# How to access *futures in sight* Policy

## Policy

Support provided by *futures in sight* is available to people with disability and their families and organisations.

We provide;

* Coordination of Supports
* Plan Management
* Capacity building
* Support for planning

We will work with other organisations to ensure smooth transition between services.

We also work with organisations to help them to improve their services for people with disability and their families.

## Scope

People *futures in sight* supports and *futures in sight* Partners, Employees, Contractors, Volunteers and Advisory Panel members

## Principles

Everyone at *futures in sight* respects the right of each person to a service that best suits their needs.

*futures in sight* works with

* People with disability and their families, friends, allies and/or guardians
* Organisations.

Under the NDIS we are registered to provide:

* Coordination of Support
* Plan Management
* Various capacity building supports which may include things like assisting you to think about moving out of home, how to do a budget, how to manage support workers, how to find a job. We can link you to workshops that might be of interest to you or connect you to people and organisations that have information and support that can assist you.

Depending on the type of service you wish to receive we provide:

* Plan Management services across Australia
* Coordination of Support and other capacity building services mainly in Sydney and the Blue Mountains. But we also support individuals on the Central Coast, Newcastle, Illawarra and Coffs Harbour.

*futures in sight* is committed to respecting and working with people from diverse communities. Participants and their families will not be excluded from access to our service on the grounds of their gender, marital status, religious or cultural beliefs, political affiliation, particular disability, ethnic background, age, sexual preference or life circumstances.

*futures in sight* is committed to the rights of people with disability to exercise choice and control in who supports them and to expect support that promotes their dignity in a way that is free from abuse, neglect and exploitation.

*futures in sight* works in accordance with:

* the principles and articles of the United Nations Convention on the Rights of Persons with Disabilities
* the Australian Standards for Disability Services
* the NDIS legislation and operational guidelines

## Related Documents

* What We Do

## Legislation

* Community Relations Commission and Principles of Multiculturalism Act 2000 (NSW)
* Disability (Access to Premises) Standards 2010 (Commonwealth)
* Disability Services Act 1993 (NSW)
* Disability Discrimination Act 1992 (Commonwealth)
* Premises Standards 2011 (Commonwealth

## Procedures

**How to access *futures in sight***

People with disability can ask for assistance from *futures in sight* by:

* calling one of our partners or associates;
* sending us an email to info@futuresinsight.com.au;
* writing us a letter to PO Box 882 Marrickville NSW 1475, or;
* contacting us through our Facebook page.

You might also ask a family member, friend or other person who is important to you to contact us for you.

Sometimes an NDIS Planner or Local Area Coordinator might also refer you to us. If this happens, we will always talk with you or meet with you to help you decide if we are the best service for you to provide support.

We will make contact with you within 5 working days of receiving a request about our services. We will talk with you some more about what we do and what you would like us to help you with. If we are able to help, we will make a time to meet together.

If you need to communicate with us through an interpreter, we will arrange a telephone Interpreter or a national relay interpreter for you.

We will identify the best *futures in sight* associate to work with you and connect you with them.

**What are the reasons *futures in sight* might not be able to help you?**

Sometimes we don’t have the skills that we think you might need or we don’t have enough time. If this happens, we will let you know and refer you to someone who may be able to help you.

*futures in sight* does not have a waiting list. If we are unable to assist you, we will let you know and provide you with information about how you can find another organisation who might be able to help you.

**What to expect when we meet**

We will talk to you about what you need *futures in sight* to help you with.

We will let you know what we do and how we can help you.

We will tell you any information that you need to help you decide if we are going to be the best people to work with you. We may also give you some names of other providers to contact so that you can make an informed decision about using our service.

We will talk to you about your goals and how you would like us to work together.

We will write a Service Agreement with you so that we both know how we have agreed to work together.

We will also provide you with information about:

* what to do if you have a complaint about *futures in sight*
* any changes to our agreement
* how we manage your personal information
* how to end our agreement

We will work with you to develop a plan for our work together to help you achieve your goals and to decide what *futures in sight* will do and what you will do

If you have come to *futures in sight* from another support provider, we will ask for your permission to speak to them about how they were supporting you and where everything is up to. This will help to ensure as smooth a transition in your supports as possible.

As far as possible we will provide you with information in a format that works for you. Where this is not possible, we will connect you with organisations who can help you to understand the information

**How much does *futures in sight* cost?**

*futures in sight* charges the NDIS price guide rate for plan management, coordination of supports and some capacity building supports.

When the work you want us to do for you is not listed in the NDIS price guide, we negotiate a reasonable cost per hour with you.

The cost of the work we do with you will be listed in a ‘schedule of fees’ that you will receive with a service agreement. This schedule of fees will include travel if travel will be charged.

**Leaving *futures in sight***

You may choose to finish working with *futures in sight* at any time.

