

# SYLVANVALE COMMUNITY PARTICIPATION HANDBOOK



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## 1. Location

- **Sutherland Community Hub**  
874-876 Rawson Ave, Sutherland  
Phone\*: 02 9542 5891
- **Sylvanvale Social and Community**  
Multi-Purpose Centre - 123 Flora St, Sutherland  
Phone\*: 02 9542 2936 | 0408 433 386
- **Garden House Enterprise Hub**  
874 Rawson Ave, Sutherland  
Phone\*: 02 9521 3364 | 0408 433 386
- **Caringbah Craft Centre**  
20 Dudley Ave, Caringbah  
Phone\*: 02 9525 9461 | 0408 433 386
- **Flexible Support**  
Phone\*: 02 9542 2936 | 0408 433 386

Our Flexible Support team is mobile and can support you in a location of Your choice within the following Local Government Areas (LGAs):

- Bayside
- Campbelltown
- Canterbury-Bankstown
- Fairfield
- Georges River
- Liverpool
- Sutherland Shire

**\*Please note:** Community Hubs' direct and mobile phones are accessed **8:00am to 4:00pm, Monday to Friday**. Community Hub Site Managers can be accessed in emergencies on mobile phones listed for the site for which they are responsible.

## **2. Welcome to Community Participation**

Sylvanvale Community Participation support is ideal for adults (18 years and over) wanting support to do things that interest them, either individually or in a group, in the community or in a centre-based setting.

### **Centre-Based Support**

Our Community Hubs operate Monday to Friday, 9am to 3pm and are inclusive multipurpose spaces. The programs are based on Your individual preferences and are designed to support Your physical, social, emotional, cognitive and creative development. Depending on the Hub location You have chosen, centre-based or community experiences in a group are offered.

### **Flexible Support**

Our Flexible Support team offer individual support or community participation in group activities in the community.

### **Hire, Events & Activities**

Community Hub rooms and resources are available for hire on a regular or casual basis, evenings, or weekends. Community Hubs run a wide range of ticketed and free community events and activities, including:

- Dine and Dance
- Movie Nights
- Sutherland Live and Local
- Inclusion Festival
- Car Boot Markets
- The Inclusive Classroom permaculture classes for children and adults (single or term based)
- Children's Parties
- Open Days.

For details on our rooms for hire, events and activities please visit [www.sylvanvale.com.au/community-hubs](http://www.sylvanvale.com.au/community-hubs) or contact [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au) or **1300 244 577**.

This Handbook explains our model of support for our Community Participation programs and forms part of Your Service Agreement with Sylvanvale. The Handbook also outlines the important information we need from You to help us understand Your individual needs.

We look forward to supporting You to achieve Your goals.

## 3. 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.

## 4. Our Values

Sylvanvale Foundation 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.





## 5. Our Team

Sylvanvale's Community Participation services have experienced managers who are here to help and assist You in the following ways:

- Being Your first point of contact
- Completion of forms and documentation
- Transition planning in Your chosen Community Hub or Flexible Support
- Matching staff skills and attributes to meet Your needs
- Feedback about the service.

The Community Participation team is comprised of experienced support staff (including room leaders at Sutherland Community Hub). They are here to help and assist You in the following ways:

- Assisting You to work towards Your goals
- Maintaining Your routine
- Personal care
- Medication management (Community Hubs only)
- Mealtime management
- Accessing the community
- Social and recreational experiences.

**Community Participation** staff do not provide support with management or administration of an individual's finances or money.

**Flexible Support** staff do not provide support with medication management or the administration of medication.



## 6. Priority of Access

Sylvanvale ensures access to our services are fair, equal and transparent. To access our services You must meet the requirements outlined on page 11 of this Handbook.

When determining priority of access to our services we:

- Conduct a needs assessment to ensure we can support You safely
- Determine if we can match You with trained support workers who have similar interests and who You have a rapport with\*
- Ensure You are the right fit for the service in terms of age, interests, support ratio and support needs
- Ensure You have completed and returned all documentation as outlined in this Handbook.

If we meet each other's criteria, but we do not have a vacancy for You at Your preferred Community Hub or in Flexible Support on Your preferred dates, the Manager will discuss alternative days with You or place You on a waiting list.

**\*Please note:** we match staff to Your needs by skills, attributes, training, gender and age - we cannot guarantee a specific member of staff for Your support.



## 7. Hours of Operation

### Community Hubs



Programs of Support at Community Hubs operate from 9am to 3pm, Monday to Friday.



Community Hubs are closed on ALL NSW public holidays and for one (1) week during the Christmas/New Year period. Closure dates will be displayed at Community Hub sites and communicated directly with You and Your Plan Nominee each year.



Community Hubs offer a centre-based Program of Support, Monday to Friday, 9am to 3pm. Support is provided at a daily rate of six (6) hours per day of attendance. Ratio of support (the number of staff to Participants) is determined by a Sylvanvale needs assessment. The needs assessment is also used by Sylvanvale to determine Your price intensity, i.e. standard or high intensity. The needs assessment considers Your physical, mobility, behaviour support, communication and personal care support needs in all activity environments. As such, Your ratio of support requirements may vary depending on the Community Hub.



Please refer to page 10 for information regarding requirements when You are dropped off and picked up.

### Flexible Support

Flexible Support is available between 6am and midnight (12am), 7 days per week (Sylvanvale does not offer overnight support), noting a block of support cannot exceed 10 hours. The hourly rate for support is variable, depending on the day of the week/weekend, time of day and if the day is a public holiday.

A higher hourly rate, as per the NDIS Pricing Arrangements and Price Limits, is applicable for any support provided as follows:

- Support hours that finish after 8pm, Monday to Friday
- Saturdays
- Sundays
- Public holidays.

If You or Your Plan Nominee or formally appointed substitute decision maker need to contact the Site Manager or support staff, they can do so by:

- Calling the service landline, which is forwarded to the Site Manager if not answered (note that Site Managers accept telephone calls Monday to Friday 8am to 6pm)
- Calling the service mobile number
- Calling the Site Manager mobile number
- Emailing the Site Manager.


Community Hubs offer a wide range of activities and events throughout the year. We also have rooms and resources available for hire. For details, please visit [www.sylvanvale.com.au/community-hubs](http://www.sylvanvale.com.au/community-hubs)



## 8. Supporting You

We offer support for You, when and where You need it. Examples of how we can support You are:

### Community Hubs

- |  |   |  |  |
|--|---|--|--|
|    | Activities in a centre-based environment          |   | Yoga and relaxation                      |
|    | Gardening (at Garden House)                       |   | Sensory activities                       |
|    | Woodwork and painting (at Caringbah Craft Centre) |   | Technology and social media safety       |
|    | Arts and crafts                                   |   | Cooking and food preparation             |
|    | Sports and physical activity                      |   | Music and karaoke                        |
|   | Dance and movement                                |  | Personal care and personal support plans |
|  | Photography                                       |  |  |

### Flexible Support

- |  |   |   |   |
|--|---|---|---|
|  | Building skills at home or in the community |  | Travel training                           |
|  | Socialising and outings                     |  | Shopping                                  |
|  | Appointments                                |  | Support to liaise with Your Landlord      |
|  | Volunteer experience                        |  | Personal care and personal support plans* |

Your NDIS Core Support funding covers the cost of the support worker only and does not include transportation and activities. You must ensure You have access to funds to pay for the support worker's activities and appointments. If You have a Companion Card, this will reduce the costs associated with travel and activities.

Support staff are not responsible for Your money or personal belongings during hours of support. Please refer to page 42 for Activity Fees and Charges.

**Community Participation** staff do not provide support with management or administration of an individual's finances or money.

**\*Flexible Support** staff do not provide support with medication management or the administration of medication.

## 9. Transport



### Personal Transport Drop Offs and Pick Ups at Community Hubs

When dropping off and picking up at Community Hubs, motor vehicles are to be parked in designated parking areas (not in bus spaces or disability spaces without a permit) and must not obstruct the free flow of traffic in the area.

All drivers are required to follow safe traffic signs and placards to ensure the safety of Participants. Ongoing contravention of safety rules may result in the cancellation of placement at Sylvanvale Community Hubs.

Participants must be supervised at ALL times while walking on or crossing Community Hubs site roadways. All opportunities for teaching Participants road safety should be taken.

