

SUPPORT COORDINATION HANDBOOK



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1. Welcome to Support Coordination

The Support Coordination Team at Sylvanvale provides independent capacity building support to get the most value out of Your NDIS plan.

Our Support Coordinators will support You and Your Plan Nominee to understand, coordinate and implement the funded supports in Your approved NDIS plan and link You to community, mainstream, informal and other government services.

The National Disability Insurance Agency (NDIA) was established to implement the National Disability Insurance Scheme (NDIS). For simplicity, we refer to both the scheme and the agency collectively throughout this document as the NDIS.

A Support Coordinator will focus on supporting You to build Your skills and to direct Your own life to achieve Your goals.

You or Your Plan Nominee can work with Your Support Coordinator to plan and decide how Your funds will be spent.

A Support Coordinator will assist You to identify the services required and negotiate with chosen providers about what they will offer and how much it will cost out of Your plan to maximise value.

A Support Coordinator will help You navigate service agreements, service bookings and/or payment processes.

They will help build Your ability to exercise choice and control, to better coordinate supports and access the local community as well as work with You to prepare for Your NDIS plan review.



2. Sylvanvale Philosophy



Our Vision

A community working in partnership to support people with disability to live the life they choose.



Our Purpose

Enabling independence for people living with disability.

3. Our Values

Sylvanvale embraces a strong person-centred approach, personal choice and personal outcomes for people and their families. We value:



Belonging – We know that a sense of inclusion is critical to wellbeing. We value culture, community and two-way communication.



Choice – We understand that choice is a fundamental human right and support the right to exercise choice and control at all times.



Respect – We honour diversity and difference; through active listening we support our Participants, and each other to make choices that are right for their individual circumstances.



Safety – We ensure the physical safety and health of our Participants and each other as a priority.



Contribution – We work with others and value their input as we believe this builds stronger communities and networks to support individuals to achieve their goals.

4. Our Team

The Support Coordination Manager manages the team and can be contacted on **1300 244 577** or via email **supportcoordinators@sylvanvale.com.au**

We provide our service in a person-centred way and are committed to the following:



All work is to be completed in line with Your Support Coordination Service Agreement and Your Support Coordination budget.



Sylvanvale will aim to answer any of Your queries (phone, email, and in-person) within 48 hours.



We will disclose and work with You to manage any real or perceived conflict of interests.



Your Support Coordinator will give You feedback via email or phone as per Your agreed preference. They also complete notes about the action taken as well as any noting feedback from Your support services. These notes and the time taken to complete any actions act as Your receipt of each instance of support.



Support Coordination is predominantly provided through non face to face supports. Our time is spent researching, sourcing and liaising with providers as per Your requests, and keeping You informed of progress and outcomes. Non face to face supports include providing reports to the NDIS on specific goals and outcomes in addition to preparing for a NDIS plan review and collation of evidence.



5. Provider Travel

Sylvanvale will claim travel costs (maximum of 30 minutes each way as per NDIS Pricing Arrangements and Price Limits specifications) when travelling to and/or from appointments.

6. Priority of Access

Sylvanvale ensures access to our services are fair, equal and transparent. To access our services, You must meet our access requirements.

When determining priority of access to our services we:

- Confirm that we are not Your only provider of NDIS supports
- Conduct a needs assessment to ensure we can support You safely
- Ensure You have completed and returned all documentation as outlined in this Handbook.

If we do not seem to meet each other's criteria for Support Coordination, Sylvanvale will contact You directly to discuss.



7. How Can A Support Coordinator Help You?



Our Support Coordinators work innovatively and resourcefully with You to best use Your support budgets to achieve Your goals. It is important to note that Support Coordinators are not case managers and can only support You to achieve the goals set out in Your NDIS plan.

Priorities of Support Coordinators are:

- Supporting You to understand Your plan
- Connecting You with supports and services
- Designing support approaches
- Building Your capacity, resilience and independence
- Reporting to the NDIS.

Examples of actual actions this might include are:

- Arranging assessments to determine the nature and type of funding required (e.g. assessment to determine the type of complex home modifications required, or an occupational therapy assessment to determine what equipment You need)
- Preparing a budget for the necessary supports and advising You and/or any relevant plan manager of the breakdown of funds and appropriate claim categories
- Assisting You to get the best mix of services to ensure You can pursue Your goals
- Assisting You to navigate the NDIS Portal Myplace and understand the NDIS framework
- Linking to mainstream or community services (e.g. sports, recreation or volunteering services)
- Linking You to formal supports (e.g. health, housing or education)
- Supporting You by building the capacity of Your informal support network through education, linkages and reducing some of the pressures associated with negotiating or troubleshooting services or issues
- Strengthening and enhancing Your capacity to coordinate supports, self direct and manage supports and participate in the community, including providing You with assistance to:
 - resolve problems or issues that arise
 - understand Your responsibilities under service agreements
 - change or end a service agreement with a service provider
 - inform NDIS of changes in Your situation and support needs and assist You to get Your plan reviewed if Your needs change or You think the NDIS has not made the right funding decision.

7. How Can A Support Coordinator Help You? (continued)



An important part of a Support Coordinator's role includes assisting You to get ready for Your plan review to:

- Assess whether You achieved Your goals and got value for money from Your plan
- Identify solutions to problems experienced in implementing the plan
- Forecast imminent support needs
- Consider new goals
- Decide on what actions to take to achieve goals in relation to exploring housing options and life transition planning.

