



# Participant Handbook



(03) 8799 2672



admin@yvsc.com.au



www.yvcs.com.au



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SUPPORT COORDINATION

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# WELCOME TO YVSC!

Thanks for choosing YVSC for your NDIS needs!

At Yarra Valley Support Coordination, we pride ourselves on providing a premium service.

We go the extra mile to deliver top-notch support with a personal touch. Our aim is to make you feel like our one and only customer.



## OUR MISSION

Our mission is to collaboratively engage with individuals, providing unwavering support in their pursuit of personal fulfillment and a joyful existence.

Grounded in a person-centered approach, we are fueled by our passion to contribute meaningfully and effect positive change in matters of community significance, both at the individual and collective levels.



# OUR VISION

At Yarra Valley Support Coordination, our vision is to uphold the fundamental principle of social inclusion as an inherent right for all individuals, regardless of their abilities.

We are committed to providing comprehensive support that enables people to not only achieve social inclusion but also transcend its boundaries. Our unwavering dedication empowers individuals to embrace a life of limitless possibilities.

# OUR VALUES

## Passion



We are driven by a passion to contribute and make a difference in issues that matter to the community, both individually and to the broader community.

## Inclusion



We recognize the importance of fully enjoying life. YVSC is dedicated to providing the necessary support to help individuals achieve social inclusion.

## Independence



Our aim is to empower individuals by supporting them to build their capacity and strive for increasing independence, progressing from strength to strength.

## Choice and Control



We utilize a person-centered approach that puts the individual in control, ensuring that choices are respected and autonomy is upheld.

# AVAILABLE SERVICES

- Support Coordination
- Specialist Support Coordination
- Accommodation & Tenancy
- Housekeeping & Gardening
- Home Support & Personal Care
- Community Access
- Companionship
- Plan Management
- Cooking Classes



## SERVICE AGREEMENT

Once Yarra Valley Support Coordination has been selected as your service provider, we will develop a service agreement with you, your family or your advocate (if required).

This service agreement will list the schedule of supports, the responsibilities of Yarra Valley Support Coordination, your responsibilities (as a participant), your emergency and disaster plan and our cancellation policy.



# NDIS CODE OF CONDUCT

Yarra Valley Support Coordination employees follow the NDIS Code of Conduct by:

- Acting with respect for individual rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- Respecting your privacy
- Providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- Promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- Taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse toward you
- Taking all reasonable steps to prevent sexual misconduct towards you.



# RIGHTS & RESPONSIBILITIES

## Our Responsibilities

Yarra Valley Support Coordination will:

- Provide the supports that meet your needs at your preferred times
- Regularly review the provision of your support with you
- Communicate openly, honestly and promptly
- Treat you with courtesy and respect
- Discuss with you all decisions regarding your supports and how they are being provided
- Listen to your complaints and feedback, and address any problems that may arise
- Keep your personal information confidential
- Support your culture, community and any other needs
- Implement policies and procedures to ensure your safety and the safety of others during service provision.



# Your Rights

This information, including our downloadable flyer is available on our website: <https://yvsc.com.au/resources>

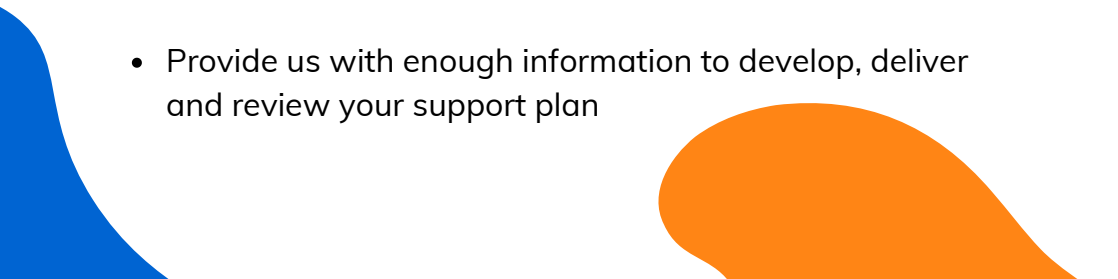
# Your Responsibilities



As individuals using our support services, we ask you a few essential things.

The information below explains your responsibilities when using our services.