You cannot enter the Community Hub until the service opens at 9:00am.

Upon arrival You or Your carer must sign in at the entry door to the Community Hub.

You or Your carer must sign out at the exit door and the end of the day as You leave the Community Hub.

If You are picked up later than 3:00pm, Sylvanvale reserve the right to charge a late fee, refer to the Funding, Fees and Charges section of this Handbook.



### Transport Community Hubs

Participants are responsible for the provision of transport to and from Community Hubs.

#### Flexible Support

You may require a Sylvanvale worker to provide You with transport as part of Your Flexible Support service, i.e. Activity Based Transport in a worker's non-modified vehicle.

Your Service Agreement will be developed by our Service Planning team and if applicable, will include transport associated with Your Flexible Support service.

Sylvanvale will claim mileage and staffing costs associated with Your transport from Your NDIS funding.

If You do not have enough funding in Your NDIS Plan Core Support budget, the cost of mileage for Activity Based Transport is payable on a fee for service basis with a signed Service Agreement.

The kilometre charge for mileage is in addition to the time paid for support by the support worker who is driving the vehicle.

**Please note:** If You are new to Community Participation and/or Flexible Support Service and require transportation in a staff non-modified vehicle, You will need to have a Transportation Needs Assessment to ensure the vehicle/s are able to meet Your needs. To arrange an assessment, please contact our team on **1300 244 577** or **customers@sylvanvale.com.au**.

## 10. Transitioning Into Community Participation

### Eligibility Criteria



To access Community Participation You must:

- Be 18 years and over
- Have a disability
- Have Core Support funding in Your NDIS Plan, be funded by the DSOA Program, or self-fund, i.e. be able to pay for supports received
- Have a signed Sylvanvale Service Agreement
- Have Personal Support Plans that are current.

### Enquiries

To express Your interest in Sylvanvale Community Participation, please complete an online enquiry form at [www.sylvanvale.com.au/services](http://www.sylvanvale.com.au/services) or call **1300 244 577**.

If we have a vacancy on Your preferred day/s, our team will coordinate a meeting to discuss Your needs and our transition process.

### Documentation Required to Transition

Transition into a Sylvanvale Community Hub or Flexible Support is dependent upon the funds being available in Your NDIS Plan and the provision of current documents as relevant to You, as follows:

- Behaviour support plans and personal support plans that are current, please refer to the Healthcare and Support Documentation and Behaviour Support Plan and Implementation sections of this Handbook
- A signed Sylvanvale Service Agreements and Consents.

### Next Steps

Following Sylvanvale's review of all current health care and personal support plans and a discussion about Your typical routine and activity preferences, Sylvanvale will:

1. Conduct a needs assessment to ensure we are the right provider to meet Your support needs.
2. Organise a visit to Your preferred Community Hub for You and Your Plan Nominee/legal guardian, or visit You in Your requested service location for Flexible Support.
3. If we are a match for Your needs, develop a Transition Plan and send You a Service Agreement and Consents for Your signature.

**Please note:** If Your support needs have changed or You would like to attend a different Community Hub or Change Your Flexible Support days and times, a new needs assessment may be required before we can confirm Your service and activate a new Service Agreement.

## 10. Transitioning Into Community Participation (continued)

### Returning Participants (when You receive a new NDIS Plan)

1. Contact [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au) or **1300 244 577** to let us know when You have a new NDIS Plan and confirm if You want to continue service as per Your current Service Agreement, or make a change.
2. Tell us if Your new NDIS Plan is Agency-managed, Plan-managed or Self-managed.
3. Unless You tell us otherwise, Sylvanvale will assume You want to continue service as per Your current Service Agreement and will send you a Service Agreement for Your new NDIS Plan Year via DocuSign.
4. If You change Your mind after You have commenced services, we can amend Your Service Agreement, which will be sent to You for signature via DocuSign.
5. New Service Agreements will be sent out via DocuSign to continue support. If You require any changes to Your support, please email [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

## 11. NDIS Community Participation Funding Process

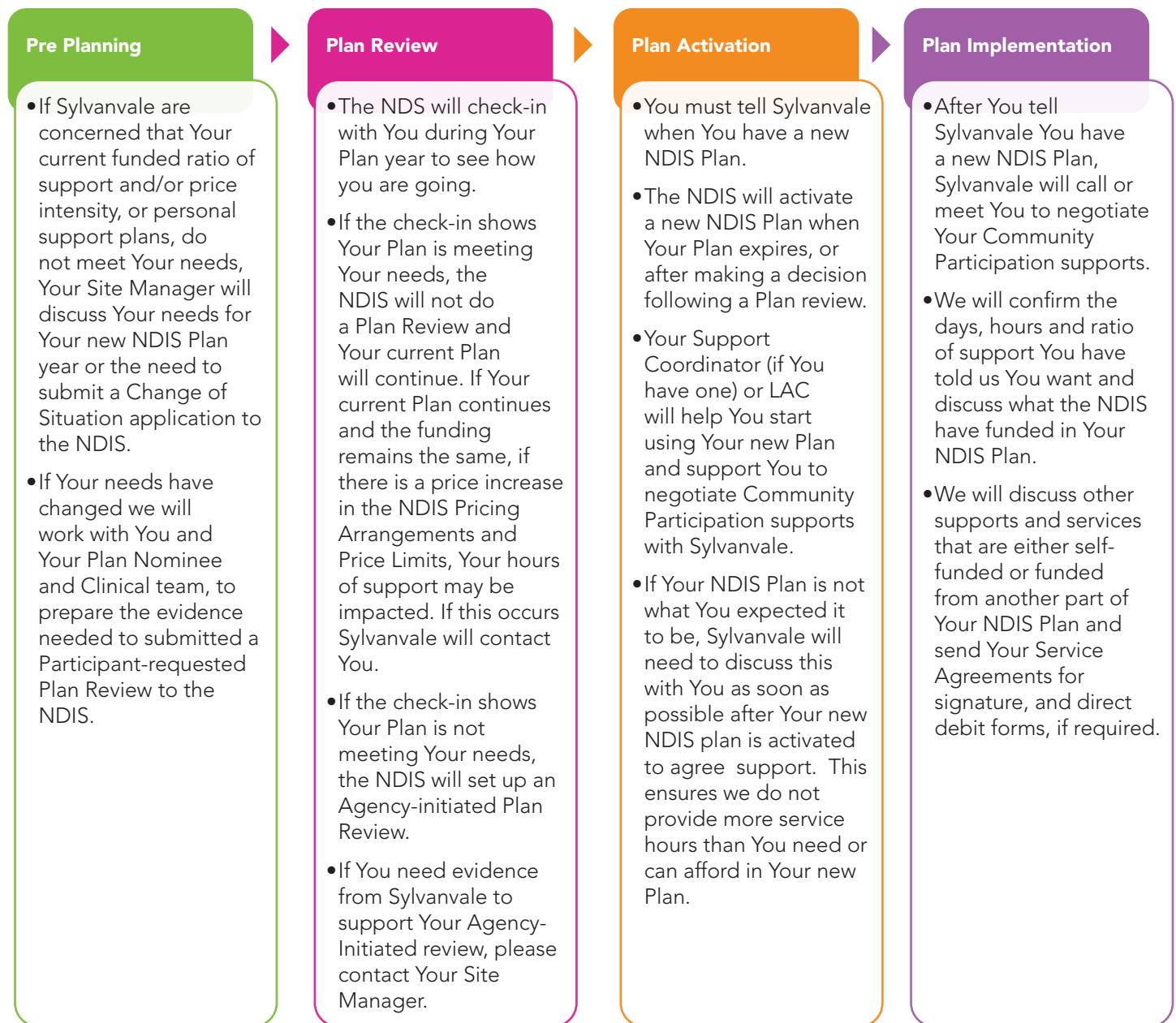
The NDIS undertake reviews of Your Community Participation support needs, usually on an annual basis or when You have submitted a Change of Situation application. The NDIS will work out how much funding You need from assessments and reports, as well as discussions with You and Your family and Plan Nominee/legal guardian about Your needs and routine.

If You are new to Community Participation, the NDIS will consider all the information that You have provided about Your Social Community and Civic Participation needs. If You have Core Support funding in Your NDIS Plan, and Your support needs stay the same, the NDIS may continue the same level of funding in Your next NDIS Plan.

