

Q327

MANAGEMENT OF NDIS SUPPORTS POLICY

Policy context: This policy relates to

Legislation or other requirements

National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

National Disability Insurance Scheme (Quality Indicators) Guidelines 2018

Contractual obligations

Customer Service Agreements

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) are committed to managing the participant's NDIS supports in their best interest and ensure each participant exercises meaningful choice and control over supports, while ensuring the participant is maximising value for money.

The document complies with NDIS Practice Standards 2018, standard 1.1 Person-Centred Supports, 1.4 Independence and Informed Choice, 3.2 Support Planning, Specialist Support Coordination Module, and ACIS 2013, section 1.1 Independence and Informed Choice, 3.3 Support and Service Assessment.

This document is readily available to all clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

DOCUMENTATION

Documents related to this policy

Related policies

Forms, record keeping or other organisational documents

QF129 – Customer Review Form

2.0 SCOPE

This policy is applicable to all staff engaged in the Management of NDIS Supports for a participant.

3.0 POLICY

EL/LAAS will arrange for supports and services to be utilised as per the participant's NDIS amounts directed and for the purposes intended by the participant. In achieving this, EL/LAAS will continue to provide information to the participant in an accessible format, using suitable language and communication mode to ensure the participant fully understands their support options available to them to make an informed decision.

4.0 PROCESS

EL/LAAS aims to support the participant in meeting their objectives through collaboration and working with mainstream services within the community to improve their quality of life.

EL/LAAS will:

- Support all participants to build their capacity to be able to coordinate, self-direct and manage with own supports
- Work with the participant to better understand how to participant in planning of their own required supports and establishing agreements with service providers
- Assist the participant to better manage their budget funding to be more flexible in meeting their own needs and support requirements
- Ensure any supports that are funded under the participant's plan are used effectively and efficiently and are complemented by mainstream and community services

When working with the participant, it is worthwhile to undertake a review of the requirements and provisions the participant may need. This can be achieved by completing a 'Participant Review' form which will allow for you to get a good overview of what supports the participant has in place and where there is any complexity in having support administered to implement an action plan to effectively manage available NDIS funding.