We ask that you:

- Respect the rights of our team, to ensure their workplace is safe and healthy and free from harassment
  - Abide by the terms of your agreement with us
  - Understand that your needs may change, meaning your services may need to change
  - Accept responsibility for your actions and choices, even though some decisions may involve risk
  - Tell us if you have problems with the care or service you are receiving from us
  - Provide us with enough information to develop, deliver and review your support plan
- 



# Your Responsibilities



- Care for your health and well-being as much as you are able
  - Provide us with information that will help us to meet your needs
  - Provide us with a minimum of seven (7) days notice if you need to cancel a service
  - Remember that our Support Workers are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
  - Participate in the safety assessments of your home
  - Ensure your pets are controlled during service provision
  - Provide a smoke-free working environment
  - Pay the agreed amount for the services provided
  - Tell us in writing and provide appropriate notice when you want to stop receiving our services
  - Inform a team member if you wish to opt-out of providing your information to government bodies such as NDIS.
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# CONFIDENTIALITY

We value and respect the privacy, confidentiality and dignity of our participants and their families, as well as our staff.




We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

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



You may access the information we hold about you, including in order to update or correct it, subject to certain exceptions.

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



# FEEDBACK & COMPLAINTS

At Yarra Valley Support Coordination, our utmost dedication lies in delivering exceptional services that cater to your needs.

We highly appreciate your feedback, which encompasses both positive comments and any concerns you may have.

Your input regarding our strengths and areas for improvement in our services is of great value to us.

Feedback and complaints can be lodged in the following ways:

**Phone:** 03 8799 2672 |  
**Email:** [admin@yvsc.com.au](mailto:admin@yvsc.com.au)

or

**Download:** "Paper Feedback Form" via  
<https://yvsc.com.au/contact>

*\*Note: This can also be sent via email or post, if preferred.*

# CONTINUOUS IMPROVEMENT

All feedback and complaints will be used by YVSC to continuously improve our service delivery.

In addition to the above, we are continually seeking feedback on how we can improve the services we provide.

This includes through satisfaction surveys, requests for feedback by staff after you interact with us and involving you in our service delivery planning and review processes.

Please feel free to provide any suggestions or ideas.



# ADVOCACY, NDIA & COMPLAINT CONTACTS

**National Disability Insurance Agency (NDIS Participants)**  
1800 800 100  
feedback@ndis.gov.au  
<https://www.ndis.gov.au/contact/feedback-and-complaints>

**NDIS Quality and Safeguards Commission**  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
1800 035 544.

**Community Housing Complaints (Housing Registrar)**  
(03) 9651 140  
housingregistrarcomplaints@dtf.vic.gov.au

**Disability Services Commissioner**  
1800 677 342  
complaints@odsc.vic.gov.au  
<https://www.odsc.vic.gov.au/making-a-complaint/>

**Mental Health Complaints Commissioner**  
1800 246 054  
help@mhcc.vic.gov.au  
<https://www.mhcc.vic.gov.au/complaints>

**Office of the Commissioner for Privacy and Data Protection**  
1300 666 444  
enquiries@ovic.vic.gov.au  
<https://ovic.vic.gov.au/>

**Commonwealth Ombudsman**  
1300 362 072 (Calls from mobile phones at may cost extra)  
<https://www.ombudsman.gov.au/>

**Victorian Ombudsman**  
(03) 9613 6222  
<https://www.ombudsman.vic.gov.au>



**Australian Human Rights Commission**  
1300 656 419  
[www.humanrights.gov.au](http://www.humanrights.gov.au)



# CANCELLATION & SERVICE REFUSAL


If Yarra Valley Support Coordination extends an offer for a service and you choose not to accept, we will respect your decision.

However, please note that there are circumstances in which we may also decline to offer a service:

- If the individual does not meet our eligibility requirements.
  - If other potential participants are assessed as higher priority according to our Priority of Access considerations.
  - If we lack the capacity to accommodate additional participants.
  - If we do not have the necessary resources to meet the specific needs of the individual
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Yarra Valley Support Coordination the required notice if the participant needs to end this Service Agreement. (see 'withdrawal or transfer from our service' below for more information)

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






# CLAIMING



As outlined by the NDIS, where price limits apply within the Price Guide, prices charged to participants plans must not exceed the price limit prescribed for that support in this Guide.



Providers cannot add any other charges to the cost of the support, including credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees unless otherwise stated in this Price Guide.



When claiming, it is the responsibility of the provider to ensure that the claim accurately reflects the supports delivered, including the frequency and volume of supports.

