

# Your guide to the NDIS



Community  
Health  
Service

inspiro



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## WELCOME TO INSPIRO

# Inspiro provides the local community with NDIS supports

Thanks for choosing us to help you on your NDIS journey.

Inspiro has been providing NDIS supports to the community for several years. In this time, we've become skilled in understanding the NDIS and its complexities.

Our friendly, dedicated NDIS Intake team will take the time to talk with you about your plan to get a good understanding of your needs.

This guide contains detailed information about our services and what you need to know as an NDIS participant. Please ensure that you read and understand it.

If you have any questions or need help understanding anything you read, you can contact us on 03) 9738 8801.

We look forward to helping you live the life you want to live, as an active and engaged member of our community.

### **Do you need an interpreter?**

Interpreters are available at our centres on request. Please speak to one of our staff to discuss your needs, on 9738 8801.

## ABOUT THE NDIS

# What is the NDIS?

NDIS stands for the National Disability Insurance Scheme. It's an Australia-wide program that provides funding plans to people under 65 living with a permanent and significant disability.

Funding can be used by NDIS participants to purchase supports or products that help them in their daily life. It can be used to help them participate in the community and to reach their goals.

You can find out more by visiting [www.ndis.gov.au](http://www.ndis.gov.au)

### **Inspiro is a registered NDIS provider**

We have been operating as a not-for-profit business for 25 years. We provide disability related supports to the local community. We help community members to access the NDIS.

We work closely with you and your networks to provide quality ongoing care and support you to achieve your goals through direct clinical support and groups. Inspiro complies with all NDIS legal requirements and practice standards, including the NDIS Code of Conduct.

### **Where do we provide support?**

Inspiro supports participants in the Shire of Yarra Ranges and can offer limited services outside this region. We have clinic appointments available at our sites in Lilydale and Belgrave, and some of our supports can be provided at home or in the community.



## HOW WE WORK WITH YOU

# NDIS Supports we provide

Inspiro's NDIS services are available at Belgrave and Lilydale or in your home.

### **Dietetics**

Our Dietitians work with you to develop positive changes to your diet and menu plans that help with weight changes, diabetes, diagnosed food allergies and intolerances including coeliac disease and IBS. Minimum age is 12 years old.

### **Exercise Physiology**

Our Exercise Physiologists provide therapy in the form of safe, effective and individualised exercises. Your current exercise tolerance, medical history and age are considered when developing exercises to reduce and manage the impact of your disability. Minimum age 12 years old.

### **Occupational Therapy**

Our Occupational Therapists assess you in your home environment. They provide assessment, advice and reports for specialised equipment (including hoists and complex wheelchairs), home safety, home modifications, pressure care, safe manual handling, managing daily living tasks and functional mobility. This service is for adults 18+ however children over 12 will be considered for assistive technology and home modifications.

### **Paediatric Occupational Therapy**

These supports are for children with mild to moderate delays in self-care, fine motor skills, gross motor skills, and play skills. Our Occupational Therapists give you the tools to support your child to become more independent in these areas, along with strategies to manage their attention, activity levels and emotional and behavioural responses.

### **Paediatric Speech Therapy**

Our Speech Therapists work with children having difficulties speaking and understanding language. They work with children and parents/carers to reach speech and language goals, and give parents the tools and understanding to help with these challenges. Therapy may include augmentative and alternative communication (AAC) for children who can't speak.

### **Physiotherapy**

Our Physiotherapists assess and assist with a wide range of functional issues resulting from neurological, musculoskeletal, and other conditions. Treatment is goal directed and may include targeted exercises, pain management, education, self-management strategies, gait aid prescription and carer training. Limited aquatic physiotherapy is available.

Please note: The NDIS does not fund physiotherapy to provide massage services. This service is for participants over 18.

### **Psychology**

Our Psychologists work with people over the age of 18 using goal focused therapy to support the management of mental health conditions, disability adjustments, life transitions, life issues, relationship issues and parenting.

### **Podiatry**

Our Podiatrists provide general footcare, biomechanical assessment, orthotics review and prescription, footwear advice, diabetes assessment and wound management. For ongoing footcare, participants need to meet certain criteria. Available as an adult and paediatric service for participants over 7 years of age.

### **Speech Pathology**

Our Speech Pathologists provide therapy for a range of issues related to acquired and congenital communication difficulties. These include language therapy, speech sounds, social skills, and functional communication skills. They run group therapy for adults with post stroke communication difficulties. They also assess and advise around issues related to swallowing, choking and secretion management issues. For adults 18+.

### **Therapy Assistance**

Our Allied Health Assistants provide supports under the NDIS as Therapy Assistants (Level 2). They carry out therapy that is directed and overseen by a clinician to assist you to work on your goals.

**Call 03) 9738 8801 or email [NDIS@inspiro.org.au](mailto:NDIS@inspiro.org.au) to learn more about our NDIS services and support groups.**

## GETTING STARTED

# Getting started with Inspiro

To get started, please call our NDIS Intake team on 9738 8801 or email [ndis@inspiro.org.au](mailto:ndis@inspiro.org.au) to make sure we're the right service for you.

The next step is to complete and return an NDIS Referral Form. You can find this on our website at: [inspiro.org.au/our-services/browse-by-service/ndis-services](https://inspiro.org.au/our-services/browse-by-service/ndis-services)

If you have any questions, our NDIS Intake team can assist you .

### **What happens next?**

Once your referral has been accepted, a Service Agreement is set up between you and Inspiro. This is like a contract that includes how and when supports will be provided to you, your rights and responsibilities, and advice around billing and cancellations.

Your appointments will start once the Service Agreement is signed by both you and Inspiro.

