



YARRA VALLEY
**SUPPORT
COORDINATION**

Participant Handbook

Empowering **YOU** to
achieve **YOUR** goals



WEBSITE:

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WELCOME TO YVSC!

Thanks for choosing Yarra Valley Support Coordination 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.

This handbook explains the disability services and supports we provide and how they may assist you in achieving your goals. Importantly, this handbook explains how we partner with you to meet your support needs.

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.

ORGANISATION STRUCTURE

Office Staff

**Director & Specialist Support
Coordinator**

Sue

Operations Manager

Amber

Client Intake and Liaison Officer

Lauren

Support Coordinator

Laura

Support Coordinator

Rebecca

Scheduling Coordinator

Rachael

Scheduling Coordinator

Jacqueline

Support Workers:

David
Ella
Emily
Joab
Luke
Molly
Peter

SERVICES WE PROVIDE

Housing and Tenancy Support:

We help you find the right place to live - and keep it. That might mean helping with forms, talking to real estate agents, or understanding your rental rights.

Life Transitions and Planning Support:

We support you during big life changes. This could include moving house, leaving school, starting work, or learning how to manage new services.

Personal and Daily Living Support:

We help you with everyday personal tasks so you can live safely and comfortably. Things like showering, dressing, eating, or getting ready for the day.

Transport and Travel Assistance:

We help you get where you need to go. This could be appointments, activities, work - or learning how to use public transport yourself.

Shared Living and Independent Living Support

We help you live more independently - especially if you live with others.

We support you with routines, skills and confidence so life at home runs smoothly.

Community Participation Programs

We help you get out, meet people, and be part of your community.

This might include clubs, hobbies, volunteering, social outings, or group activities.



SERVICES WE PROVIDE

Life Skills and Independence Training

We help you learn skills that make everyday life easier. Things like cooking, budgeting, managing time, making decisions, or problem-solving.

Household Assistance

We help you keep your home clean, safe, and organised. This might include cleaning, laundry, meal prep or simple household jobs.

Support Coordination

We help you understand your NDIS plan and connect with the right supports.

We work with you to find providers, organise services, and make sure everything is working well for you.

Words We Use And What They Mean

Keyword	Meaning
Worker	This includes employees, contractors and volunteers at our organisation.
Participant	A person with disability who meets the access requirements to become a participant in the NDIS. For the purposes of this document, when we say 'participant' it refers to you, or your family, carer or advocate.
Workplace or environment	Where service delivery takes place. This includes your home, during transport, in community spaces, public spaces or other facilities.
Service	The services and activities we deliver are related to a Service Agreement and Support Plan.
We, us and our	Within this context 'we' refers to Yarra Valley Support Coordination.

NDIS ACCESS AND ENTRY REQUIREMENTS

To be eligible for the NDIS, you must:

- have a permanent and significant disability or a developmental delay;
- be an Australian citizen, hold a Permanent Visa or a Protected Special Category Visa;
- be under 65 years of age; and
- require support from a person or equipment to do everyday activities.

To be eligible for our NDIS services and supports, you must:

- meet the NDIS eligibility criteria;
- have an NDIS Plan that identifies the services and supports to be provided;
- have an NDIS Plan that requires services that are included in our registration groups; and
- have funds available in your NDIS Plan to pay for our services.

The best way to receive information about all the services available is to speak to the Yarra Valley Support Coordination Team. You are entitled to receive information regarding our services, and we want to provide you with the most appropriate ones.



YOUR NEEDS, CIRCUMSTANCES, PREFERENCES AND GOALS

- You are at the centre of our services.
- We work with you to understand your goals, needs and preferences.
- We design supports together so you can build independence, stay safe, and stay involved in your community.
- Assessments are completed before supports begin so we understand what will help you best. These can include your family or advocate if you choose.
- Your Support Plan is person-centred and flexible.
- It focuses on your strengths, goals and choices, and it can be updated if things change.
- We explain your rights, privacy and how information is used.
- You can also choose not to share some information with government bodies.
- We make communication easy.
- Interpreters, translated information and other supports are available if needed.
- You can ask about your Plan anytime.
- We'll answer your questions and make changes if something doesn't feel right.
- We look at important areas when planning, such as your safety, emergencies, health needs, and any special supports (like medication or mealtime support).
- You review and approve your Plan and receive a copy to keep.
- We regularly review your Plan - at least yearly, or sooner if needed — to make sure it still meets your needs.
- We can update your services or workers if your circumstances or preferences change.
- Your feedback is always welcome - it helps us improve your supports.