The NDIS will contact You during Your NDIS Plan period to discuss the support in Your plan and if they are meeting Your needs. If Your needs have changed, the NDIS may decide to review Your plan. This is called an Agency-initiated review. If Your needs have changed, You can request a Participant-requested Plan Review at any time.

## 11. NDIS Community Participation Funding Process (continued)

### Sylvanvale NDIS Plan Review Procedure For Community Hubs



**Note:** Should Your needs change at any time, we will support You to prepare for a Participant-requested Plan review.


If You are unhappy with the support and funding decisions made by the NDIS, You can submit a Review of a Reviewable Decision. Please refer to the NDIS website for guidance on how to do this at [www.ndis.gov.au](http://www.ndis.gov.au).





## 12. 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](http://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](http://www.ndiscommission.gov.au)**

## 12. 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](http://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](http://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](http://www.ombudsman.gov.au/complaints)**.

## 13. 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/](http://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](mailto:pwd@pwd.org.au)

### **NSW Council for Intellectual Disability**

Phone: (02) 9211 1611

Toll Free: 1800 424 065

Email: [info@cid.org.au](mailto:info@cid.org.au)

Website: [www.cid.org.au](http://www.cid.org.au)

### **Family Advocacy**

Phone: (02) 9869 0866

Toll Free: 1800 620 588

Email: [communications@family-advocacy.com](mailto:communications@family-advocacy.com)

Website: [www.family-advocacy.com](http://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](mailto:mdaa@mdaa.org.au)

Website: [www.mdaa.org.au](http://www.mdaa.org.au)

### **Interaction Disability Services**

Phone: 1300 668 123

Fax: 1300 131 665

Email: [info@interactionservices.org](mailto:info@interactionservices.org)

### **Self Advocacy Sydney Inc**

Phone: (02) 9622 3005

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

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

## 14. What to Bring


### Community Hubs


-  **Clothing** – Bring appropriate clothing for the season and activities, as well as some spares. Always pack a lightweight jacket even on hot days, as sometimes it can get cool.
-  **Laundry bag** – A laundry bag assists with keeping Your clothes secure. Community Hubs staff will assist You with putting Your soiled/worn clothing in Your personalised laundry bag.
-  **All items are to be labelled** – Labelling Your clothes and belongings is a really important way to keep Your things safe and secure. Sylvanvale takes no responsibility for lost items if they are not labelled.
-  **Personal care products** – If You require a particular type or brand of soap, wipes or sunscreen, please bring it with You.
-  **Continence aids** – Please bring the appropriate amount of continence aids for Your day.
-  **All medication** – See medication instructions on page 23.
-  **Hat and drink bottle** – We want You to be sun safe and hydrated, so please ensure You bring a hat and drink bottle. We provide a standard sunscreen, but if You require a particular brand or type, please bring it with You. Permission to apply sunscreen is recorded on Your Profile, and any allergies should be noted.
-  **Food and snacks** – You are asked to provide healthy choices for lunch, morning and afternoon tea. Food allergies and special religious/cultural practices relating to diet should be noted on Your Profile.
-  **Opal card** – Bringing Your Opal card means more transportation options and an opportunity to practice travel training.
-  **Companion Card** – Companion Cards are a great way for You to attend venues and other activities without worrying about covering the cost of Your support person. If You don't have a Companion Card, let us know and we can provide You with forms to complete so You can obtain one.


## 14. What to Bring (continued)


### Flexible Support


 **Clothing** – If You are out for the day, bring appropriate clothing for the season and activities, as well as some spares. Always pack a lightweight jacket even on hot days, as sometimes it can get cool. It is also a good idea to pack a rain coat, just in case.

 **Personal care products** – If You require support with Your personal care, You must supply Your own products including soap, shampoo, wipes, sunscreen, etc.


 **Continence aids**– Please bring the appropriate amount of continence aids for Your hours of support.

 **Hat and drink bottle** – We want You to be sun safe and hydrated so please bring a hat and drink bottle.

 **Opal card** – Bringing YourOpal card means more transportation options and an opportunity to practice travel training.

 **Companion Card** – Companion Cards are a great way for You to attend venues and other activities without worrying about covering the cost of Your support person. If You don't have a Companion Card, let us know and we can provide You with the forms to complete so You can obtain one.

### Support with Household Tasks

 **Cleaning and other household items** – If You require support with household tasks, You must provide all cleaning products and equipment. Sylvanvale staff will provide their own gloves, but any other personal protective equipment required must be provided by You.



## 15. What You Can Expect from Us



Activities that are aligned to Your choices and goals



Help to prepare and eat Your meals and snacks



Medication management  
(Community Hubs only)



Regular communication



Ratio and complexity level of support determined by our needs assessment



Communicate openly and honestly with You, and in a timely manner



Include You in discussions and decisions about how supports are provided



Comply with all professional standards, quality requirements and codes of conduct



Professional staff who are committed to providing You with individualised and/or shared support, as per Your Service Agreement



An end of NDIS Plan report detailing Your goal attainment in Hubs to take to Your NDIS Plan review meeting



Age appropriate groups and resources



Personal care



Feedback on Your support



Always treat You with courtesy and respect



Provide supports in a way that meets the requirements of all relevant laws, including the National Disability Insurance Scheme Act 2013 and NDIS Rules, and Australian Consumer Law



Fulfil all Work Health & Safety 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.

## 16. Storypark

Sylvanvale believes that regular communication is important. In addition to regular meetings, emails and phone calls, we communicate using Storypark.

Storypark is an online platform that helps the people we support, their families, friends and Sylvanvale staff to work together to record and share Your activities, goals and achievements.

Only You or Your guardian can invite family and friends to join Your profile. Only those who have accepted Your invitation can see what's posted on Your profile.

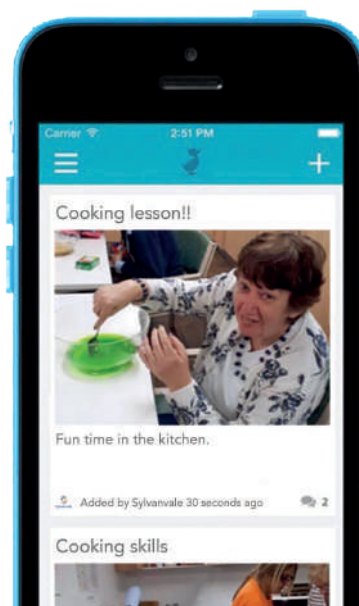
Storypark is accessible 24/7 via the Storypark website at [www.storypark.com.au](http://www.storypark.com.au) or by downloading the app.

Your Sylvanvale team will work with You to create Your Storypark profile and create updates that can be shared with the people You want to share them with.

Sylvanvale also use Storypark to track the goals You told us during Your Plan implementation meeting, that You want us to support You to achieve.


















We will provide You with a Goal Report to take to Your Agency-initiated or Participant-requested Plan Review meeting upon request.

# Storypark








## 17. Our Expectations of You


All Community Participation service Participants must:

-  Tell Sylvanvale how You wish Your supports to be delivered to meet Your needs and provide Sylvanvale with all health care and personal support plans.
-  Treat Sylvanvale and its workers and agents with courtesy and respect.
-  Act openly and honestly in relation to matters that affect how our supports are provided.
-  Sign in, or have Your carer sign You in, upon arrival at the entry door to the Community Hub.
-  Sign out, or have Your carer sign You out, at the exit door at the end of the day as You leave the Community Hub\*.
-  Respect the privacy and dignity of other Participants.
-  Respect the personal space and belongings of others.
-  Tell staff if someone upsets You.
-  Tell staff if You have an issue that You need support with.
-  Not engage in violent acts against other people or support staff.
-  Respect the property of support staff and others.
-  Not engage or ask others to engage in any illegal or unlawful activity or act.
-  Understand Sylvanvale only provide support/service as agreed in a signed Service Agreement.
-  Disclose if You have been administered pain relief or any other PRN medication in the 24 hours prior to Your attendance at Your Community Hub. Community Hubs staff reserve the right to refuse support if the administration of pain relief prior to attendance is not part of the medication management plan.
-  Agree to any safe operating procedures needed to keep the people we are supporting and support staff safe during hours of support.
-  Advise Sylvanvale should You no longer be a NDIS or DSOA Participant or if you have received a new NDIS Plan.
-  Ensure You pay Your fees in line with Your Sylvanvale Service Agreement.