We can also undertake complex tasks including:

- Closely liaising with government department representatives to collaboratively work on transition plans to optimise Your support needs e.g. working with hospitals
- Supporting You with transition planning throughout life stages
- Exploring housing solutions to address more complex and/or urgent needs.



8. Where Can I Engage With My Support Coordinator?

Most of Your Support Coordination and NDIS requested reports can be done remotely as non face to face support provision. You may meet with Your Support Coordinator initially to review the budget and service provision and to prepare for and/or attend a scheduled review.

The Support Coordination Team can provide services when and where You need them. This can include:



At home – We can come to Your home anywhere in the greater Sydney region (charging travel each way to a maximum of 60 minutes in total or 30 minutes one way).



At Sylvanvale – You can come to us at our Head Office at 2 Mikarie Place, Kirrawee (Via Gate 1).



In the community – We can come to Your work, school, child care centre, playgroup or work together in any community space You choose, to work together on Your goals (charging travel each way to a maximum of 60 minutes in total or 30 minutes one way).

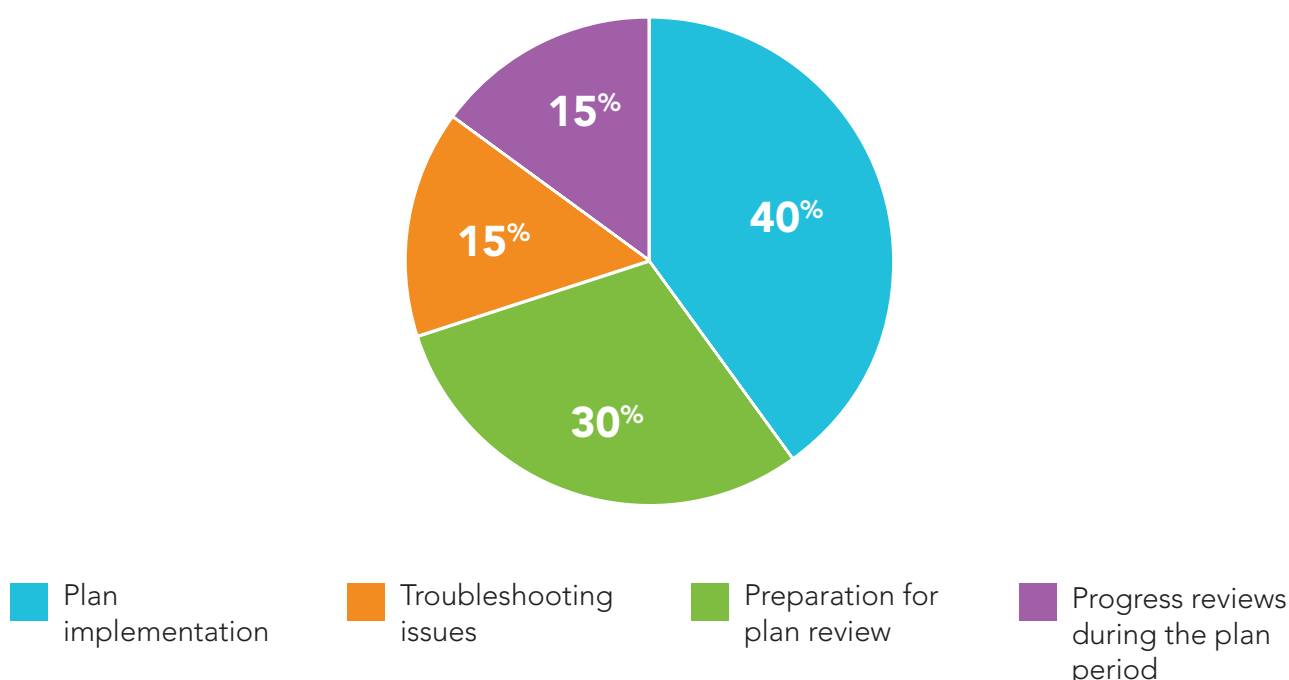


Remote support – The majority of our service will be provided by phone, email or video calls. Video calls may be used by Your Support Coordinator to deliver direct supports where this is appropriate. Where video calls is to be used this will be discussed with You first.

9. How Are Support Coordination Hours Allocated?

Support Coordinators are paid by the hour, just like most other NDIS supports. We break up Your Support Coordination funding into hours and allocate an approximation of hours across Your entire plan.

General Guide to how Your Support Coordination hours are used



This can be changed at any time to suit You. For example, if You would like to use most of Your hours to support the implementation of Your plan (and only keep minimal hours for later) we can do this at Your request. Otherwise, if You prefer, You may choose to use Support Coordination to work on specific goals rather than the plan holistically. Or You may even prefer to utilise Support Coordination as a touchpoint rather than as a primary coordinator of supports.

If You or Your Plan Nominee are unhappy with the NDIS plan, we will support You to negotiate with the NDIS through their pathways to review Your decision. We can provide contact details for advocacy services if You request them, but we can't advocate with the NDIS or other department or agency on Your behalf.