Networking and Participating in Community

We are committed to encouraging and supporting you to engage with your networks and community to ensure you are offered the opportunity to be involved in activities and areas of interest.

This includes assisting you to access religious groups, local cultural or ethnic groups, community and any other service or group that you would like to access.

Communicating with You

Following our initial assessment of your communication needs, we will provide written, verbal or translated options to communicate with you on an ongoing basis.

If there is a language, mode or method of communication that best suits you, please let our team know, so we can arrange this for you. We will record this in your Support Plan to ensure our workers communicate with you in your preferred way and in a way in which you are most likely to understand.

If you are from a non-English speaking background, we can engage an interpreter if you would like one. We will only engage an interpreter if we have your permission.

The interpreter will attend meetings with you and record all meeting information in your record. We can arrange for a telephone interpreter service in an emergency or a crisis.

Your Transport Needs

During your initial meeting with Yarra Valley Support Coordination, we will discuss your transport requirements. Together, we will determine the most appropriate transport services to meet your needs and if this is required as part of your package or as an additional service.

If you did not arrange transport as part of your Service Agreement, Yarra Valley Support Coordination can arrange to include transport services as part of your package or as an additional service. Contact our Scheduling Coordinator for assistance.

Witnessing Legal Documents

Workers at Yarra Valley Support Coordination are not permitted to witness any legal documents, including a Will.

Yarra Valley Support Coordination does not store Wills on your records.

If you require legal assistance, or information on Wills, we recommend you contact a legal firm and/or the Public Trustee, who can arrange to manage your Will on your behalf.

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.

If or when your needs or circumstances change, or when you request an increase or decrease in the number or type of services, renegotiating your Service Agreement may be required. Our Client Liaison Officer will advise you if this is the case and arrange for a revised Service Agreement to be prepared.

Service Termination, Suspension and Leave



Your needs and circumstances may change, 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 just 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; and
- pay any relevant fees.





Service Termination, Suspension and Leave (continued)

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.

You may terminate our services for any reason, and at any time, but you need to provide us with the length of notice included in your Service Agreement.



You may also request that your services be suspended, as outlined in the Service Agreement.

You may leave Australia on holiday or for another reason. There is a grace period of six (6) weeks before the NDIS reviews your need to continue our services.

Yarra Valley Support Coordination has the right to stop providing services if you do not meet your responsibilities as outlined in the Service Agreement, or if we no longer have the capacity or resources to provide you with the required services.

You will never be excluded from service provision because of a 'dignity of risk' choice, or for any other reason if you're eligible to receive services and we are able to provide the services. In all cases, we will speak with you and discuss the reasons for any service withdrawal.

Where you agree to transfer to a different service provider where required, we will assist you in this process of finding another service provider.



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 is available on our website:

<https://yvsc.com.au/resources>

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights;
- exercise informed choice and control to maximise independence;
- freedom of expression, self-determination and personal decision-making;
- access supports that respect your culture, diversity, values and beliefs;
- a support service that respects your right to privacy and dignity;
- be helped to make informed choices that will maximise independence;
- receive support that is free from violence, abuse, neglect, exploitation or discrimination;
- receive supports which are overseen by strong operational management;
- receive services that are safeguarded by informed and compliant risk and incident management systems;
- receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports;
- advise consent to the sharing of information between providers during the transition; and
- opt-out of giving information as required by NDIS.

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.



PROFESSIONAL BOUNDARIES

Yarra Valley Support Coordination (YVSC) is committed to maintaining clear and appropriate professional boundaries at all times.

Professional boundaries ensure that services are delivered in a safe, ethical, and objective manner, and that the focus remains on your goals, wellbeing, and rights.

YVSC staff do not engage in personal, financial, or social relationships with participants, and they actively avoid any real or perceived conflicts of interest. Staff communicate with participants only through approved YVSC channels and are not to share personal contact details, addresses, or social media profiles.

What this means for participants

To support safe and professional relationships, participants are also asked to respect these boundaries by not:

- requesting staff members' personal phone numbers, email addresses, or home addresses
- inviting staff to connect on social media or communicate outside approved work channels
- requesting personal favours, gifts, or activities outside the professional role

If a YVSC team member attempts to communicate or connect with you outside of approved working arrangements and a boundary concern arises, participants are encouraged to raise this with YVSC.