## 17. Our Expectations of You (continued)

-  Not contact support staff outside of hours of support, or on their personal phones or via social media platforms
-  Only contact the Manager during the hours of 8am to 6pm Monday to Friday\*\*
-  Communicate respectfully to other people and staff
-  Disclose if You have a communicable illness (e.g. chicken pox, gastroenteritis, measles, COVID-19 etc)
-  Provide Your own money for activities and appointments (Flexible Support only).

All Community Hubs Participants must **not**:

- 
  - Attend Hubs if You are sick or unwell. Your parent/guardian or carer should notify Community Hubs as soon as possible if You will not be attending that day
  - Attend for the first 24 hours of treatment after being prescribed antibiotic medication
  - Attend if You have a temperature over 37.5°C\*\*\*
  - Attend if You have a communicable illness (e.g. chicken pox, gastroenteritis, measles, COVID-19 etc).\*\*\*

Support will cease if:

-  You breach the terms and conditions of the Sylvanvale Service Agreement, inclusive of the Sylvanvale Community Participation Handbook
-  You are behaving in an unsafe manner or placing other Participants and staff at risk, and the behaviour cannot be resolved through approved behaviour support strategies
-  You have a communicable illness\*\*\*
-  You are intoxicated, under the influence of illegal drugs or the environment is unsafe for support staff
-  You fail to pay Your fees as outlined by Sylvanvale.

\* If You are picked up after 3:00pm, Sylvanvale reserve the right to charge a late fee, refer to the Funding, Fees and Charges section of this Handbook.

\*\* Communication outside of these hours is acceptable in the case of an emergency. An emergency constitutes hospitalisation, accident or injury.

\*\*\* A 24-hour symptom-free period is required if You have had vomiting, diarrhoea or a high temperature. A medical clearance is required if You have displayed symptoms of a communicable illness.

## 18. Medication

Our medication processes and requirements enable the Community Participation team to meet Your health and wellbeing needs and keep You safe. Please note, Sylvanvale's Flexible Support service does not include support with medication management.



All medication must be packed in a Webster pack from a pharmacist using the Webstercare system. Sylvanvale can provide You with a list of participating pharmacies if needed. Webster packs must have clearly labelled medications and dosages, Your photo and details.



All medications are to be documented on Your Medication Management Plan and Charts, signed by Your GP, and must be inclusive of all medications in the Webster pack.



PRN medications (for behaviour support, bowel management, pain relief, asthma, diabetes etc) must be packed separately to regular medications. They must also have a separate PRN Protocol and medication sign off sheet, giving support staff clear instructions on the safe and correct administration of these medications. We can assist You by explaining these documents and requirements if this is relevant to You.



**Medication cannot be administered by Sylvanvale support staff if it is not packed correctly, or any information is out of date or incomplete.**



All reasonable steps are taken to prevent the spread of infectious diseases at Community Hubs. If there is an occurrence of an infectious disease, parents/carers or an emergency contact person nominated will be notified. In the event of an outbreak of any of the vaccine-preventable diseases, Community Hubs will ensure that anyone who has not been immunised is excluded from the Hubs for the duration of the outbreak (as defined in the Public Health Act 1991). Community Hubs will also inform the Public Health Unit and follow their advice, if there is any notifiable disease and any other condition of concern affecting a number of Participants or staff.



All medication will be checked on arrival by support staff and any discrepancies will be discussed with parents/carers. If You do not follow our medication requirements, we may be unable to accept attendance or Your parent/carer may need to visit You throughout the day to administer Your medication. If we are unable to confirm Your attendance for Your booked day/s due to incorrect medications, this may affect Your NDIS budget, as cancellation without notice would still be charged to You.



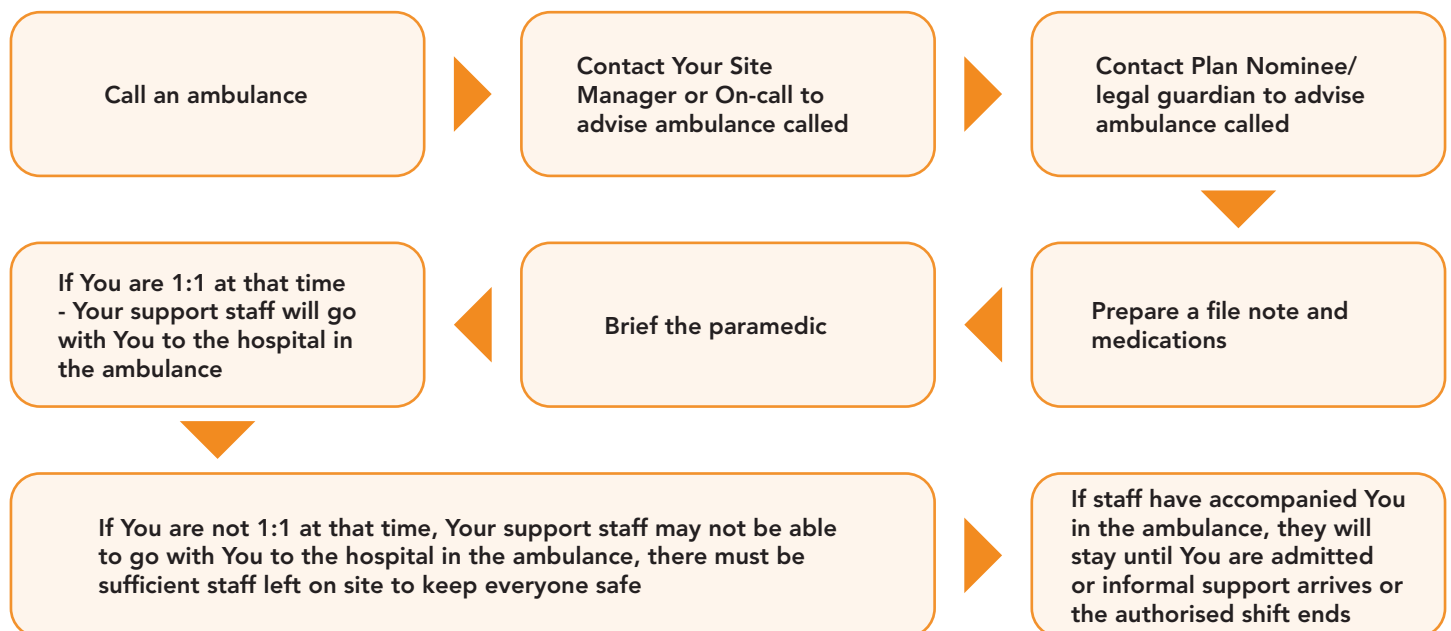
## 19. Medical Attention and Emergency Services

If You become unwell Your Sylvanvale support team will seek medical treatment on Your behalf. Should You require medical treatment while being provided support by Sylvanvale, the cost of the medical treatment will be at Your own expense.

Sylvanvale will seek medical treatment without consent:

- That is considered necessary to save the person's life, to prevent serious damage to the Participant's health or to alleviate significant pain or distress; or
- Minor treatment when the Participant is not objecting, consent from person responsible is unobtainable and the treatment is necessary to promote the patient's health and wellbeing.

If You become unwell staff will follow our Incident Management Procedure as follows:



Your Manager will conduct regular checks with Your Plan Nominee/legal guardian over the phone, while You are hospitalised.

## 20. Healthcare and Support Documentation














It is a requirement of Sylvanvale that any document developed by a practitioner or a professional has been designed for implementation within a Sylvanvale service context. You and Your Plan Nominee / legal guardian must ensure Your practitioner/professional has consulted with our local management and staff during the design process and that recommendations in any Personal Support Plans reference all Sylvanvale service environments.

We are unable to commence Your service until Your practitioner/professional has trained our staff to implement their recommendations, and we have received evidence from the practitioner/professional that the staff have been trained to a sufficient standard (e.g. a Plan sign off sheet attached to the document that confirms they have been trained)\*.

If You require more information, Your Site Manager can assist You to communicate our requirements with Your practitioner/professional.

Sylvanvale will work with You to ensure the following documents are updated and completed every 12 months and when Your needs change.