9. How Are Support Coordination Hours Allocated?

(continued)

Implementing Your plan	<ul style="list-style-type: none"> • Meeting to discuss Your NDIS plan and goals, explore what is possible and the supports You require • We teach You to use the MyPlace Participant Portal (if needed) • We help You to understand the language and structure of Your NDIS plan, including the categories of funding and what it may purchase • We work with You to identify mainstream services; community services; and NDIS providers • We will contact potential services; obtain quotes and meet with You to review service agreements so that You can decide what services You would like to use.
Troubleshooting issues and monitoring / coordination	<ul style="list-style-type: none"> • We check in with You and providers to track goals, achievements and concerns • From time to time, You may choose to change providers or require support to provide feedback, resolve issues or address emerging needs • We keep You informed of any changes to the NDIS Pricing Arrangements and Price Limits and its implication on Your funding • We may provide contact details for an independent advocate to help You resolve issues and manage conflict.
Progress reviews	<ul style="list-style-type: none"> • Some of Your hours are used to complete NDIS reporting • At these checkpoints we can assist to change/ find new service providers if identified as a need.
Preparing for Your NDIS plan review	<ul style="list-style-type: none"> • Some hours are used to assist You to prepare for Your NDIS plan review meeting. Pre-planning for Your scheduled review often starts 3-4 months from end of plan • We contact service providers to obtain progress reports to ensure You have the necessary information to present to Your NDIS planner • Hours can also be secured to attend and support You at the plan review meeting.

9. How Are Support Coordination Hours Allocated? (continued)

Support Coordination is a separate funding category in Your plan. Support Coordination is generally a stated support for which funding is specifically allocated. This means it cannot be swapped for any other support.

It should be noted that changes made by the NDIS to the hourly rate will be implemented by Sylvanvale at the time of change. Your Support Coordinator will let You know when Your Support Coordination hours start to run low. Once Your funding has run out, Support Coordinators are unable to continue support until additional funding has been sourced.

This is why it is important to take some time at the beginning of Your plan to discuss exactly how and where You want Your Support Coordination budget spent and how much You want to allocate to each goal. This allows You and Your Support Coordinator to work together to set clear expectations about which roles the Support Coordinator will fulfil and which they may provide limited or no support in.

10. Enquiries and Referrals

New enquiries may come via a Request for Service on the NDIS portal, directly to the Support Coordination Team from a prospective customer, or from the Service Planning Team.


- The Support Coordination Manager will review the NDIS portal each working day to respond to Requests for Service
- We will be in touch through Your preferred communication method to discuss Your referral and match You to a Support Coordinator who is best suited to meet Your needs.





11. Feedback and Complaints

We would like to hear Your feedback about the supports we provide to You.

There are three (3) types of feedback You can give us:

 **Complaint** – is feedback You give us if You are unhappy with our service and You would like us to try to find a solution to the problem.

 **A compliment** – is feedback You give us if You are happy with our service.

 **A suggestion** – is an opportunity for You to share a comment, opinion or idea about how we can improve something.


How to Give Feedback


You can provide us feedback in five (5) ways:

 Tell a Sylvanvale staff member who You feel comfortable with.

 Contact our team:

- Call **1300 244 577**
- Email **customers@sylvanvale.com.au**

 Fill out a form on our website at:
www.sylvanvale.com.au/contact

 If You need an advocate to help You make a complaint, contact People with Disability Australia:

- Call **1800 422 015**
- Email **pwda@pwd.org.au**

 Contact the NDIS Commission

- Call **1800 035 544**
- or visit the website **www.ndiscommission.gov.au**

11. Feedback and Complaints (continued)

What We Will Do



Good Feedback

We pass good feedback on to the staff member or team.



Suggestions

We use suggestions to look at how we can improve our services.



Complaints

- We keep complaints private
- We acknowledge any complaint we receive. This can take the form of a conversation, an email or more formal correspondence
- We will talk to You about the best way to deal with Your complaint
- Within 28 business days we will get in touch with You and attempt to resolve Your complaint
- If it takes us longer to resolve Your complaint, we will let You know why and how long it will take
- If You are unhappy with how we handled Your complaint, You can contact us
 - Call **1300 244 577**
 - Email **customers@sylvanvale.com.au**
- We will arrange a review
- If You are unhappy with the result of the review, You can contact the NDIS Quality and Safeguards Commission:
 - Call **1800 035 544**
 - Visit **www.ndis.gov.au/contact/feedback-and-complaints**

If Your complaint relates to an NDIS action or decision You can refer Your complaint to the NDIS by calling **1800 800 110**, visiting one of their offices in person or visiting their website **www.ndis.gov.au/contact**.

Alternatively if Your complaint regards the NDIS or NDIS Commission You can contact the Commonwealth Ombudsman by calling **1300 362 072** or visit their website **www.ombudsman.gov.au/complaints**.

12. Advocates and How They Can Support You

There are times when it might be helpful for You to access an independent advocacy service. Because You pay Sylvanvale to provide services to You, we are unable to be an advocate. Sylvanvale staff provide active support to You which assists You in building independence and making as many decisions about Your life as possible. That can include supporting You to engage with advocates and other supported decision makers where required.

It might be a good idea to engage an advocate if:

- You are involved in a serious incident
- Sylvanvale talks to You about reasons why they may need to exit You from services
- You are not receiving the services You need or need support to access a different type of service
- You need support to request a Review of a Decision with the NDIS or submit a Change of Situation request
- You want to make a complaint about a service provider, including Sylvanvale
- You are feeling pressured to make decisions You are uncomfortable about.

Contact information for some advocacy services are listed below and more can be found at www.sasinc.com.au/self-advocacy/support-services/. You can use any advocate You choose.