All concerns will be managed respectfully, promptly, and in accordance with our complaints and incident management procedures.



CONFLICT OF INTEREST

Yarra Valley Support Coordination is committed to ensuring that actions and decisions taken at all levels in our organisation are informed, objective and fair.

A conflict of interest may affect how a worker acts or their choices. Identified conflicts of interest require action to be undertaken by our organisation to ensure that personal or individual interests do not impact your or our services, activities or decisions.

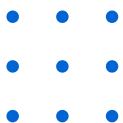
Yarra Valley Support Coordination requires all workers to declare their involvement in external work-related activities to allow for discussion and management of potential conflicts of interest by the Operations Manager.

Please let us know if you feel there is, or may be, a conflict of interest involving a worker providing you with services and we will activate our conflict of interest process to resolve this.

GIFTS

Yarra Valley Support Coordination recognises that you may, on occasion, like to give a gift to a worker. If you wish to give a gift, we prefer that it is something that can be shared by all workers (e.g. flowers, a cake or chocolates).

Please NEVER offer or provide money to a worker, because this is a conflict of interest. Workers are paid professionals and they are made aware that they are not permitted to accept any offer of money from you.





NDIS CODE OF CONDUCT

Yarra Valley Support Coordination and our workers 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 in a safe and competent manner with care and skill;
- 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.
- Not engage in unfair pricing when supplying or promoting goods for NDIS participants.



HARM & RISK OF HARM

Yarra Valley Support Coordination (YVSC) is committed to keeping you safe from violence, abuse, neglect, exploitation, or any other harm.



We follow the National Principles for Child Safe Organisations and support people of all ages to speak up if something is wrong.

If you experience or witness harm (including financial, emotional, psychological, sexual, or physical abuse, or neglect), please tell someone you trust.



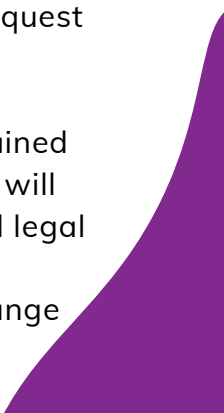
You can report concerns to a YVSC worker, a family member, an advocate, or a trusted friend - and you can do so without fear of retribution.



We will treat reports seriously, work with the appropriate authorities when required, and act quickly to protect your safety.

You may also contact the NDIS Quality and Safeguards Commission on 1800 035 544 (TTY 133 677), use the National Relay Service and ask for 1800 035 544, request an interpreter, or submit a complaint online.

We focus on preventing harm through employing trained staff and early risk identification. If harm occurs, we will support you to access counselling, medical care, and legal assistance if needed. You have the right to have an advocate involved at any time, and we can help arrange one.



FAMILY ASSISTANCE AND SUPPORT

Yarra Valley Support Coordination encourages, where applicable, input and support from your family in the support planning and delivery process.

We will assist you to maintain contact with your family and we will engage and communicate with your family, if you give us your consent to do so, so that we can work together to access the services you require and want.

Your family is welcome to contact us at any time for information and support.

We can help your family by:

- communicating with them using a language, mode and method they are most likely to understand;
- providing information regarding available services, including those offered by other agencies;
- helping to build trust and respect between workers, you and your family;
- providing them with the opportunity to take part in service delivery planning;
- creating opportunities to develop links with you;
- assisting them in accessing counselling and support services;
- providing them with access to effective complaint procedures; and
- helping them to access advocacy services where required.




CONTINUITY OF SUPPORT



The Scheduling Coordinators will arrange your Schedule of Supports, so you know who will work with you, and when and how, to deliver your services and support.

We will provide you with workers who have the skills and knowledge you require. Wherever possible, we will meet your support requests.

For example, if you would like a worker who speaks the same language as you, who shares similar cultural, religious or spiritual beliefs and/or who meets other specific criteria you request.

In the event your regular worker is unavailable for a scheduled support service, Yarra Valley Support Coordination:



- 
- Will contact alternate workers with relevant qualifications as suitable replacements;
 - Where possible, will provide a worker who has worked with you before and is aware of your needs, circumstances, preferences and goals;
 - Where possible, will give you notice of this change of worker.
 - Will gather your feedback on the replacement worker on completion of the service and record this so this worker can be requested again if the need arises;
 - Will brief the alternate worker on your specific needs and preferences to ensure continuity of support;
 - Will refer to our records and never place someone to support you who you do not wish to have.
- 



EMERGENCY & DISASTER PLANNING

We will create an emergency and disaster plan with you and other relevant support networks.

