

C.A.P.A.H
Multicultural
Association

NDIS
WELCOME KIT

Helping people. Changing lives

GUIDING YOU TOWARDS YOUR Strong Life!

Since 1982 C.A.P.A.H. has been supporting disadvantaged members of our community to achieve a Strong Life by providing a range of programs to assist those with mild to more complex health issues. We believe in the untapped potential of our clients, the skills and professionalism of our staff and the importance of community and collaboration.

RESPECT

Acknowledging the equal value of every human life underpins everything we do to support and promote mental health and wellbeing. We ensure that our services always assure the autonomy, dignity and individuality of people who experience mental illness.

RECOVERY

C.A.P.A.H supports people who live with disability or mental illness and their right to expect to lead fulfilling lives, and to pursue their own choices about how they live and about the support they accept.

COMMUNITY

Strong connections among people are the foundation of health and wellbeing and resilience for individuals, families, and our wider society. These connections nurture social inclusion and respect for diversity and are particularly important for people who experience mental illness and for their families and carers.

QUALITY

In partnership with people who live with disability and mental illness, we ensure that supports and services meet contemporary standards and are effective. As an organisation we continue to strive for empathy, compassion and understanding so we can make a difference in the lives of our clients and the local community.

EQUITY

People who live with disability and mental illness are supported equally in their recovery, regardless of their age, gender, culture, sexual or gender identity, where they live or any other health problems they have.

CITIZENSHIP

Responsibility for individual and community health and wellbeing is shared across our society and within C.A.P.A.H. All of us, whether we experience mental illness, should expect to contribute to that shared mental health and wellbeing, and to be able get support when we need it.

HOPE

C.A.P.A.H. strives to create an environment where people whose lives are affected by disability and mental illness experience the benefits of positive change and can be optimistic for a better future.

What is NDIS?

The National Disability Insurance Scheme (NDIS) represents one of the greatest changes to Australian social policy since the introduction of Medicare and is certainly the biggest social reform of this generation. The NDIS takes a lifetime approach, investing in people with disability early on to improve their outcomes later in life. The NDIS is set to change the lives of hundreds of thousands of Australians living with a significant and permanent disability. It will also provide support to families and carers and afford peace of mind for every Australian who has, or might acquire, a disability.

YOUR CHOICE

One of the key outcomes of the NDIS is to give Australians living with disability and mental illness far greater choice and control over the supports and services they receive.

You can choose how to manage the funding for the supports in your plan, ensuring the costs of the services you are accessing are transparent and measurable. You have choice over which providers you select and when and how your supports are delivered. You can also opt for a 'plan nominee' or request the NDIS to help administrate your funding.

C.A.P.A.H AND THE NDIS

C.A.P.A.H is at the fore front of change in how people who live with a disability access support.

C.A.P.A.H. can support your individual needs.

CAPAH NDIS SUPPORTS

- Plan Management – Improved Life Choices
- Support Coordination
- Assistance in coordinating or Managing life stages transition and support
- Accommodation and tenancy assistance
- Medication Management
- Innovative Community Participation
- Increased Social & Community Participation
- Life Skills, Access to Community, Social & Recreational Activities
- Improved Daily Living and assist with daily activities/ House hold tasks
- Group and center base activities
- Development of daily living and life skills

ELIGIBILITY

There are a few criteria you must meet to become a participant in the NDIS:

- You must be under 65 years of age
- You must be an Australian Citizen or hold a Permanent or Special Visa - you must live in Australia
- You must have a permanent and significant disability

CAPAH NDIS SERVICES

SUPPORT COORDINATION

- Coordinate supports/providers to assist in achieving goals.
- Develop service level agreements, managing the Funding in approved plan.
- Assistance to access client portal
- Find appropriate services, organisations, and activities in the community.
- Resolve concerns, develop goals.

MEDICATION MANAGMENT

CAPAH acknowledges that each person seeking support with CAPAH has the right to be actively supported to manage their own medication independently and to provide or withhold consent to its use. If the person seeking support does not have the capacity to consent to receiving medication their nominated account manager must provide or withhold consent on the person's behalf.

CAPAH

NDIS SERVICES (Cont.)

INCREASED SOCIAL & COMMUNITY PARTICIPATION

- Meaningful life planning that includes your own goals and aspirations – this process is guided by you!
- Mentorship aimed to increase your ability to reach your goals and maintain your resilience
- Mentoring services to assist you in decision making, budgeting and daily life planning
- Mentoring on how to plan and manage your life goals and needs

LIFE SKILLS, ACCESS TO COMMUNITY, SOCIAL & RECREATIONAL ACTIVITIES

- Assistance in developing interpersonal skills and life skills (paying bills and other daily tasks)
- Support and companionship to work towards engaging in community activities independently
- Support and mentoring so you can reach your social or recreational goals
- Support and companionship to attend group activities that increases confidence and align with your goals

IMPROVED DAILY LIVING

- Mentoring & support services aimed to maximise your capacity to be as independent as possible.
- Assistance with household decision making personal care and domestic tasks. These supports will most likely be delivered in the home but is not limited to the home environment.