Where applicable:

	Medication management plan and charts		Diabetes management plan
	My safety assessment		Mental health management plan (if you need one and don't have a behaviour support plan)
	Client support assessment		Bowel care plan
	Nutrition and swallowing assessment		Other required health care management plans
	Mealtime management plan if You require assistance with eating and drinking or if You have a modified diet		Behaviour support plan, inclusive of any restrictive practices**
	Epilepsy management plan		Restrictive practice authorities (please talk to us if You require staff to support You through the use of an approved restrictive practice)**
	Asthma management plan		

For copies of Sylvanvale Healthcare documents please contact [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

\*Participants and Plan Nominees must ensure that a sufficient level of funding has been included in their NDIS Plan to allow for training costs which may be charged by their practitioner/professional. Sylvanvale also require payment for support workers to attend training by Your practitioner/professional.

\*\*Sylvanvale is required to report all instances of use of Restrictive Practices to the NDIS Quality and Safeguards Commission. For more information please visit [www.ndiscommission.gov.au/providers/behaviour-support](http://www.ndiscommission.gov.au/providers/behaviour-support)

## **21. Manual Handling**

Manual lifting is to be eliminated in all but strictly exceptional or life-threatening situations. The health and safety of our staff takes precedence.

You will not be manually lifted off the floor or caught if falling unexpectedly. Where possible, staff will encourage a Participant's independence by encouraging mobility and for You to assist in Your own transfers including bearing Your own weight.

Electronically operated handling aids or other equipment such as slide sheets must be used where the Participant cannot or is inconsistent in their weight bearing ability. Methods and handling aids to move or transfer Participants must be documented.

Sylvanvale reserves the right to refuse service if there is not an up-to-date manual handling plan relevant to each service environment. It is Your responsibility to pay for staff training as part of the Manual Handling implementation into each service environment.

For more information on manual handling plan implementation and responsibility for the cost of training Sylvanvale staff, please refer to the Healthcare and Support Documentation section of this Handbook.

## 22. Behaviour Support Plan & Implementation

If You receive a service from Sylvanvale and You require support with behaviours of concern, Your behaviour support plan must specify strategies that can be implemented by Sylvanvale staff. Your strategies may need to be customised by Your Behaviour Support Practitioner, so they can be applied at Sylvanvale locations or communities where we deliver a service to You.

- Behaviour support is the use of positive individualised strategies for people with disability that are responsive to the person's needs, in a way that reduces the occurrence and impact of behaviours of concern, and minimises the use of restrictive practices.
- The new arrangements for behaviour support under the NDIS Commission focus on person-centred interventions to address the underlying causes of behaviours of concern, or challenging behaviours, while safeguarding the dignity and quality of life of people with disability who require specialist behaviour support. These arrangements will include undertaking a functional behavioural assessment, then developing an NDIS behaviour support plan containing evidence-based, proactive strategies that meet the needs of the Participant.
- A behaviour support plan (BSP) is a document prepared in consultation with the person with disability, their family and others that addresses their specific needs if they have complex behaviours. The behaviour support plan is evidence-based and looks to improve the person's quality of life. Behaviour support plans can only be written by qualified Behaviour Support Practitioners. At a minimum, any behaviour support plan that contains a restrictive practice needs to be reviewed every 12 months or earlier if the person's circumstances change.
- Sylvanvale reserves the right to refuse service if there is not an up-to-date BSP relevant to each service environment (each plan must refer to each site/circumstance in which it will be used) and it is the Participant's responsibility to pay for staff training as part of the BSP implementation into each service environment.

A goal of positive behaviour support is to reduce or eliminate the use of restrictive practices and to ensure that least restrictive alternatives are always used when supporting a person.

## 22. Behaviour Support Plan & Implementation (continued)



### Restrictive Practices

'Restrictive Practice' means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability, with the primary purpose of protecting the person or others from harm. Restrictive practices should involve the minimum amount of restriction, be the least intrusive they can be and in place for only as long as is necessary to manage the risk. The NDIS (Restrictive Practices and Behaviour Support) Rules 2018 specify that any use of restrictive practices must be:

1. Used only in response to a risk of harm to the person with disability or others, as a last resort.
2. Authorised in accordance with any state or territory legislation and/or policy requirements.
3. In proportion to the risk of harm and used only for the shortest possible time.
4. Reported to the NDIS Quality and Safeguards Commission.

There are five categories of restrictive practices that are monitored by the Commission:

- a. **Seclusion** - The sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.
- a. **Chemical restraint** - The use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, a physical illness or a physical condition.
- a. **Mechanical restraint** - The use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.
- a. **Physical restraint** - The use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.
- a. **Environmental restraint** - Restricts a person's free access to all parts of their environment, including items or activities.

**Consent** is required for the use of a restrictive practice as part of the use of a behaviour support plan. Consent is needed from the person themselves (where they have capacity) or a legally appointed guardian who has powers to give specific consent about a particular restrictive practice(s). Sylvanvale will also ensure that the restriction of one Participant does not unreasonably affect other Participants with an adequate balance of rights and safety sought.

**Note:** When External Door/s and/or Gate/s are only locked from the outside and the Participants can exit the service environment without restriction this is not considered to be a restrictive practice. It is part of general safety and security.



## **22. Behaviour Support Plan & Implementation** (continued)



### **Emergency Use of a Restrictive Practice**

An unplanned use of a restrictive practice should only occur in an emergency. We are required to notify the NDIS Quality and Safeguards Commission if a restrictive practice is used in an emergency to protect the safety and wellbeing of a Participant or another person.

If this occurs and we believe this emergency could happen again, Sylvanvale will assess whether an existing comprehensive behaviour support plan needs to be updated or an interim behaviour support plan needs to be developed to include that restrictive practice.

We will ask You to review the plan with Your Behaviour Support Practitioner. Prior to recommencing support, our staff will require training to implement the new plan.



### **Restrictive Practices Authorisation (RPA) Panel**

All use of restrictive practices must be approved by Sylvanvale's Restrictive Practices Authorisation (RPA) Panel. As part of this, it's expected that the Behaviour Support Practitioner who wrote the plan will be available to attend the RPA Panel to talk about the plan. The Panel can only authorise the use of a restrictive practice if:

1. It's part of an interim or comprehensive behaviour support plan that recommends the use of a restrictive practice, and
2. There is informed consent from the Participant, their person responsible, or where required, their legal guardian.

The Sylvanvale Panel authorises the use of a restrictive practice by Sylvanvale staff. This authorisation is not applicable in any other circumstance (e.g. by another provider or in the home).

## 22. Behaviour Support Plan & Implementation (continued)



### Staff Training on Participant's Interim or Comprehensive Behaviour Support Plan

It is essential that the Community Participation support staff are trained by an NDIS registered Behaviour Support Practitioner in how to implement the strategies in a Participant's behaviour support plan when:

1. The Participant has a behaviour support plan and is new to Community Hubs services, or
2. The Participant has had a review of Your behaviour support plan and something has changed.

Training of Community Hubs support staff is paid by the Plan Nominee/Participant from their NDIS funding.



### Funding of Behaviour Support Plan

The NDIS provides funding for behaviour supports. If You don't currently have this funding included in Your NDIS Plan and You think it's required, You or Your Plan Nominee will need to request a Plan Review with the NDIS. You can do this either directly with the NDIS, or by contacting Your Support Coordinator if You have one.

Further information about restrictive practices and behaviour support plans is available by contacting our Clinical Services Team at [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au)



## 23. Reportable Incidents

Sylvanvale takes its quality and safeguarding responsibilities seriously. You consent to Sylvanvale taking any reasonable action to safeguard You or other Participants. 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.

All incidents that happen while You are receiving funded supports from Sylvanvale are potentially reportable to the NDIS Commission. Sylvanvale must notify the NDIS Quality and Safeguards Commission of the following reportable incidents:

1. The use of a restrictive practice.
2. Serious injury of a person with disability.
3. Abuse or neglect of a person with 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.

These are in addition to existing 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.

Sylvanvale, like other NDIS providers, must have 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, the police or the fire brigade if needed.

We will also inform management and the family or guardian of those involved.

Sometimes an incident will require further investigation to establish the cause of a particular incident, its effect and any operational issues that may have contributed to the incident occurring. If this does occur, You and Your Plan Nominee and/or legal guardian will be notified of progress by Your Site Manager.

## **24. Property and Equipment Damage**

Sylvanvale is not responsible or financially liable for the accidental breakage or loss of an individual's clothing, equipment, furniture or appliances. Should You feel that a Sylvanvale staff member has intentionally damaged, lost or stolen Your property we will work with You to have the items repaired or replaced.