This emergency plan will be trialled before we activate it, and workers will consult with you about changes and improvements.

This plan will be reviewed, and adjusted as required, after an emergency or disaster.



HEALTH & VACCINATIONS

Our team will support you in obtaining any health referrals you need, with your consent, and any vaccinations that you request.

We will work out a plan with you by:

- assisting with having you seen by your doctor
- formulating a plan to get you to the clinic, surgery or vaccination location
- and the support you need during and after the visit.

INFECTION MANAGEMENT

Yarra Valley Support Coordination is committed to keeping you healthy and safe. Our team follows infection-control practices such as handwashing, cleaning surfaces, and using protective equipment (like masks or gowns) when needed. All workers are trained in infection management. We also ask that you do your part by keeping yourself and your environment as clean as possible.



CONSENT



Consent means you give permission for something to happen in relation to your supports, health, or information. It is your human and legal right to give consent - and you can change or withdraw it at any time.

We will always explain what we are asking, why it is needed, and who will be involved. You can ask questions or request more information at any time. If you need help, you can talk with your worker, our Client Liaison Officer, or an advocate.

Yarra Valley Support Coordination will ask for your consent before we:

- provide services and supports under your Service Agreement and Support Plan
- carry out clinical or health-related tasks
- give or manage medication (if required)
- refer you to doctors or other health professionals
- read information held about you by other services
- share your information with other providers, your family, or your advocate
- collect information for funding bodies (such as the NDIS)
- invite others to your planning meetings
- introduce training or behaviour support programs

Your consent is recorded in your Support Plan, and we may also ask you to sign a consent form so your information can be shared appropriately. We will always tell you when your information is being accessed or shared.

If you feel unsure about giving consent - or cannot give consent on your own - we can support you to involve a family member, advocate, or (if needed) help arrange a legally appointed Guardian to assist with decision-making.



PRIVACY AND CONFIDENTIALITY

Yarra Valley Support Coordination complies with all relevant privacy legislation, regulations and standards. We have processes in place for the collection, use, disclosure and storage of your personal information, to ensure your privacy and confidentiality is properly maintained.

We will ask you to sign a Participant Information Consent Form which provides your consent for us to collect, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles and applicable state or territory privacy legislation. Information regarding your privacy is also included in your Service Agreement.

This information is also available to view on our website:

<https://yvsc.com.au/resources>




PRIVACY AND CONFIDENTIALITY



If you believe a breach of privacy has occurred, please notify our office immediately.

If we identify that a breach of your personal information has, or may have, occurred, we will notify you immediately and take appropriate action to contain the breach.

We will keep you informed of what actions we are taking.




If you are not happy with our response to a privacy breach, or you would like to gain information about privacy from an external party, you can complain to, or seek further information from the Office of the Australian Information Commissioner (OAIC) via:

- mail: GPO Box 5218, Sydney NSW 2001
 - fax: 02 9284 9666
 - email: enquiries@oaic.gov.au
 - online: <https://www.oaic.gov.au/>
- 

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 (7) years, as required by legislation – or longer if the law requires us to keep it for longer. Aboriginal or Torres Strait Island participant files are stored indefinitely.



ACCESS TO YOUR 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.

We will follow the process below 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 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 (2) weeks of your request.
5. Personal information is only released with the approval of the Operations Manager.
6. After we obtain your consent, 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.

Sometimes, but not often, access to records may be denied. This will be based on advice received from our legal representative. In this event, we will discuss the outcome with you, your family and/or your advocate

INCIDENT MANAGEMENT

While we hope critical incidents never happen, Yarra Valley Support Coordination will always support you and follow our incident management procedures if they do.

A critical incident is an event that occurs during services and causes — or may cause — serious harm to your health, safety or wellbeing.

If an incident occurs, we will make sure you are safe, involve the appropriate authorities when required, and report incidents to regulators where necessary.

Examples of critical incidents include:

- serious injury, unexpected death, or alleged assault
- criminal or unlawful behaviour involving a worker
- a participant causing serious harm to another person
- major events such as fires, accidents or natural disasters that affect your safety or services

Our procedures ensure incidents are taken seriously and handled properly.