Falsifying claims for any aspect of supports delivered is a serious compliance issue and may result in action against the provider.

Providers are also required to keep accurate records of claims, which are subject to audit at anytime. Providers should claim payments against a support item that most closely aligns to the service they have delivered.



# Travel & Transport,

If participants agree, providers can claim travel time for core supports, limited to the actual travel time, up to a maximum of 30 minutes within city areas.

For capacity building supports, providers can also claim travel time from the last participant to their usual place of work, with a maximum return travel claim of 30 minutes within city areas.

If specified in the service agreement, a participant's support budget may cover these transport-related contributions.

Providers can make a travel claim if required to pay the worker for travel time based on their employment agreement.

This applies to sole traders traveling between participants or to/from their usual place of work.

For community participation supports, where a worker accompanies a participant on an outing or transports them, the worker's time can be claimed at the agreed hourly rate for the relevant support item, including accompanying and/or transporting time.

If a provider transports multiple participants on the same trip, the worker's time should be claimed at the appropriate group rate for community participation support.


This claim is charged against the participant's core budget, considering participant transport as an integral part of the community participation activity.








# CONTRIBUTIONS

If a provider incurs costs, in addition to the cost of a worker's time, when accompanying and/or transporting participants in the community (such as cost of ticket for public transport, road tolls, parking fees and the running costs of the vehicle), they may negotiate with the participant for them to make a reasonable contribution towards these costs.



A participant's support budget may include funding for transport, and this funding can be used for these types of contributions, which will be clearly specified in this service agreement.

If the participant's support budget does not include funding for transport, then these costs should not be met from the participant's plan, but can be charged as an out of pocket expense to the participant.



# FEES, CHARGES & PERSONAL DATA

## Management of Budgets, Statements & Fees

You get NDIS funding for disability support, letting you choose the type, provider, and location of support.

YVSC doesn't give financial advice but keeps you informed about our service costs. We're transparent about fees, providing a detailed statement at the start and monthly updates.

If fees change, you'll be notified two weeks in advance. Note: NDIS Price Guide updates may automatically adjust your fees annually.

Before services are provided, we will inform you of the following:

- Chargeable fees
- Payment methods, i.e. direct debit, cheque, money order (please never pay a team member directly)
- Your budget (or the amount of money you can spend)
- Methods for payment of fees.

If you use the National Disability Insurance Agency to manage your funds, Yarra Valley Support Coordination will work with the NDIA.

# ESTABLISHMENT FEE

This fee applies to all new NDIS participants in their first plan where they receive at least 20 hours of personal care/community access support per month. This payment is to cover nonongoing costs for providers establishing arrangements and assisting participants in implementing their plan.


A budget of \$750 is included in the first plan for NDIS participants, in case they need this type of assistance from providers to design and implement support arrangements. Providers can draw against this budget as follows:

- If the participant is new to the NDIS and new to the provider, then the provider can charge a maximum of \$500 against the participant's plan;
- If the participant is new to the NDIS but is an existing client of the provider, then the provider can charge a maximum of \$250 against the participant's plan; and
- If the participant is choosing to change providers, then the new provider can charge a maximum of \$250 against the participant's plan to assist the participant in changing providers.



# Data Security & Archiving Participant Files


Yarra Valley Support Coordination data is password protected and stored on a secure online cloud server.



We regularly back up data to ensure record protection in case of a system crash or hard drive failure.

Participant files are kept for seven years, as required by legislation.

Aboriginal or Torres Strait Island participant files are stored indefinitely.



# Participant Access to Personal Records

Yarra Valley Support Coordination keeps personal records of our participants. At any time, you, or your advocate/guardian, can request access to your personal information.

Included below is the process we will follow to provide you with your personal information/records:


1. You, or your appointed advocate/guardian, request access to your records, verbally or in writing.
2. The Support Coordinator will confirm your request within forty-eight (48) hours.
3. The Support Coordinator will update you about releasing your information within seven (7) working days.
4. A reply to your request for information will be provided within two weeks of your original application.
5. Personal information is only released with the approval of the Support Coordinator.
6. When consent is received, we will provide your personal information to the agreed person.
7. The Support Coordinator can assist you in understanding the information and will explain the terminology used.
8. On infrequent occasions, access to records may be denied.

