The NDIS Legislation and Act: <https://www.ndis.gov.au/about-us/governance/legislation>
- Reasonable and Necessary Supports: <https://www.ndis.gov.au/understanding/supports-funded-ndis>

NDIS Pricing Arrangements and Price Limits

NDIS Pricing Arrangements and Price Limits (previously the NDIS Price Guide) assist participants and disability support providers in understanding how price controls for supports and services work in the NDIS.

Price regulation is in place to ensure that participants receive value for money in the supports that they receive.

The Support Catalogue lists all available supports providers can use when lodging a payment request.

It also provides information on the current (and previous) price limits for each support item and indicates which claim types (travel, non-face-to-face, etc.) apply for each price-limited support item.

Price limits are the maximum prices that registered providers can charge NDIS participants for specific supports. Participants and providers can negotiate lower prices.

The rules outlined in the NDIS Pricing Arrangements and Price Limits must be followed when supports are delivered to NDIA-managed or plan-managed participants.

For more information, see below resource: NDIS Pricing Arrangements and Price Limits

<https://www.ndis.gov.au/providers/pricing-arrangements>

NDIS Funding

There are three ways a participant can manage their NDIS funding:

Agency Managed (NDIS managed)

- A provider of support that is Agency Managed in a participant's plan
- Must be a registered Provider with the NDIS
- Must declare relevant prices and conditions to participants before delivering a service
- Must adhere to the NDIS Price List and ensure charges do not exceed the price limits

Plan Managed

- Plan Managers must adhere to the arrangements detailed in the NDIS Price List, ensuring that the prices charged by providers do not exceed the price limits
- This applies whether the participant uses a registered or unregistered provider

Self Managed

- Self-Managed participants can use registered or unregistered providers
- They are not subject to the price limits set out in the NDIS Price List

NDIS Participant Budgets

NDIS participant budgets are allocated to three separate support purposes:

- **Core Supports** enable participants to complete activities of daily living. Participant budgets often have a lot of flexibility to choose specific supports with their core support budgets, but cannot reallocate this funding for other support purposes (i.e., capital or capacity building supports).
- **Capital Supports** such as assistive technologies – equipment, home or vehicle modifications, or for Specialist Disability Accommodation (SDA). Participant budgets for this support purpose are restricted to specific items identified in the participant’s plan.
- **Capacity Building Supports** that enable a participant to build their independence and skills. No flexibility with moving budget from one support to another category.

Under each purpose there are support categories, and they are:

PURPOSE	OUTCOME DOMAIN	SUPPORT CATEGORY
CORE	Daily Living	01 Assistance with Daily Life
	Daily Living	02 Transport
	Daily Living	03 Consumables
	Social and Community Participation	04 Assistance with Social, Economic and Community Participation
	Work	04 Assistance with Social, Economic and Community Participation
CAPITAL	Daily Living	05 Assistive Technology
	Home	06 Home Modifications and Specialised Disability Accommodation (SDA)
CAPACITY BUILDING	Choice and Control	07 Support Coordination
	Home	08 Improved Living Arrangements
	Social and Community Participation	09 Increased Social and Community Participation
	Work	10 Finding and Keeping a Job
	Relationships	11 Improved Relationships
	Health and Wellbeing	12 Improved Health and Wellbeing
	Lifelong Learning	13 Improved Learning
	Choice and Control	14 Improved Life Choices
	Daily Living	15 Improved Daily Living Skills

NDIS Support Category Examples

Core:

- Daily Life Assistance: 1:1 support at home, community, education, and work; group support at 1:2/1:3 ratios; overnight and weekend services.
- Transport: Funding for transport costs, paid directly to participants; varies case-by-case.
- Consumables: Coverage for continence and low-risk consumable products.
- Assistance with Social & Community Participation: support to assist with social activities and appointments including transport

Capitol:

- Assistive Technology: Provision of mobility and communication devices, hearing aid batteries, hoist, shower commodes and beds.
- Home Modifications: Support for home and car adaptations or Specialist Disability Accommodation (SDA) for special housing.

Capacity:

- Coordination of Supports: Our Role.
- Improved Living Arrangements: Assistance with specialty housing.
- Increased Social & Community Participation: Skill-building for community participation, transport and job readiness.
- Finding & Keeping a Job: Programs for job transition and school leavers, available in individual or group formats.
- Improved Relationships: Behavioural support and psychological services.
- Improved Health and Wellbeing: Dietician, Exercise Psychology, Occupational Therapy, Speech, and Art/Music Therapy.
- Improved Learning: Educational assistance.
- Improved Life Choices: Plan management services.

NDIS Portal

NDIS Participant Portal - Introduction In October 2023 the NDIA started using a new computer system.

To help deliver this new computer system, NDIA built a new portal called my NDIS participant portal.

The my NDIS participant portal is for participants whose plans are developed in our new computer system.

NDIS myplace Portal - If you don't have a plan in our new computer system, you should continue to use the NDIS myplace portal (portal) .

The NDIS myplace portal is a protected and secure website that can only be accessed using myGov account login details.

The portals allows you to manage your own information, plan details and plan budget.

For more information on either NDIS portal, refer to the following link - <https://improvements.ndis.gov.au/participants/my-ndis-participant-portal-and-app>

If you seek assistance to access your NDIS portal, don't hesitate to ask your support coordinator.

Contacts

Emergency (*call for ambulance, police or fire services in an emergency*) Police / Fire / Ambulance - Phone 000

Health Direct (*24 hour health advice*)

Website: <https://www.healthdirect.gov.au/> Phone: 1800 022 222

Lifeline Crisis Helpline (*experiencing a personal crisis, 24-hour crisis support*).

Website: www.lifeline.org.au Phone: 13 11 14

1800 Respect (*national domestic, family and sexual violence counselling, information and support service, Available 24 hours a day, 7 days a week*).

Website: www.1800respect.org.au Phone: 1800 RESPECT

KidsHelpline (*free and confidential 24/7 phone and online chat counselling service for kids, teens, young people, and the adults who care about them*).

Website: <https://kidshelpline.com.au/get-help/phone-counselling>

Phone: 1800 55 1800

Link2Home (*homeless*)

Website: <https://www.facs.nsw.gov.au/housing/help/ways/are-you-homeless> Phone: 1800 152 152

Poison Information Line

Website: www.chw.edu.au/poisons/ Phone: 13 11 26