Should You intentionally damage any Sylvanvale property or that of its employees, You will reimburse Sylvanvale the cost of all damage to Sylvanvale's property, equipment or other items in the control of Sylvanvale, within fourteen (14) days of invoice by Sylvanvale.

## **25. Closed Circuit Television (CCTV)**

Sylvanvale reserves the right to install CCTV in service environments. Sylvanvale acknowledges that observations of staff and Participants to ensure their safety is a sensitive issue, and will ensure that the Participants have their privacy and dignity respected at all times. Any request for footage from the CCTV from external bodies/authorities other than Sylvanvale must be accompanied by written consent from the Executive Operations, Executive Quality and Practice or the appropriate legal documents such as a subpoena or warrant.

## **26. Internet and WiFi Access**

All Sylvanvale properties have access to the internet for both staff and Participants. The internet for Participants is provided at no cost and can be accessed via the dedicated customer guest network. Your Site Manager can assist You to connect as many devices as You wish to this network. Being a corporate network administered by Sylvanvale there are restrictions placed on accessing certain websites and content. Should You wish to access restricted content on Your device, You will need to arrange for Your own internet or data to enable this to occur.

## **27. Smoking Policy**

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

## **28. Drugs and Alcohol**

### **Community Hubs**

Should You be suspected of being under the influence of drugs or alcohol You will be asked to leave the Community Hub service immediately. The consumption, use or possession of any illicit drug is not permitted within any Community Hub service.

## **28. Drugs and Alcohol (continued)**

### **Flexible Support**

Sylvanvale staff members may assist You to purchase Your own alcohol or to pour an alcoholic drink. Under no circumstances are staff to use their own money to purchase You alcohol, or consume it themselves while supporting You. The consumption, use or possession of any illicit drug is not permitted while Sylvanvale Flexible Support staff are providing You with support.

Incidents where staff have observed or been informed that You have possession of illegal drugs onsite will be reported to management and the Police. Continued consumption, use or possession of illicit substances within any service environment may result in Sylvanvale refusing to provide service.

## **29. Privacy and Confidentiality**

While You are receiving Community Participation services, we will aim to protect Your privacy and keep Your personal information confidential. This means that all Your information remains private and between Community Hubs services and You. The exceptions to this are in the case of a legal requirement or when the support worker has Your consent. A copy of our Privacy and Confidentiality Policy is available on our website at [www.sylvanvale.com.au/publications](http://www.sylvanvale.com.au/publications).

## **30. Your Information and Records**

Please be aware that Community Participation services need to keep some information and records to meet legal and NDIS requirements. Community Hubs support staff are required to maintain shift notes which are entered into a database. They also are required to record any incidents that may occur during attendance. You have the right to request access to any information on file, including shift notes.

You can do this by speaking to the Service Planning Team at any time on **1300 244 577** or email [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au). 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.

## **31. Management of Participant or Plan Nominee Appointed External Service Provider**

Sylvanvale understand that You may choose an external service provider for supplementary supports while attending Community Hubs. When this occurs, Sylvanvale requires You or Your Plan Nominee and appointed service provider to confirm they have read and understood our Policy, to sign a Memorandum of Understanding and provide evidence of insurance prior to accessing the Community Hub.

Sylvanvale require all professionals who will be working with You, without a Sylvanvale support worker with You, to sign a Memorandum of Understanding and provide evidence of insurance. A Memorandum of Understanding is not required when the service provider is supporting You with drop-off and pick-up only.



## 32. 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 Schedule of Support in Your 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, activity fees (Community Hubs only) and transport (Flexible Support only). Instructions on how to sign these documents in DocuSign are included in the Service Agreement DocuSign Instructions section of this Handbook.

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.

Community Hubs are a centre-based service and considered a program of support under the NDIS Price Guide. This is outlined in Your Service Agreement. Programs of Support cancellations of service require 14 days' notice. Should notice not be provided or provided within the 14-day notice period, full fees apply. Each Program of Support is for a six (6) month period. Any leave of absence requires a cancellation of support and recommencing the enquiry process to return to service.

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 a 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 business rules, NDIS Pricing Arrangements and Price Limits or DSOA funding agreement.

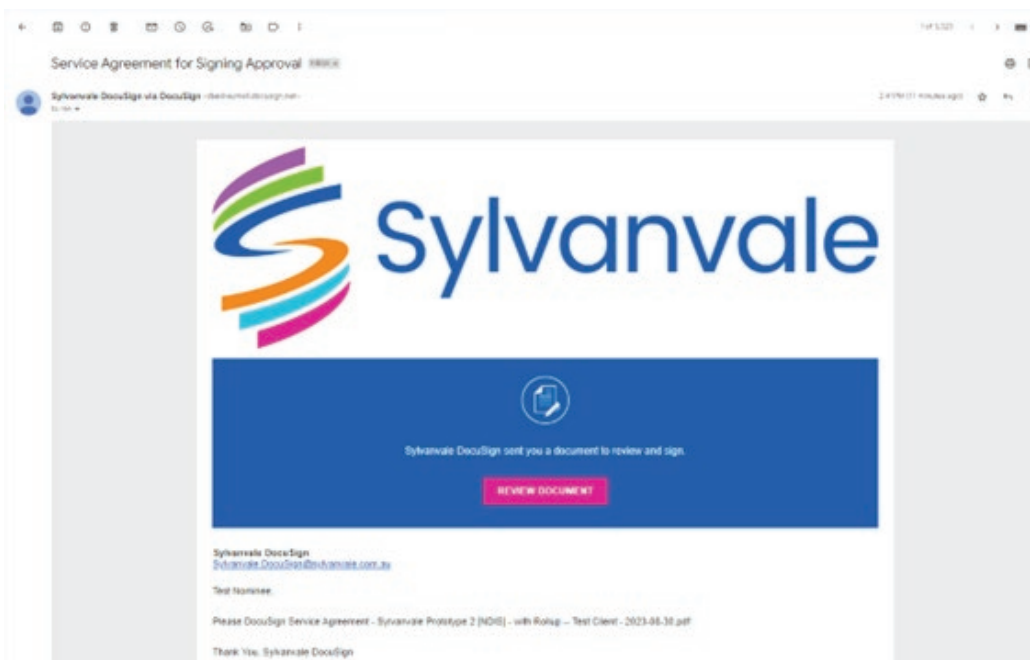


## 33. Service Agreement DocuSign Instructions

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.



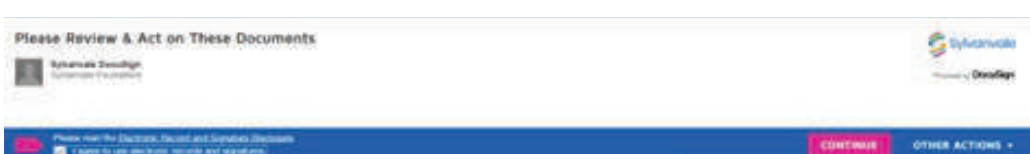
2. Open the email and select the **Review Document** button.



3. The DocuSign document will appear.



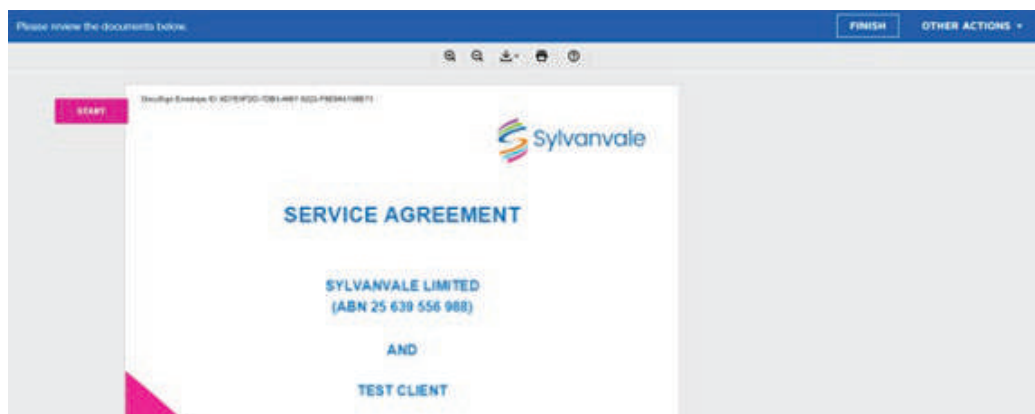
4. Select the **I agree to use electronic records and signature** box.





