

# verbin

SPECIALIST SUPPORT CO.ORDINATION  
NDIS PROVIDER 4050 035 923  
VERBINDING.COM.AU



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## Participant Handbook

# Verbinding- Support Coordination services (formerly Hans van de Graaff & Associates)

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## Welcome

This booklet has been developed to provide you with information and assist you to understand what it means to be our client and explain what support coordination can do for you.

### What exactly is support coordination?

Support coordination is an NDIS funded support that strengthens your ability to coordinate and implement your service providers, mainstream supports and participate in the community.

When Support Coordination is included in your NDIS Plan, you, the participant, can either select your chosen Support Coordinator, or you can allow the NDIS to appoint one. The Support Coordinator then helps you to connect to the other supports on your plan and manage those relationships as service delivery progresses. The Support Coordinator also reports back to the NDIS and lets them know how your plan is working for you.

### What is the difference between Support Coordination and Specialist Support Coordination?

Specialist Support Coordination aims to reduce any barriers and complexities in the support environment of a person with disability, to support them to achieve their National Disability Insurance Scheme (NDIS) goals.

Specialist Support Coordination is like standard Support Coordination in that it supports NDIS participants to implement their plans, connect with service providers and build their capacity to navigate the services and supports they require from a range of providers.

However, for NDIS participants who need additional support due to their exceptionally complex support needs or the high level of risk, a Specialist Support Coordinator is required. The Specialist Support Coordinator works to assist the participant to manage their complex situation and minimise the risks they face. Participants who are eligible to be funded for Specialist Support Coordination can include people who:

- Have no informal supports such as family and friends;
- Are from culturally and linguistically diverse backgrounds or Aboriginal and Torres Strait Islander;
- Have complex medical needs or behaviours of concern;
- Require mental health support;
- Are at risk of homelessness or are homeless; and/or
- Are involved in the Justice System.

Specialist Support Coordinators have significant experience and are appropriately qualified and supervised to enable them to:

- Identify and understand the barriers that prevent or hinder the participant’s capacity to access, use and maintain their supports;

- Identify and implement solutions;
- Put in place strategies to overcome the barriers in order of priority.

## About Verbinding

*Vancos Consulting Group Pty Ltd* trading as Verbinding is a NDIS registered service providing support coordination based in Melbourne for NDIS participants. The business was established in 2018 as a direct result of a desire to assist people with disabilities to live the life they choose. Founder and Director Hans van de Graaff has worked in the Victorian disability and mental health sectors since 1989. He has a strong understanding and empathy for the needs of people living with a disability and/or enduring mental illness and is committed to supporting them to live a full life.

Supporting him is a group of hand-picked, dedicated, skilled, highly experienced people, who share Hans' passion and commitment to make a positive difference to the lives of people living with disability and mental health issues. Verbinding staff are selected first and foremost on having the right attitude and values as these are attributes that cannot be trained whereas skills can be learnt.

In addition to supervision and support from Hans, the team are also provided with supervision, mentoring and support by a small number of external consultants with significant qualifications, skills and experience in the Victorian mental health and disability sector as well as specialist disability accommodation. We also use our combined networks in seeking to achieve the optimum outcomes for our participants.

## Our hours of operation

In general, our hours of work are Monday to Friday, 9.00am to 5.00pm, with exception of Public Holidays. Some members of our team only work part time and will inform you of which days they are available to be contacted. During periods of annual leave another member of the Verbinding team will provide cover. This will be communicated to you in advance so that you know who you can contact in the event that you require assistance.

Verbinding is not an emergency or crisis support service. In the event of an emergency, you will need to contact Emergency Services on 000.

## What we do

Verbinding will support you to understand your NDIS plan and assist you to find the right providers, with the right services for you. They will work with you to help you gain the skills required to manage your own supports now and into the future.

They will also help you prepare for your next plan when that time comes around.

## Vision

Working together so you can live your best life

## Mission

It is our mission to assist people with disabilities to live the life they choose and every day we strive to support people to create authentic connections that are right for them and their lifestyle.

## Our values

- ❖ Choice – We value the right to choose, supporting people with disabilities to live the life they choose
- ❖ Empowerment – We encourage and support independence, informed decision-making and innovation to build confidence and competence
- ❖ Collaboration – By working together effectively we can achieve better outcomes and support you to achieve your goals.
- ❖ Passion - We love what we do and strive to provide selfless, enthusiastic service with a friendly attitude
- ❖ Respect – We treat others with the same dignity and respect that we would like to expect
- ❖ Integrity - We will not compromise our standards
- ❖ Diversity - We value and embrace the uniqueness of all people and cultures
- ❖ Excellence - Service excellence is more than what we provide, it's how we think and act. We work to achieve excellence in all we do and always aim to attain the best possible results while striving for continuous improvement
- ❖ Fun – we like to have fun in everything we do: A day without laughter is a day wasted!

## Service Provision

Verbinding & Associates encourage and support your independence, informed decision-making and innovation to build confidence and competence.

We will collaboratively explore how you can achieve your personal goals and live the life you wish to lead.

Verbinding will develop a Service Agreement with you that will assist to deliver your supports in the way that you want. It will outline your rights and responsibilities as well as the rights and responsibilities of Verbinding.