This includes:

- workers reporting incidents immediately and completing incident reports
- assessing and responding to risk and supporting anyone affected
- reporting “reportable incidents” to the NDIS Commission and other agencies
- reviewing what happened and improving systems to prevent it happening again
- working with you, your family or advocate throughout the process

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

or

Online: "Complaint Form" via
<https://yvsc.com.au/contact>

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

LEGISLATION AND STANDARDS

Yarra Valley Support Coordination complies with all current legislation and standards.

Please contact us if you would like us to send you a copy of the legislation that applies to our service.

The primary legislation and standards that cover your service include the following:

- National Disability Insurance Scheme Act 2013;
- National Disability Insurance Scheme Practice Standards and Quality Indicators 2021; and
- State/territory-based Disability Act and Regulation.

DIGNITY OF RISK

You have the right to participate in lawful activities that may involve risk. It is your life – and we want to support you to live your best life.

We will always balance our duty of care to you, with your right to take informed risks – this is called ‘dignity of risk’. We will discuss this with you if you wish to undertake the activity.

Any dangerous risk may require you to sign that you are willing to take the risk, and you understand the risk involved. In this case, we will discuss with you the various options available regarding the activity to help you make an informed choice.

We always assume that you can make your own choices unless there is clear evidence otherwise.

RISK ASSESSMENT

We complete a risk assessment when you start with us and review it regularly, or sooner if your situation changes. If another assessment or referral is needed, we will discuss this with you. Your safety is always our priority, and we work with you through the process.

CONTINUOUS IMPROVEMENT



We are committed to providing you with safe and quality services that best suits your needs, circumstances, preferences and goals.

To help us do this, we ask you to let us know how we can maintain and improve the services we provide to you. You can do this by giving feedback or making a complaint at any time.

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.



ACCEPTING, DECLINING OR ENDING SERVICES

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

There are also some situations where we may decline to offer a service, or where services may need to end.

These include where:

- you do not meet our eligibility criteria
- other participants are assessed as higher priority under our Priority of Access guidelines
- we do not have capacity to safely take on additional participants
- we do not have the resources or the skills required to meet your needs

RESPECT AND SAFETY

We are committed to providing a safe and respectful environment for everyone. We expect all participants, families and representatives to treat our workers with courtesy and respect at all times.

We do not tolerate abuse, threats, harassment or ongoing disrespect toward our team or other participants. If these behaviours occur and continue after we have discussed the issue and tried to resolve it, Yarra Valley Support Coordination may suspend or end services. In serious situations involving violence, threats or safety risks, services may end immediately.

ENDING SERVICES

If you decide to end services, you will need to provide the required notice as outlined in your Service Agreement (see Withdrawal or Transfer from Our Service).

If we are unable to provide or continue services, we will discuss this with you and, if you wish, your advocate or representative. We will also assist with referrals and support to help you access alternative services where possible.

Our priority is always to ensure your safety, dignity, and continuity of support.

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 (7) days 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 and .

Please contact our office to cancel appointment by:
calling: 03 8799 2672
or email: scheduling@yvsc.com.au

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.




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.








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.

NDIA REPORTING

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

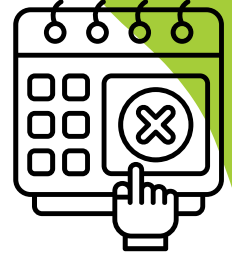
A provider may charge for the time taken to write a report that is requested by the NDIA, and claim this against the appointment at the hourly rate for the relevant support item.

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).



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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
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

WITHDRAW OR TRANSFER FROM OUR SERVICE

If you wish to stop receiving services from Yarra Valley Support Coordination, please contact our office as soon as possible so this can be arranged.

Yarra Valley Support Coordination reserves the right to cease providing services if participant responsibilities and requirements outlined in the Service Agreement are not met.

If either party wishes to end services, one (1) month's written notice must be provided. This notice period may be waived if either party has seriously breached the Service Agreement.

You will never be excluded from receiving services due to making a 'dignity of risk' choice. In all circumstances, we will speak with you to discuss the reasons for any service withdrawal.

Where you agree, we will also support you to find another suitable service provider and complete a comprehensive handover.



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:
03) 8799 2672



Email: **admin@yvsc.com.au**



Write to us at:
2F John Street, Lilydale VIC 3140