Disability Complaints Service

Phone: (02) 9319 6549
Toll Free: 1800 422 016
Email: pwd@pwd.org.au

NSW Council for Intellectual Disability

Phone: (02) 9211 1611
Toll Free: 1800 424 065
Email: info@cid.org.au
Website: www.cid.org.au

Family Advocacy

Phone: (02) 9869 0866
Toll Free: 1800 620 588
Email: communications@family-advocacy.com
Website: www.family-advocacy.com

Multicultural Disability Advocacy Association of NSW

Phone: (02) 9891 6400
National Relay Service: 133 677
Toll Free: 1800 629 072
Telephone Interpreter Service: 13 14 50
Email: mdaa@mdaa.org.au
Website: www.mdaa.org.au

Interaction Disability Services

Phone: 1300 668 123
Fax: 1300 131 665
Email: info@interactionservices.org

Self Advocacy Sydney Inc

Phone: (02) 9622 3005
Email: info@sasinc.com.au
Website: www.sasinc.com.au

13. Hours of Operation



The Sylvanvale Support Coordination Team operate Monday to Friday between 9am and 5pm.



The team does not operate on all NSW Public Holidays and during the Christmas/New Year period.

14. What You Can Expect From Us

We pride ourselves on providing quality and timely support. We will:



Guide You through NDIS legislation and rules including provisions relating to reasonable and necessary supports.



Provide options and information on a range of services available to You.



Keep You up to date on the NDIS Pricing Arrangements and Price Limits and flexibility within budgets.



Teach You how to use the NDIS Portal.



Exceed our Quality & Safeguarding obligations.



Continuity of Your supports in the event of an emergency or disaster. Sylvanvale may need to work with You to make temporary changes to Your agreed supports to best meet Your needs.



15. Our Expectations of You



You or Your appointed Plan Nominee are the only people Support Coordinators can provide information to and take instruction from. This includes the Correspondence Nominee (they have limited powers), and a legal guardian (where relevant to the guardianship function) or a child representative.



We require You or Your appointed Plan Nominee to complete both a **NDIS Consent for a third party to act on behalf of a participant form** and a **NDIS Consent for the NDIS to share your information form**. This ensures we can liaise effectively with the NDIS on Your behalf.



Engage with Your Support Coordinator in planning how best to use Your Support Coordination budget to achieve Your goals.



It is Your responsibility to inform the Support Coordinator of any cancellation or postponement of appointments/meetings at least 48 hours prior to the commencement of the appointment/meeting to make sure You will not be charged a short notice cancellation fee.



If You cancel within 48 hours, do not show up for a scheduled appointment, or are not present at the agreed place, or do not arrive within a reasonable time when the Support Coordinator is travelling to deliver the support, You can be charged the full fee associated with the appointment (including travel time).



If You are unwell, we will be unable to conduct Your scheduled appointment in person. If You contact us with reasonable notice, and You are well enough to participate and it is suitable for the type of appointment You have scheduled, we may be able to continue with the appointment using another method such as telephone or video call.












Unwell means:

- have a temperature of 37.5°C or more
- have any symptoms of COVID-19
- are within the first 24 hours of treatment after being prescribed antibiotic medication
- have a communicable illness (e.g. COVID-19, chicken pox, gastroenteritis, measles etc.)

We also ask You to let us know if You have been a close contact of a person with a confirmed case of COVID-19.

We may be unable to resume face to face appointments until You provide a medical clearance certificate or negative COVID-19 test.

15. Our Expectations of You (continued)

-  In response to public health advice, Sylvanvale may implement site entry or visiting protocols. This may include things like use of personal protective equipment such as surgical masks if it is a face to face visit. We expect You to comply with any site entry or visiting protocols if You visit us.
-  You acknowledge that repeated cancellations, or failure to engage with the Support Coordinator, may result in cessation of Support Coordination with Sylvanvale. The decision is at the discretion of Sylvanvale Senior Management.
-  You should tell Your Support Coordinator if You intend to leave the service. Services already provided will be invoiced for.
-  You will advise Your Support Coordinator of any changes to Your funding as soon as possible such as receiving a new NDIS plan.
-  Do not engage or ask Your Support Coordinator to engage in any illegal or unlawful activity or act.
-  Advise Your Support Coordinator in advance if any other people will be present during direct/face to face support visits.
-  Disclose any hazards and potential hazards that may place Your Support Coordinator at risk.
-  Only contact Your Support Coordinator during the hours of 9am to 5pm Monday to Friday.
-  Ensure communication is respectful and not threatening or aggressive.
-  Provide Your own money for activities and appointments if needed.
-  Disclose if You have a communicable illness (e.g. COVID-19, chicken pox, gastroenteritis).

16. Reportable Incidents

It is Sylvanvale's aim to provide services that enable people with a disability to reach their potential. This is done by supporting Your right of choice and control and providing comprehensive personalised support in a safe environment. However, due to the nature of the support we provide, incidents can occur.

Incidents include actions or circumstances which:

1. Have, or could have, caused harm to the person with disability; or
2. Have caused serious harm, or a risk of serious harm, to another person.

If an incident occurs in the presence of, or is disclosed to one of our Support Coordinators we must notify the NDIS Quality and Safeguards Commission of any of the following:

1. The use of a restrictive practice.
2. Serious injury of a person with disability.
3. Abuse or neglect of a person with a disability.
4. Unlawful sexual or physical contact with, or assault of, a person with disability.
5. Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
6. The death of a person with disability.

There are also obligations to report suspected crimes to the police and other relevant authorities, including the Department of Communities and Justice if the matter relates to a child or young person.

As Mandatory Reporters, Support Coordinators are also required to report suspected child abuse and neglect.

Sylvanvale, like other registered NDIS providers, has an incident management system which sets out the procedures for identifying, managing and resolving incidents.