## 33. Service Agreement DocuSign Instructions (continued)

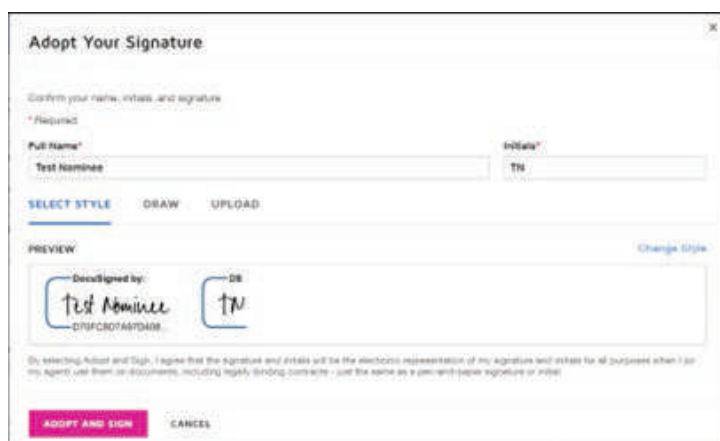
5. Press **Start** button to begin reading through the document.



6. Select the **Sign** box.

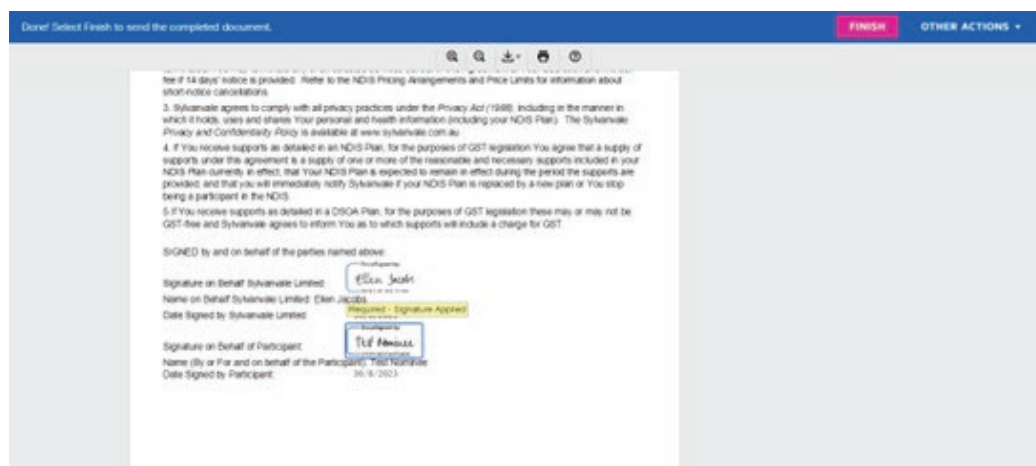


7. Type your Full Name if it does not already appear, then select **Adopt and Sign**.

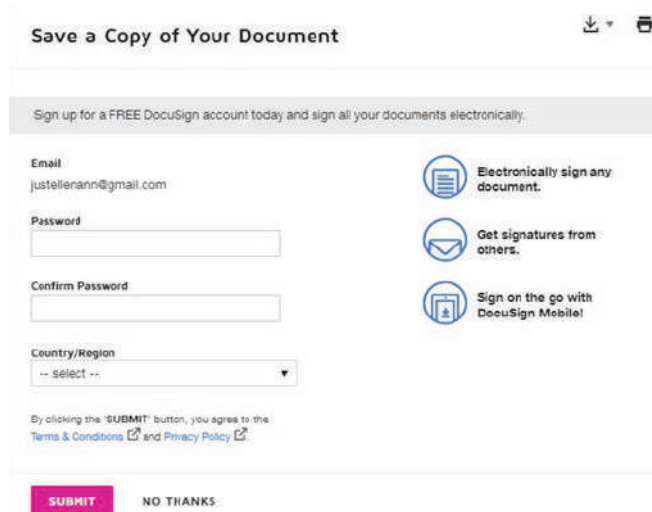
A screenshot of the 'Adopt Your Signature' form in DocuSign. The form has a title bar 'Adopt Your Signature' with a close button. Below the title, it says 'Confirm your name, email, and signature'. There are two required fields: 'Full Name\*' and 'Initials\*'. The 'Full Name\*' field contains 'Test Nominee' and the 'Initials\*' field contains 'TN'. Below these fields are three tabs: 'SELECT STYLE', 'DRAW', and 'UPLOAD'. The 'SELECT STYLE' tab is active. Below the tabs is a 'PREVIEW' section showing a preview of the signature and initials. At the bottom, there are two buttons: 'ADOPT AND SIGN' and 'CANCEL'.

## 33. Service Agreement DocuSign Instructions (continued)

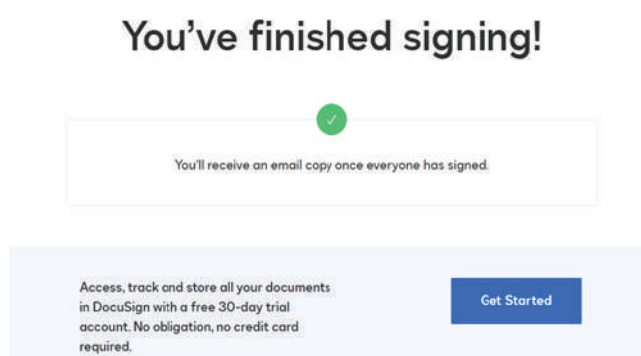
8. Select the **Finish** button to finalise and submit the completed document. Please do not press the **Finish** button without signing the document.



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.

A screenshot of the DocuSign "Save a Copy of Your Document" window. At the top, there is a header "Save a Copy of Your Document" with a download icon and a document icon. Below this is a grey box with the text "Sign up for a FREE DocuSign account today and sign all your documents electronically." The main area contains a form with fields for "Email" (justellenann@gmail.com), "Password", "Confirm Password", and "Country/Region" (a dropdown menu). To the right of the form are three icons with text: "Electronically sign any document.", "Get signatures from others.", and "Sign on the go with DocuSign Mobile!". At the bottom, there is a pink "SUBMIT" button and a "NO THANKS" link. Below the form, there is a small text block: "By clicking the 'SUBMIT' button, you agree to the Terms & Conditions and Privacy Policy".

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



## 34. 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, You will need to have a 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.

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

Evidence of Plan Nominee and/or legal guardian must be sent to [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

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

Sylvanvale Service Agreements for Activity Fees (Community Hubs only) and Transport (Flexible Support only) are required to be signed by You or, if a substitute decision maker for Financial Management has been appointed, Your legal guardian.

In conjunction with Your Service Agreements, You will receive a Consent Form. We will ask You to update Your Consents 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
- Administration of medication
- Facilitating medical appointments
- Acknowledgement of Conflict of Interest (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.

## 35. Cancellation Policy

The Sylvanvale Cancellation Policy complies with the cancellation rules stipulated in the NDIS Pricing Arrangements and Price Limits.

To view Sylvanvale's Cancellation Policy in detail visit [www.sylvanvale.com.au/publications](http://www.sylvanvale.com.au/publications).

To cancel Your scheduled service, send an email to [customers@sylvanvale.com](mailto:customers@sylvanvale.com) stating Your last day of service and the reason for cancellation.

Cancellations with more than 14 days' notice do not incur a charge.

You will be required to submit an enquiry if You later change Your mind and request to return to the service.

Should Sylvanvale ever need to cancel or change Your scheduled service in any way we will provide You with at least 24 hours notice. No fees are payable for Sylvanvale cancelled services.

The Sylvanvale Cancellation Policy is compliant with the cancellation rules at the time of publishing, however the NDIS cancellation rules are subject to change with no notice. Please refer to the NDIS provider website for the most accurate information with regard to cancellation

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

## 36. Conflict of Interests

Sylvanvale will always provide You with transparent, factual information about Your support options. Our staff uphold Your right to exercise choice and control over which NDIS supports are best for You.

Our staff will present a range of choices and information about:

- Support options that may interest You (including those not delivered directly by Sylvanvale)
- Providers of supports You are wanting to purchase, and also
- Will declare any conflict of interests (perceived or actual) to You and/or the Plan Nominee.