In certain circumstances we may also end our agreement to work with you. Some of the reasons we may end our agreement include:

* Serious breaches of the service agreement;
* Changes in your support needs that require skills we do not have.

If you want to end our work with you, please give us 28 days’ notice. You can tell us by writing a letter, sending an email or by giving us a phone call.

If *futures in sight* wants to end our work with you, we will also give you 28 days’ notice by writing a letter or sending an email.

If either you or *futures in sight* breaks any of our agreements about how we work together in a serious way, we may stop working with each other immediately.

If we need to stop working together, we will offer to assist you to transition to your new support providers as smoothly as possible.

If you transition from another service or you want to transition to another service, we will talk to you about what assistance you want. We can assist you by communicating with the other service and by providing documentation and information in line with your requests.

If there are any risks we don't know about we request that you share them with us and we will discuss with you and, if requested by you, with your new service. At *futures in sight* we do not follow a one size fits all transition process but will be guided by your needs and requests.

## Attachment:

*futures in sight* NDIS registered services

**Review**

This policy will be reviewed on a two-yearly basis.

However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.

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| Signed by all Partners |  |  |  |
| Date effective | 1 April 2022 | Version | 4 |
| Review date | 1 April 2024 | No of pages | 10 |

*futures in sight* NDIS registered Services

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| ***futures in sight* NDIS registered Services** | |  |  |
|  |  |  |  |
| **Coordination Of Supports** |  |  |  |
| Assist-Life Stage, Transition | Support Coordination Level 1 - support connection | 07\_001\_0106\_8\_3 | assists a participant to implement their plan by strengthening their ability to connect with the broader systems of supports and to understand the purpose of the funded supports. Support Connection assists a participant to understand their NDIS plan, connect participants with broader systems of supports, and provide assistance to connect with providers. Support Connection will assist participants to achieve effective utilisation of their NDIS plan and answer questions as they arise. |
| Assist-Life Stage, Transition | Support Coordination Level 2 - coordination of supports | 07\_002\_0106\_8\_3 | strengthens a participant’s ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment. Coordination of Supports is to focus on supporting participants to direct their lives, not just their services, and is focussed on assisting participants to build and maintain a resilient network of formal and informal supports. This involves working together with the participant to understand the funding, identify what participants expect from services, and how participants want this designed. Coordination of Supports also includes coaching participants, and working with participants to develop capacity and resilience in their network. |
| Assist-Life Stage, Transition | Support Coordination Level 3 – specialist support coordination | 07\_004\_0117\_8\_3 | This support is delivered utilising an expert or specialist approach, necessitated by specific high complex needs or high level risks in a participant’s situation. Specialist Support Coordination is expected to address complex barriers impacting a participant’s ability to implement their plan and access appropriate supports. Specialist Support Coordinators assist participants to reduce complexity in their support environment, and overcome barriers to connecting with broader systems of supports as well as funded supports. |
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| Plan Management |  |  |  |
| Plan Management | CB and Training in Plan and Financial Management by a Plan Manager | 14\_031\_0127\_8\_3 | This support item assists a participant to build their capacity to undertake all aspects of plan administration and management, including engaging providers, developing service agreements, maintaining records, paying providers, and claiming payments from the NDIA. Providers of these supports are expected to assist participants to develop their skills for self-management, where this is possible |
| Plan Management | Plan Management - set up costs | 14\_033\_0127\_8\_3 | A one-off setting up of the financial management arrangements. |
| Plan Management | Plan Management - monthly processing | 14\_034\_0127\_8\_3 | A monthly fee for the ongoing maintenance of the financial management arrangements. |
|  |  |  |  |
| Other |  |  |  |
| Assist-Life Stage, Transition | Life transition planning incl mentoring, peer support and individual skill development. | 09\_006\_0106\_6\_3 | Establishing volunteer assistance within the participant’s home or community to develop skills. For instance, assistance in attending appointments, shopping, bill paying, taking part in social activities and maintaining contact with others. |
| Innov Community Participation | Innovative Community Participation | 09\_008\_0116\_6\_3 | Mainstream services that promote inclusion of people with disability to expand opportunities for community participation and employment. |
| Development-Life Skills | individual skills development and training | 09\_009\_0117\_6\_3 | Individual life skills development and training including public transport training and support, developing skills for community, social and recreational participation. |
| Development-Life Skills | Indiv skills devt & training, includes public transport training & support | 15\_037\_0117\_1\_3 | Individual training provided in the home for general life skills to increase independence. |
| Development-Life Skills | training for carers/parents | 15\_038\_0117\_1\_3 | Training for carers in matters related to caring for a person with disability |
| Assist-Life Stage, Transition | assistance with decision making, daily planning, budgeting | 15\_035\_0106\_1\_3 | Provision of time limited support to assist a person to develop and maintain daily budget, including assisting in planning purchases. |