During any incident, safety is our number one priority. Where and when necessary, our immediate actions include:

- Providing assistance (first aid, doctor or hospital) to anyone who is hurt or unwell if it's safe to do so
- Calling 000 for an ambulance, Police or Fire and Rescue NSW if needed.

We will also inform management and the family or guardian of those involved unless You tell us not to.

Sometimes an incident will require further investigation to establish the cause, its effect and any operational issues that may have contributed to the incident occurring. If this does occur, You and Your family or guardian will be notified of progress and if appropriate, the outcome of the investigation by the Support Coordination Manager.

17. Smoke-Free Environment

Sylvanvale is a smoke-free work environment, therefore smoking, including vaping and e-cigarettes is not allowed inside any premises, or on our grounds. Smoking is not permitted near any windows or doors (open or closed), near air conditioning intake units, or where smoke can enter the building.

If one of our Support Coordinators is with You at Your home or in the community we would request that You refrain from smoking while they are present.

18. Privacy and Confidentiality

We will aim to protect Your privacy and keep Your personal information confidential. This means that all Your information remains private and between the Support Coordination Team and You. The exceptions to this are in the case of a legal requirement or when the Support Coordinator has Your consent to share Your information with someone else. A copy of our Privacy and Confidentiality Policy is available on our website at

www.sylvanvale.com.au/about-sylvanvale/publications-policies.

19. Your Information and Records

Support Coordinators need to keep some information and records to meet legal and NDIS requirements. A Support Coordinator is required to maintain notes that are entered into a database. They also are required to record any incidents that may occur. You have the right to request access to any document Sylvanvale has on file, we guarantee to provide You copies of any documents that You pay to be developed. If the document or information has been produced by Sylvanvale, we can give You a summary version, and if the information requested includes the names of others, these will be crossed out on the document. You can request these documents by speaking to the Support Coordination Team at any time.

Sylvanvale will provide You access to view the records they hold within five (5) business days of Your request, unless to do so could or would breach the law.

Sylvanvale agrees to keep full and accurate accounts and financial records of the supports delivered to You, along with records of Service Agreements and any complaints which they have received, for seven years from the date each record is received.

20. Other Sylvanvale Service Offerings

- Specialist Disability Accommodation (SDA)
- Supported Independent Living (SIL)
- Individual Apartment Living (IAL)
- Flexible Services (drop in support)
- Clinical Services
- Supported Playgroup
- Mikarie Child Care Centre
- Community Hubs
- Caringbah Craft Centre

21. Service Agreement

Your Sylvanvale Service Agreement outlines the supports You have agreed for Sylvanvale to provide You at the agreed fees and timeframe.

Your Service Agreement clearly states the support items You will receive from Sylvanvale. The Service Agreement also states who the supports are funded by e.g. National Disability Insurance Scheme (NDIS), Disability Support for Older Australians (DSOA) or self-funded. All supports must be delivered in accordance with this Handbook and the Service Agreement.

Sylvanvale Service Agreements are issued via DocuSign. You will receive a separate Service Agreement for each service type You receive from Sylvanvale. Instructions on how to sign these documents in DocuSign are included in the Service Agreement DocuSign Instructions below.

Any changes that are required to Your Service Agreement will be by an amendment to the Service Agreement and will require the Service Agreement to be re-issued via DocuSign, to be signed and dated by You.

A Sylvanvale Service Agreement is an agreement that is developed for the period of your NDIS plan or for a period of time requested by You. A new Service Agreement will be required for each NDIS plan you receive. This Handbook forms part of your Service Agreement.

Having a Handbook and Service Agreement is a helpful way to make sure You have everything in writing should an issue occur. Keep Your Handbook and Service Agreement in a safe place and make sure You keep a copy of Your NDIS plan with these documents.

If, from time to time, the provisions within this Handbook or Service Agreement differ from any NDIS or DSOA requirements, Sylvanvale will satisfy, as a minimum the requirements set by the NDIS Pricing Arrangements and Price Limits or DSOA funding agreement.