Sylvanvale will ensure Your rights will be upheld.

Sylvanvale may also be Your Support Coordinator and/or Behaviour Support Practitioner. Any Support Coordinator must declare any conflict of interests (perceived or actual) to the Participant or their Plan Nominee.

## **37. Funding, Fees and Charges**

For supports funded by the NDIS, Sylvanvale must adhere to the NDIS Pricing Arrangements and Price Limits.

We will engage You and/or Your Plan Nominee in discussions to understand what support You need and want, at what ratio, complexity and price level. We will also discuss Your support needs on public holidays, as well as what healthcare documentation and staff training is required to support You.

The NDIS will make a reasonable and necessary funding decision about the level of Core Support funding You will receive in Your NDIS Plan.

If the NDIS have not funded Your NDIS Plan at the support needs level, price intensity level, ratio or the hours of support You requested, and/or differs from the Sylvanvale support needs assessment and quotation for support, Sylvanvale can only provide support at the level we have quoted.

Sylvanvale invests in training our staff to meet the competencies determined by the Social, Community, Homecare and Disability Service (SCHADS) Industry Award Level 2 or higher. This level of training means that Sylvanvale staff support individuals who have high intensity or complex support needs, which is why they are paid at the High Intensity price.

The NDIS definition of High Intensity support is where there is a minimum of one clinical or behaviour support intervention per shift. This intervention does not mean there is an incident every shift; it means there is a need to implement a strategy or action from a personal support plan and/or behaviour support plan to prevent an incident. These interventions are evidence of the clinical and medical plans being implemented well.

If You do not agree with the support needs level, price intensity level, ratio or the hours of support funded in Your NDIS Plan, You can request an internal review of the decision made by the NDIS. Please refer to the NDIS website for guidance on how to do this <https://www.ndis.gov.au/>.

Prior to commencing service in a Sylvanvale Community Hub or Flexible service, You would have been provided a Price Estimate that You have also accepted in Your Service Agreement with Sylvanvale.

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

Self-managed Participants will be invoiced by Sylvanvale.

Plan-managed Participants need to provide Sylvanvale with the name and contact details of their Plan Manager. Sylvanvale will send invoices to the Plan Manager, who manages payment of invoices on Your behalf.

If You agree to a Support item in Your Service Agreement that is not funded or only partially funded by Your NDIS Plan, Sylvanvale will consider that support to be fee for service and invoice You the same hourly rate as the support line item in the NDIS Price Pricing Arrangements and Price Limits.

For current fees, please refer to the NDIS Price Pricing Arrangements and Price Limits which is available at [www.ndis.gov.au/providers/price-guides-and-pricing](https://www.ndis.gov.au/providers/price-guides-and-pricing).

## 37. Funding, Fees and Charges (continued)

### Funding, Fees and Charges – Temporary Transformation Payment (TTP) Loading

Sylvanvale is a Temporary Transport Payment (TTP) provider, which means we have registered with the NDIS for the TTP. This payment helps service providers with any costs associated with transitioning to the NDIS.

As a registered TTP provider, Sylvanvale utilises NDIS Price Guide support line items that have a ‘\_T’ when quoting in-community or in-home services.

### Funding, Fees and Charges – Itemisation of Support

The NDIS requires service providers to itemise components of each hour of support as follows:

- Face to Face support – the agreed hours of support in Your Service Agreement
- Non-Face to Face support – 5 minutes for every hour of support in Your Service Agreement
- Capital Centre Costs - charged per hour of centre-based support
- Activity Based Transport – charged per kilometre
- Provider transport – as applicable.

The itemised fee for each component of support is as follows\*:

Face to Face	TTP rate Level 2 High Intensity support Mixed ratio (1:1, 1:2 or 1:3 as per Sylvanvale needs assessment)
Non-Face to Face	5 minutes for every hour of support 30 minutes per 6 hours
Capital Centre Costs	\$2.44 for every hour of centre-based support
Activity Based Transport	\$2.76 per kilometre in a modified vehicle
Provider Transport	Dependant on scheduling and Participant support worker preferences, i.e. receiving individual support to be transported to and from Your Community Hub for a full day or sessional booking. Participant will be advised at time of quotation if this is relevant to their support.

\*The itemised fee for each component of support is compliant with the NDIS Price Guide at the time of publishing, however, the NDIS Price Guide is subject to change with no notice. Please refer to the NDIS provider website for the most accurate information with regard to NDIS Support Line Item prices  
[www.ndis.gov.au/providers/price-guides-and-pricing](http://www.ndis.gov.au/providers/price-guides-and-pricing).

## **37. Funding, Fees and Charges (continued)**

### **Funding, Fees and Charges – Community Hub Activities**

Community Hubs are a centre-based service and all activities occur within the Community Hub or within walking distance of the Community Hub.

All planned outdoor activities are subject to safety considerations at the time of the activity and may change based on Your choices on a given day.

If Your Community Hub offers additional activities and special events that require public transport or Activity Based Transport, this will be discussed with You prior to commencement of Your Program of Support and will be specified in Your Service Agreement.

### **Activity Fee**

The NDIS does not cover the cost of activities and resources. The NDIS support line item covers the costs of face to face, non-face to face, centre capital cost and transport only.

An activity fee will be charged at a rate of \$10.00 per day, for every day attended per week for some services. This fee is payable if you do not attend, due to the purchasing of supplies and activities budgeted at the time of Your Service Agreement being signed.

The activity fee covers:

- All regular activities (as per the published Activity Schedule)
- All regular incursions
- All resources required for the regular activities
- Community-based activities other than additional activities and special events.

The activity fee does not cover:

- Additional activities and special events
- Personal purchases
- Activity Based Transport.

### **Late Pick Up Fee (Community Hubs only)**

If You are picked up later than 3:00pm, Sylvanvale reserve the right to charge a late fee to cover the cost of paying our staff who are required to stay and support You until You are collected.

The late pick up fee is charged in 15 minute increments, as per the NDIS Pricing Arrangements and Price Limits; Access Community, Social and Recreational Activities support item at the weekday 1:1 hourly rate. [www.ndis.gov.au/providers/price-guides-and-pricing](http://www.ndis.gov.au/providers/price-guides-and-pricing).



## 38. 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 with Sylvanvale, You need to provide us with 14 days' notice. You can do this by emailing [customers@sylvanvale.com.au](mailto:customers@sylvanvale.com.au).

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

1. We feel our service is no longer able to meet that person's needs;
2. We believe there are alternate service options we could be delivering to meet a person's needs;
3. We believe the person's support needs have evolved to the point where they are no longer compatible with our service offerings;
4. We believe we are unable to provide a safe service; or
5. The Participant's NDIS Plan has insufficient funds to cover the support costs of the service.

Under the arrangements of the NDIS, Sylvanvale will provide You with 14 days' notice if we intend to cease a service. A decision to exit a person 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.

We would commence a reassessment of Your service offering in full consultation with You and Your Plan Nominee and, if required, Your legal guardian. We would consider a range of evidence such as incident reports, reports from clinicians or medical specialists, data collected whilst observing Your service, risk assessments, the frequency of restrictive practice use, outcomes data and feedback from You, Your Plan Nominee, family or legal guardian.

Sylvanvale 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.

Sylvanvale may end this Service Agreement with less notice if:

- a. You carry out an illegal activity within the site.
- b. You have not paid the Service Payment and do not pay these amounts within 14 days of receiving an overdue notice.
- c. You cease to be a Participant in the NDIS or DSOA
- d. Sylvanvale is unable to support You without serious risk of harm to self, other people or staff in the site or community.
- e. You breach Sylvanvale's workplace health and safety obligations.

 [facebook.com/sylvanvale](https://facebook.com/sylvanvale)

 [youtube.com/sylvantube](https://youtube.com/sylvantube)

 [instagram.com/sylvanvale](https://instagram.com/sylvanvale)

 [linkedin.com/company/sylvanvale](https://linkedin.com/company/sylvanvale)

Find out more at [sylvanvale.com.au](https://sylvanvale.com.au)

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PO Box 29, Sutherland NSW 1499



For people with  
hearing or speech loss  
TTY: 1800 555 677  
Speak and Listen: 1800 555 727



For people who  
need help with English  
TIS: 131 450