Denial is based on advice received from our legal representative. Should this situation arise, the denial will be discussed with you, your family and your advocate.

# REPORTING, CANCELATIONS & WITHDRAW


## Risk Assessment


Your risk will be assessed when you first start working with us.

After an initial assessment, we will review your risk annually. 

If we feel you need another review, we will work with you.

Your review may happen due to changes in your:

- Health
  - Living arrangements
    - Additional person/s
    - Person leaving
  - Physical environment
- 

Your safety is at the centre of all we do, and we will consult you during the risk process. 

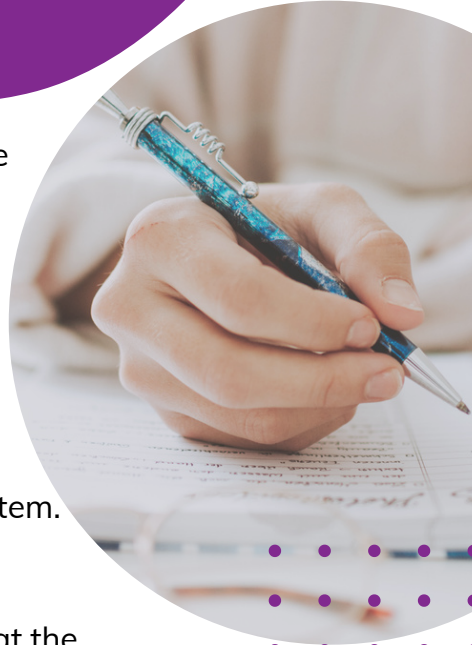
# NDIA REPORTING

Providers will be expected to provide progress reports to the participant and NDIS at agreed times.

A provider may charge for the time taken to write a report that is requested by the NDIA, and claim this against the appointment at the hourly rate for the relevant support item.

A report requested by the NDIA is considered a report that is required at the commencement of a plan which outlines plan objectives and goals, and at plan review which measures functional outcomes against the originally stipulated goals.

Providers are also expected to make recommendations for ongoing identified needs (informal, community, mainstream and/or funded supports).



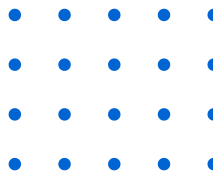
# CANCELLATION POLICY

As the participant we ask that you provide us with seven (7) days notice of cancellation of any support.

Give Yarra Valley Support Coordination a minimum of Seven days (7) if the participant cannot make a scheduled appointment with Support Coordinator and/or Support person, noting that if the notice is not provided by then, Yarra Valley Support Coordination's cancellation policy will apply.

Where multiple cancellations or no shows occur in a 12-month period, we will notify the NDIA as a review of the participant's NDIS Plan may be required.

Where we have to cancel a support due to operational reasons, the service will be rescheduled at no penalty to either party.







# Transition and Re-entry

Your needs and interests may change while working with our service, which may mean you need to transition (move) to another provider.


Yarra Valley Support Coordination will assist and support you during this process. With your approval, we will work with the other service providers to ensure your smooth transition meets your needs. If you leave our service and want to return, we would be pleased for you to come back.


You will need to:

- Meet the program requirements to access funding, including prioritisation
- Be placed on a waiting list (if no positions are currently available) and be contacted once a position is available
- Undergo a risk assessment that reviews the risks relating to staying and leaving our service
- Undertake a screening assessment
- Agree to the conditions of the program
- Pay any relevant fees.

During temporary absences, such as a hospital visit or respite, our team will regularly contact you, your family or your advocate when planning your entry to or exit from our service.

We will also assist you in contacting the hospital to book any appointments.






# Withdrawal or transfer from our Service

Should you wish to stop your Yarra Valley Support Coordination services, please get in touch with our Support Coordinator immediately for this to be arranged.

Yarra Valley Support Coordination has the right to stop providing services if you do not meet your responsibilities. You will never be excluded from service provision because of a 'dignity of risk' choice. In all cases, we will speak with you and discuss the reasons for any service withdrawal.

Where you agree, we will support you in finding another service provider.



# Contact us

We'd love to hear from you



We operate from 9 am to 5 pm, Monday to Friday.  
Feel free to reach us during these hours at:  
**(08) 8209 0700.**



Email: **[admin@yvsc.com.au](mailto:admin@yvsc.com.au)**



Write to us at:  
**PO Box 89, Healesville, VIC, 3777**