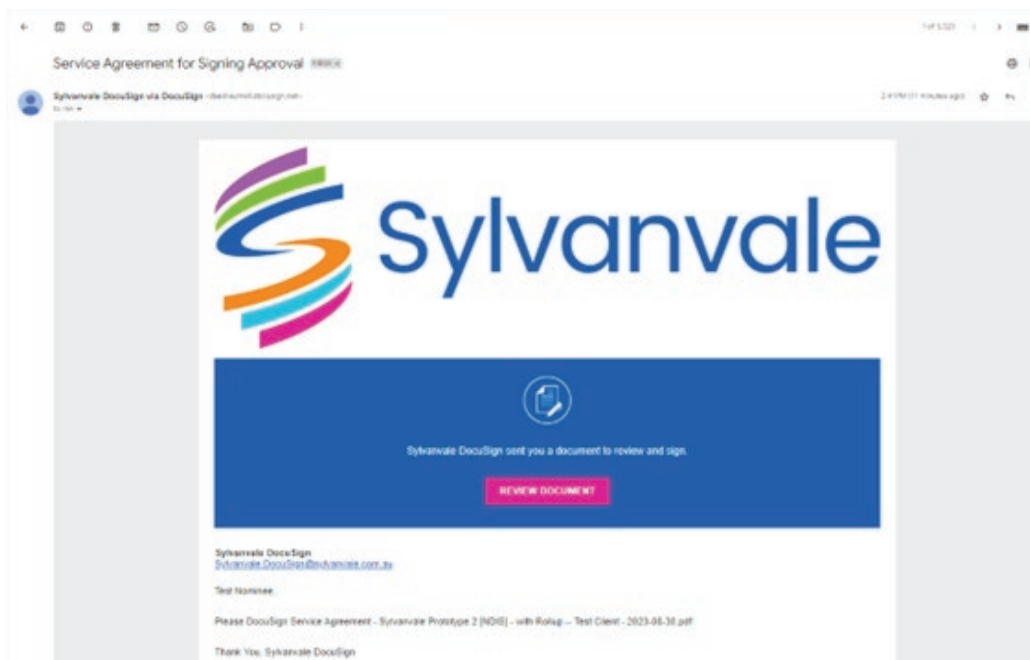


22. Service Agreement DocuSign Instructions

1. You will receive an email from Sylvanvale DocuSign. If You receive multiple emails this means You have received multiple Service Agreements and You will need to complete these steps for each Service Agreement.



2. Open the email and select the **Review Document** button.



3. The DocuSign document will appear.

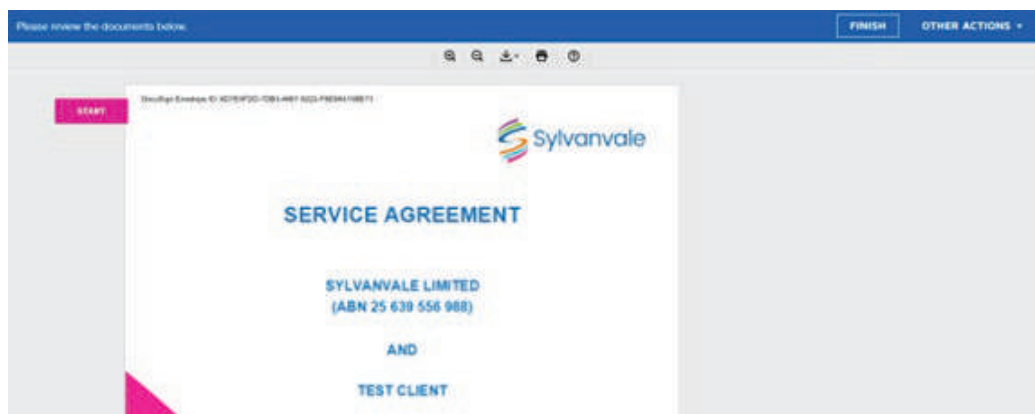


4. Select the **I agree to use electronic records and signature** box.



22. Service Agreement DocuSign Instructions (continued)

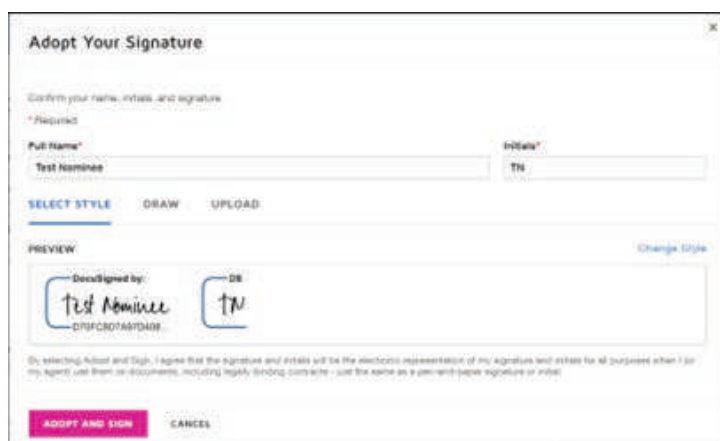
5. Press **Start** button to begin reading through the document.



