# What we do

We are committed to working alongside people with disability, your families and allies to live the lives you choose.

In our work we are guided by:

* each person with disability, their family and allies
* the principles and articles of the United Nations Convention on the Rights of Persons with Disabilities
* the Australian Standards for Disability Services
* the National Disability Insurance Act 2013 and associated rules
* the NDIS Practice Standards and the NDIS Code of Conduct
* and the laws and regulations that govern companies such as ours and agreements such as the ones we make with you.

*futures in sight* recognises that every person we work alongside is a unique individual and has the right to identify goals and outcomes which are important to you.

Each individual has the right to support that respects their unique circumstances and personal goals.

*futures in sight* will work alongside you to design and engage supports that recognise and build on your strengths and abilities in ways that are most appropriate for you.

Everyone at *futures insight* is responsible for making sure that we do what we say we do.

# What we do?

## We work with you and the people who are important in your life to:

## create possibilities,

## think creatively, and

## build on our shared knowledge to create the best outcomes for you.

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## We can do this together with anyone who wants our services. ​ If you are eligible for NDIS, we can do this as part of your funded plan. For those eligible for NDIS, make sure you have the following in your plans:

## Coordination of Supports (Support Coordination)

## Capacity Building (Increased Social, Community and Civic Participation; Improved Daily Living)

## Plan Management (Improved Life Choices)

## Coordination of Supports

## This is all about putting your plan into action. We can support you to:

## achieve your goals

## find the right people and organisations to help you

## coordinate your paid and unpaid supports and services

## think about supports outside of disability services

## sort things out when they don’t go the way you want

## speak up so you can have more control over how your supports work for you

## prepare for meetings and reviews with the NDIS.

## If you have a NDIS Plan or you are working on one AND you want help to put your plan into action, ask for Support Coordination (NDIS Support Category: CB Coordination of Supports) in your plan.

## Capacity Building

Capacity Building is the language used by the NDIS to describe anything to do with learning new skills and getting new knowledge to make choices and be more in control.

## We can help you learn how to:

## have more choice and control over your life, your goals and your plan

## think outside the box

## connect with people who have similar experiences and interests

## get the supports and services that are right for you

## ask for what you need

## get more out of your funding

## access your local community

## If you have a NDIS Plan or you are working on one AND you want to learn more, make sure you ask for Capacity Building (NDIS Support Category: CB Social, Community and Civic Participation, CB Daily Activity)​ in your plan.

## Plan Management

## This is all about managing the funding. Plan management is for people who want the choice and flexibility that comes with managing the funding, but who are not interested or not yet ready to do it all themselves (Self-Management).

## We can:

## set up contracts with providers

## manage payments and claims

## keep track of your budget

## report monthly

## work with you if you need to make changes

## If you have a NDIS Plan or you are working on one AND you want maximum flexibility and choice make sure you ask for Plan Management (NDIS Support Category: CB Choice and Control) your plan.

**Continuity of Supports**

‘Continuity of supports’ means that the supports you need will keep going.

We work together with you to ensure that there is no break in your supports by:

* helping you understand what is funded in your plan and how many hours of each type of support is available
* developing a detailed budget
* assisting you to make service agreements with providers that fit within your budget
* helping you keep an eye on what you have spent by looking at the portal or if we do plan management giving you details of what funds have been spent and what funds are left
* giving you information on how to ask for a review of your funding if you don’t have enough money to cover what you need
* linking you to advocacy services if you need help to tell the NDIS what you need
* having good hand-over of your information to a replacement if your plan manager (PM) or support coordinator (COS) at *futures in sight* goes on holidays or takes a break;
* having good hand-over processes to another provider if you leave *futures in sight* for any reason.

We may also talk with providers or the NDIS to make sure there is no break in the services you need.

**What we do when there is a disaster or emergency**

***During an emergency***

Call your local emergency services – they are the people who can help you best. Your local emergency services could be police, ambulance or fire brigade and you can call them on 000.

Emergency services will issue warnings when an emergency is likely to affect your area. These warnings can be heard on the radio, television or emergency service people may knock on your door and tell you what to do.

**What *futures in sight* will do**

The most important thing is to make sure that your disability supports continue and that supports meet your needs.

We will continue working with you to make sure this happens.

We will help you use your current funds to meet your needs even if they are different as a result of the disaster or emergency.

We will help you contact your providers and ask them to deliver the services you need.

We will help you contact the NDIS if you need more funding to organise an urgent plan review on 1800 800 110.

## Other

## Our team has many years of experience and with a range of skills, there are lots of other things we can do, including:

## plan together with people who do not receive funding

## help people and organisations to get ready for the NDIS

## coach individuals

## staff training and development

## organisational change. ​

## ​

## Contact us about how we can support you.

## 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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