











# NDIS

## Service Description

### **CO-ORDINATION OF SUPPORTS**

**A Support Co-ordinator is responsible for:**

- V Implementing your plan
- V Understanding your plan and its budget
- V Finding and connecting you with service providers and supports in your community.
- V 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:**

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

# C.A.P.A.H 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.

Here at C.A.P.A.H we have a CPA qualified Finance Accountant leading a finance team who will support you in managing your plan.

You access services and your providers send us your invoices - Send NDIS invoices to: [invoices@capahmulticultural.org](mailto: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](mailto:services@capahmulticultural.org)

Phone: 0424 977 546 or 0242 561 482

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# C.A.P.A.H 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.

C.A.P.A.H 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**  
w | **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**

# C.A.P.A.H

## NDIS Code of Conduct

**This Code of Conduct applies to all staff employed by C.A.P.A.H. 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](mailto:erikamancilla@capahmulticultural.org)**

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

.....  
Name

.....  
Signature

.....  
Date