6. Select the **Sign** box.

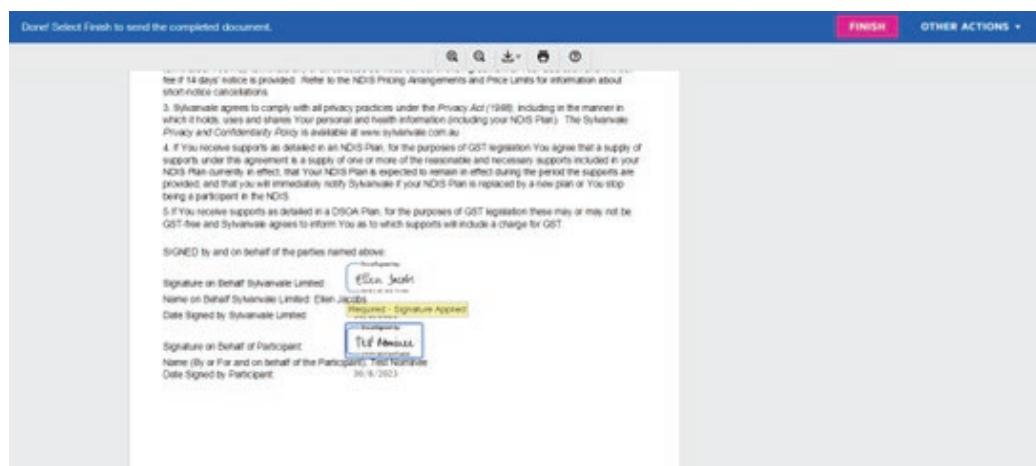


7. Type your Full Name if it does not already appear, then select **Adopt and Sign**.

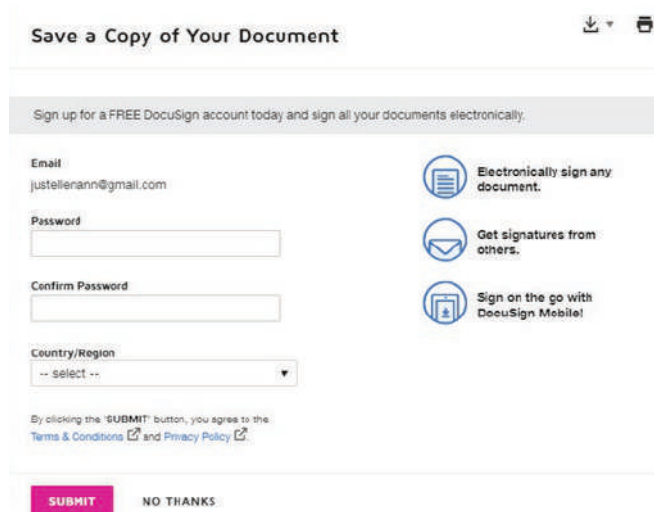


22. Service Agreement DocuSign Instructions (continued)

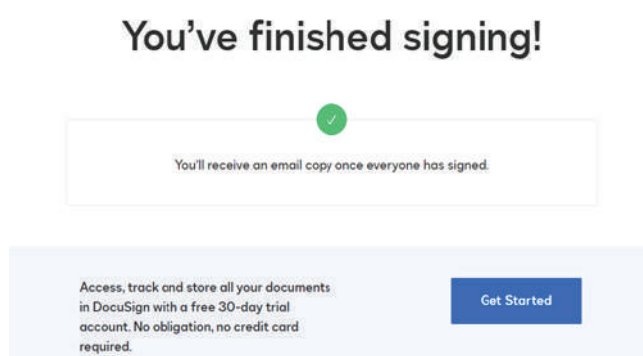
8. Select the **Finish** button to finalise and submit the completed document. Please do not press the **Finish** button without signing the document.



9. The following window will appear, select the **No Thanks** button. There is no need to sign up to a DocuSign account. You will receive a completed copy of the document by email even if you do not Save a Copy of Your Document.



10. A confirmation window will appear to confirm you have completed the signing process



23. Plan Nominee and Consent

Sylvanvale assume You are Your own decision maker and have capacity to make Your own decisions. If that is not the case, and You will need to have an NDIS appointed Plan Nominee and, if required, a legal guardian for any of the relevant functions detailed below, you will need to provide us with evidence of appointment of Plan Nominee or current guardianship orders.

- Accommodation
- Services
- Health and Medical
- Restrictive Practice
- Financial Management

Evidence of Plan Nominee and/or legal guardian must be sent to customers@sylvanvale.com.au

Sylvanvale Service Agreements for NDIS funded supports are required to be signed for each service accessed by You or Your Plan Nominee.

In conjunction with Your Service Agreements, you will receive a Consent Form. We ask You to update this every 12 months.

The Consent Form is required for every person who accesses supports from Sylvanvale.

The Consents give permission to Sylvanvale for:

- exchange of information
- filming and photography
- sharing information with people like auditors
- acknowledgement of conflict of interests (real or perceived).

The Consent Form will be sent to You via DocuSign, and provides You with an opportunity to indicate any conditions You may wish to stipulate to each of the consent areas.

24. Plans, Reports and Profiles



Plans, reports and profiles are written in the format determined by the NDIS. If You are NDIS funded, the NDIS will determine the frequency of any progress report. Your Support Coordinator will complete these and submit these to the NDIS.

25. Cancellations

To cancel a scheduled appointment, contact Your Support Coordinator as soon as possible, usually by phone or email.

Cancellations can occur within the rules shown in the NDIS Pricing Arrangements and Price Limits, however the NDIS cancellation rules are subject to change with no notice. You can refer to the NDIS provider website for their most current information with regard to cancellations

www.ndis.gov.au/providers/pricing-arrangements.

26. Conflict of Interests

Sylvanvale will ensure any conflict of interests are declared and managed transparently. Any risks to You are mitigated or avoided. Your Support Coordinator must declare, discuss and document any conflict of interests (perceived or actual). We ask You to acknowledge in writing when we collect Your consents to confirm this has occurred. Refer to section 23 of this handbook for more information about Consents.

Sylvanvale Support Coordination is independent of other services provided by Sylvanvale. Your Support Coordinator must offer You a range of provider options that may or may not include supports provided by Sylvanvale.

You do not have to choose any other supports from Sylvanvale in order to receive Support Coordination from us.

All referrals to and from other providers are documented for You to ensure information is transparent and factual which promotes Your choice and control.

27. Funding, Fees and Charges



Our prices are as per the NDIS Pricing Arrangements and Price Limits, dependent on location and service requested.

Funding source/s may include:

- Your NDIS plan
- Disability Support for Older Australians Program (DSOA) Plan
- Self-funded at the NDIS rates

Your Service Agreement outlines what You have purchased. Support Coordinators bill Your time in 15-minute increments.

If You are **self-managed**, this means we will send invoices directly to You to coordinate payment.

If You are **plan-managed** You need to provide us with the name and contact details of Your plan manager. Sylvanvale will send invoices to Your plan manager, who manages payment for invoices on Your behalf.

If Your supports are funded by the NDIS, and You are **agency-managed**, Sylvanvale will make a claim to the NDIS for payment once that support has been delivered or provided.

For current prices, please refer to the NDIS Pricing Arrangements and Price Limits which is available at www.ndis.gov.au/providers/pricing-arrangements.