ACCOMMODATION AND TENANCY SUPPORT

- Assistance in locating improved living environments, like finding a new rental property
- Assistance in applying for a rental tenancy or undertaking tenancy obligations
- Practical support to maintain lease agreements and accommodation arrangements

NDIS Service Description

CO-ORDINATION OF SUPPORTS

A Support Co-ordinator is responsible for:

- ✓ Implementing your plan
- ✓ Understanding your plan and its budget
- ✓ Finding and connecting you with service providers and supports in your community.
- ✓ Linking supports that are deemed reasonable and necessary, related to your disability that represents value for money.

PLAN MANAGEMENT

A Plan Manager is responsible for:

- ✓ Organising the financial and administrative tasks of your plan
- ✓ Paying Provider and Supplier Invoices
- ✓ Processing NDIS claims
- ✓ Overseeing and tracking your budget
- ✓ Issuing monthly statements.

DIRECT SERVICE DELIVERY

The day- to-day provision of services by service providers (businesses, organisations or sole traders) that deliver the funded services and supports you need to achieve your goals.

* Service providers have different areas of experience and expertise.

CAPAH NDIS

Plan Management

Plan management describes the processes of organizing the financial and administrative aspects of your NDIS plan, such as paying supplier invoices, paying providers, and preparing monthly reports on how funds are being used.

At CAPAH a CPA qualified Finance Accountant leads our finance team to support you in managing your plan.

You access services and your providers send us your invoices - Send NDIS invoices to: invoices@capahmulticultural.org

We claim from the NDIS and pay the providers on your behalf.

If you are required to pay for anything upfront, simply provide us with the receipts and we will reimburse you directly.

We send you monthly statements to help you track your plan spending.

Our service is available to you where your NDIS plan includes Plan Management, itemised under "Improved Life Choices".

To arrange a meeting to discuss your needs, visit our website or contact our NDIS intake team for further information.

Email: services@capahmulticultural.org

Phone: 0424 977 546 or 0242 561 482

CAPAH Services

Registered National Disability Insurance Scheme (NDIS) Provider

C.A.P.A.H is at the forefront of change in how people who live with a disability access support. With a focus on psychosocial disability and mental illness, C.A.P.A.H will be working closely with the **NDIA** to package services that are tailored to meet the needs of the community.

CAPAH NDIS Supports are:

- Accommodation/Tenancy
- Plan Management
- Medication Management
- Assist in Life Stage, Transition
- Life Skills Development
- Participation in the Community
- Assist to Access/Maintain Employment
- Group/Centre Activities
- Personal Activities

NDIS Preparation Checklist

This checklist is designed to help you prepare for your first meeting with the National Disability Insurance Agency. This is not an official document, rather a way for you to order your thoughts ahead of the NDIS rollout. If at any point you would like assistance or to talk to someone about your NDIS journey please do not hesitate to contact us at C.A.P.A.H..

02 4297 7546

services@capahmulticultural.org

www.capahmulticultural.org.au

Living Your Strong Life

Current Needs

Make a list of the current needs and supports you require to help assist you in your everyday life.

Goals

What are your goals and aspirations? How would you like to use your NDIS funding to improve your life?

Future Supports

What kind of supports will you need in future to help you reach your goals? This could mean access to a therapist or support worker, transportation, or housing assistance, whatever is reasonable and necessary to support you.

Call NDIS 1800 800 110

CAPAH

NDIS Code of Conduct

This Code of Conduct applies to all staff employed by CAPAH who deliver NDIS services.

When providing support or services to people with disability, any person covered by this Code must:

- Act with respect for individual rights to freedom of expression, self-determination, and decision-making within reason and in accordance with applicable laws
- Respect the privacy of people living with disability.
- Provide services in a safe and capable manner.
- Act in a professional, honest, and transparent manner
- Raise and act on any concerns swiftly about matters that may impact safety and quality of service.
- Take all reasonable steps to prevent violence, exploitation, neglect or abuse against people living with disability.
- Take all reasonable steps to prevent and respond to sexual misconduct.

To raise concerns and lodge a complaint in regard to this Code of Conduct contact:

Erika Mancilla
M: 0242 977 546
E: erikamancilla@capahmulticultural.org

I have read and understood the contents of the C.A.P.A.H. Code of Conduct

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Name

.....
Signature

.....
Date