At Inspiro we work with you to provide supports that will help you achieve the goals in your NDIS plan. We will provide you with support along the way and make sure you are making progress.

Towards the end of your plan, Inspiro will help you prepare for next plan by providing progress reports for you to take to your plan review meeting.



## ADVOCATES

# Would you like someone to act on your behalf?

As a client, you have the right to have a friend, family member or associate represent you and your interests. This is called an advocate.

If you wish to have an advocate, we will help you locate an advocate.

### **What is an advocate and what can they do?**

An advocate may speak, act or write on behalf and in the interest of you. They are independent of a service provider, organisation or authority, and they ensure your rights are being upheld.

### **An advocate can help you with:**

- service assessments, care planning and reviews;
- consult and negotiate with a service on your behalf; and
- help if there are any issue, concerns or changes to your services.

## WOULD YOU LIKE TO KNOW MORE ABOUT ADVOCACY?

For more details about advocacy services, you can talk to the Office of the Public Advocate:

Level 1, 204 Lygon Street Carlton Victoria 3053

Phone: 1300 309 337

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

Alternatively, you can contact the Disability Advocacy Resource Unit.

Visit: [www.daru.org.au](http://www.daru.org.au)

Phone: 03) 9639 5807

## NDIS CODE OF CONDUCT

**The NDIS Code of Conduct applies to all NDIS providers, registered and unregistered, including all persons employed or otherwise engaged by Inspiro.**

In providing supports or services to people with disability, all workers must:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- respect the privacy of people with disability
- provide the supports and services in a safe and competent manner, with care and skill
- act with integrity, honesty and transparency
- promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse, of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

Anyone can raise a complaint with the NDIS Quality and Safeguards Commission about providers or workers who breach the NDIS Code of Conduct.

Inspiro has processes in place for managing incidents, that reflect the NDIS Commission requirements. Our incident management system ensures that incidents are acknowledged, respond to, well-managed and learned from. Staff are trained in the identification of reportable incidents, completing incident forms and following relevant procedures.

## FIND OUT MORE

To find out more about the Code of Conduct or to report a breach:

- go to [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- email [feedback@ndiscommision.gov.au](mailto:feedback@ndiscommision.gov.au)
- call 1800 035 544

## YOUR RIGHTS AND RESPONSIBILITIES

# Your responsibilities as an NDIS service user

We ask that you:

- Treat staff with respect and courtesy
- Provide a safe working environment for staff
- Take responsibility for the results of any decision you make
- Keep Inspiro informed of changes that will impact the work we do together
- Let Inspiro know if there are changes to the information you provided in your Service Agreement, such as a new plan manager or a new NDIS plan.
- Adhere to the terms and conditions agreed to in your Service Agreement, including the rules for cancelling or rescheduling an appointment.



## YOUR RIGHTS AND RESPONSIBILITIES

# About your information

Please take the time to understand the rights and responsibilities you have as a client of Ranges Community Health Service Inc. trading as Inspiro. If you need help understanding this statement, please contact us for an explanation.

### **What information do we collect about you?**

We keep your name and contact details on your client record. Other details such as your care plan and information about your health are recorded each time you visit.

### **Why do we collect your information?**

The information we collect helps us to keep up-to-date details about your needs, so we can provide the best possible care. We also use the information to better manage and plan this service.

### **Who else sees your information?**

Your information can only be seen by the professionals and specific volunteers in this service involved in your care. We only release information about you if you agree or if required by law eg. in a medical emergency.

### **What say do you have in what happens to your information?**

You can decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

### **How will your information be protected?**

We treat your information in the strictest confidence and store it securely. Privacy of your information is also protected by law.

### **Can you access your information?**

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

## FEEDBACK AND COMPLAINTS

# You have the right to feel safe

If there is a problem with the safety or quality of services that you are receiving from Inspiro, it is always okay to speak up.

### **Why speak up?**

The NDIS Commission's role is to promote the health, safety and wellbeing of people with disability receiving NDIS supports or services.

We want you to be safe and to receive quality service and support.

If you speak up, you can help create better services, better communications and improvements to the way services are delivered. This means that by speaking up, you can help other people with a disability too.

### **How do I speak up?**

We recommend the first step you take is to speak to Inspiro's NDIS Coordinator, who will endeavour to resolve any issues as quickly as possible.

If you would like to provide feedback or make a complaint to Inspiro, please phone us on 9738 8801, email [hello@inspiro.org.au](mailto:hello@inspiro.org.au) or use our online feedback form at [www.inspiro.org.au/for-clients/feedback](http://www.inspiro.org.au/for-clients/feedback)

This could be done by you, or by someone on your behalf (such as an advocate, family member, carer).

## FEEDBACK AND COMPLAINTS

**If you are unhappy with the response from Inspiro or feel uncomfortable about raising your concern directly with us, you can use the NDIS Commission complaints service.**

The NDIS Commission complaints service is independent and free. Anyone can make a complaint about the quality or safety of any NDIS provider's services, or their response to a complaint.

### **How to complain to the NDIS Commission**

Anyone can make a complaint to the NDIS Commission about a NDIS service provider. This includes a NDIS participant, their family members/friends, their NDIA appointed nominee, advocates, guardians or any other person who wishes to make a complaint.

- Call them on 1800 035 544
- Online complaint form [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- Text Telephone (TTY) 133 677
- National Relay Service: [www.internet-relay.nrscall.gov.au](http://www.internet-relay.nrscall.gov.au) and 1800 035 544
- Translating and Interpreting Service 131 450



**Call 03) 9801 7738**

**Email [ndis@inspiro.org.au](mailto:ndis@inspiro.org.au)**

**Visit [www.inspiro.org.au](http://www.inspiro.org.au)**