Support Coordination provided under the NDIS will not incur GST.



28. Exiting Our Services

The NDIS has given You the opportunity to have more control over decisions regarding services and supports. You have a greater say and ability to choose a different service provider if they are unhappy with their service.

Should You wish to cancel Your Service Agreement and Service Booking with Sylvanvale, You need to provide us with 14 days' notice in writing. Please email supportcoordinators@sylvanvale.com.au Your intention to cease services, clearly indicating which services You are exiting, and your final date of service. During any 14 day notice period we will bill up to a maximum of 5 hours for work completed to assist You to transition to a new Support Coordinator, or provide written handover documentation to You or Your new provider. If You do not wish this work to occur, You must specify this in Your written notice of exit.

Your Service Agreement will end immediately if:

1. You cease to be a participant in the NDIS;
2. Your NDIS plan ends and You choose another Support Coordination provider;
3. Your new NDIS plan does not have Support Coordination funding; or
4. Your Service Agreement has ended and You haven't signed a new one with Sylvanvale.

From time to time, Sylvanvale may need to reassess our ability to provide ongoing support to You if:

1. We feel our service is no longer able to meet Your needs;
2. We believe there are alternate service options we could be delivering to meet Your needs;
3. We believe Your support needs have changed to the point where they are no longer compatible with our service offerings;
4. We believe we are unable to provide a safe service within a safe environment; or
5. Your NDIS plan has insufficient funds to cover the support costs of the service or if You self-manage and fail to pay for the supports delivered.

If this occurs, Sylvanvale will provide You with 14 days' notice if we intend to cease a service. A decision to exit You from our service would only be made if we felt there was sufficient, credible evidence to support a view that we could no longer provide a service. However, Sylvanvale may end Your services with less notice in line with the conditions outlined in Your signed Sylvanvale Service Agreement.

The Support Coordination team would continue to consult with You, Your family and other stakeholders. If we reach a decision that we can no longer provide a service and You did not agree with that decision, we will write to You in line with the notice period and outline the reasons for that decision.

Sylvanvale reserves the right to exit You from a service with or without You, Your Plan Nominee, or Your legal guardian's consent.

29. Frequently Asked Questions

1. Will my Support Coordinator book and organise services for me?

Support Coordination is a capacity building support designed to support and teach You to reach Your long-term goals and build Your knowledge, independence and skills by increasing Your ability to do this Yourself.

Support Coordinators are not case managers nor are they responsible for handling everything for You. They do not roster, book or organise daily services, provide personal care or general transport. In emergencies and crises, it is not the role of Your Support Coordinator to intervene and You should always contact the appropriate emergency service.

Support Coordinators can undertake research; make enquiries on Your behalf; negotiate and review service agreements; and ensure Your supports are organised in line with Your NDIS budgets. When it comes to engaging service providers, we can support You to choose who will support You (we can't do this for You), and to speak to services to negotiate days/times that suit You.

2. Can my Support Coordinator advocate for me?

Your Support Coordinator cannot be paid to advocate for You, but they can attend meetings with You to help You to speak up for Yourself (including all usual NDIS reviews and meetings) and can help You to prepare for and submit a plan review.

It is important to remember Your Support Coordination hours are limited and it might be better for You to engage an advocacy service to support You if required.

3. I am not happy with my current NDIS plan - can my Support Coordinator put in an application for review for me?

All requests to review decisions/plans should come from You or Your Plan Nominee. Your Support Coordinator can help You gather information, however we cannot contact the NDIS directly on Your behalf unless You have specifically submitted written consent for a third party to act on Your behalf. Our focus needs to be implementing Your current plan so that there are services supporting You initially while the review takes place. Please be aware that any time spent gathering information for a review will be charged to Your plan, which means there may be less money to support You to implement Your plan.

4. Can my Support Coordinator take me places/provide individual support whilst services are being organised?

Support Coordinators are not permitted to provide individual support to You, or to support You to attend appointments. If You need services organised quickly please let Your Support Coordinator know so that we can work in a timeframe that is appropriate for Your individual circumstances.

29. Frequently Asked Questions (continued)

5. If I choose Sylvanvale to provide my Support Coordination services, does that mean I can't purchase other service offerings from You?

Sylvanvale offers a range of different services, including Support Coordination services, individual support, home and living services and group programs. To ensure there is no conflict of interests when our Support Coordinators look for quotes for services on Your behalf we will always provide 2 to 3 quotes. It is then Your decision if You would like to choose Sylvanvale services or go with another provider. Your decision will not affect Your Support Coordination services at all, as they operate independently from other supports provided by Sylvanvale.

6. I really like my Support Coordinator – can they be my Support Worker as well?

To ensure that there is no conflict of interests in the services You receive from Sylvanvale, Your Support Worker will be different to Your Support Coordinator.

7. I have used my Support Coordination hours very quickly – is there any other support I can get as I still don't have all the services I need?

Unfortunately, the NDIS will not increase Your Support Coordination hours during Your current plan. You will need to initiate a review by calling 1800 800 110 or submitting Your own plan review request to the NDIS.

6. I do not have Support Coordination in my NDIS Plan. What can I do?

Support Coordination, if required, is included in the Capacity Building budget. This is not flexible funding, and You cannot move this from one category to another. Nor can You use another category to fund Support Coordination. You will need to initiate a review by calling 1800 800 110 or submitting Your own plan review request to the NDIS.

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For people with
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TTY: 1800 555 677
Speak and Listen: 1800 555 727



For people who
need help with English
TIS: 131 450