## Service Agreement

Your service agreement with Verbinding may include:

- ❖ The service being provided
- ❖ The cost of the service
- ❖ How long the service will be provided for
- ❖ When and how your service agreement will be reviewed
- ❖ How problems or complaints will be dealt with
- ❖ Your responsibilities under the Service Agreement – such as letting us know if your circumstances change or if you are unable to attend a scheduled meeting
- ❖ Verbinding' responsibilities under the Service Agreement: such as working with you to deliver your supports in the right way



- ❖ How you or your provider may change or end the Service Agreement

## Service standards

The National Standards for Disability Services is a set of standards which disability service providers, including Verbinding, are required to adhere, to ensure that the service provides the highest quality of service and support. These standards promote effective management, appropriate access and service delivery, as well as the rights and responsibilities of the client.

The rollout of the National Disability Insurance Scheme has prompted a set of national disability standards to be put forward and these will be adopted in 2019.

Until the national disability standards come into practice, all Victorian Disability providers will follow the Victorian Human Services Standards as follows:

### Empowerment

This standard means that:

- ❖ Verbinding will inform you of your rights and responsibilities
- ❖ Verbinding will keep your information private and confidential.

### Participation

This standard means that:

- ❖ Verbinding will work with you to understand what you're interested in, what you like to do and how you like to do it and what you may be interested in the future
- ❖ Verbinding will respect your right to choice and control
- ❖ Verbinding will help you to join in activities, and will work with other organisations to make this happen
- ❖ Verbinding will help you to have relationships with the people you choose.

### Wellbeing

This standard means that:

- ❖ You will get help to do the things that are important to you
- ❖ Verbinding will respect the things that are important to you, such as your family, your hobbies, your religion, your community, your language and your culture
- ❖ Verbinding will make a plan with you about the things that are important to you
- ❖ Verbinding will check how you are progressing with your plan, and assist you to make any changes that you need
- ❖ Verbinding cares about your wellbeing.

### Access and Engagement

This standard means that:

- ❖ The services provided by Verbinding are managed well
- ❖ You have the right to tell Verbinding that you do not like something or have a problem with your service

- ❖ Verbinding aims to provide accessible services to all participants who would like to engage Verbinding as a support coordination partner. He will endeavour to meet your needs, choices and requirements, and when he is unable to do so he will do his best to assist you in accessing the right service for you.

## Our duty of care when providing services

Verbinding has a range of responsibilities in providing support to our participants, including:

- ❖ ensuring safe, quality services to all our participants
- ❖ recording Service Agreements and Service Bookings for all our participants
- ❖ providing information and support to participants and families to ensure they are aware of their rights and responsibilities and where required assist with sourcing independent advocacy or interpreting support
- ❖ maintaining a process to support Participants to maximise their independence and to exercise their rights about choice of lifestyle
- ❖ ensuring the communication needs of all individuals are met
- ❖ promoting a positive image of individuals with a disability in the community
- ❖ empowering and assist our individuals to work towards their chosen goal
- ❖ maintaining privacy and confidentiality
- ❖ maintaining a safe place of work for staff, including in community venues and individuals' homes.
- ❖ Freedom from abuse and neglect: Participants, families, staff and volunteers have the right to be free from physical, sexual, emotional, verbal and other forms of abuse, harassment and assault. Any allegation of abuse/assault or neglect is treated seriously and may be subject to both mandatory reporting and police involvement. If you have any concerns or are aware of a situation where this may be occurring, please discuss it with Verbinding.
- ❖ Verbinding will record all accidents, incidents (including critical incidents) or near misses related to the provision of support or services. It will ensure further investigation is conducted to determine the root cause and implement the corrective actions. Where necessary these will be reported to relevant authorities including NDIS Quality & Safeguards Commission.

## Privacy, dignity and confidentiality

Verbinding values and respects the privacy, confidentiality and dignity of Participants and their families. Our policies and processes are consistent with legislation and service standards to ensure we maintain and respect your personal information.

Where information and/or images may need to be shared with others, this will be discussed with you and/or your representative and your consent obtained.

The only situations in which we will share your information with others without your consent, is when imminent risks to either you, the participant, (e.g., suicidal ideation, allegations of physical abuse from a carer, etc.) have been identified or when there is a risk of harm from you to others (e.g., threats of violence). In these situations, we are bound by a duty of care to report such concerns to appropriate authorities to ensure our participants are supported in times of crisis.

## Record Keeping

Verbinding are legally required to store information on your behalf. The information stored includes your service arrangements, correspondence and support needs. Verbinding retain records in accordance with legislative and regulatory requirements and observe the National Privacy Principles.

You have the right to access your records and if you would like to access your information, please discuss this with Verbinding. In some cases, a small fee maybe charged to offset any administration and/or copying costs to provide the information.

## Your responsibilities:

- ❖ Give Verbinding a minimum of 24 hours' notice if you are unable to make your Support Coordination meeting.
- ❖ Ensure Verbinding has all relevant information needed to provide the support you require.
- ❖ Respect the rights of others and assist in providing an environment free from harassment and abuse.
- ❖ Never engage in any sort of discrimination against any of the support workers or services that Verbinding supports you to connect with, including discrimination based on race, religion or sexuality.
- ❖ To communicate with Verbinding if you are unhappy so that he can resolve the issue.
- ❖ Understand that malicious damage of Verbinding' property may result in Participants and/or their representative being liable for costs.

## Acknowledging diversity

Verbinding acknowledges and embraces diversity as an important part of what it means to be Australian. He is supportive of and sensitive to diversity in our community and will facilitate any requirements you may have.

Please discuss any particular requirements you may have with Verbinding so they can assist.

## Certification and registration

Verbinding are an NDIS registered service provider: #4050035923.

To ensure they provide the highest quality of service, Verbinding comply with, and have received certification with the Victorian Human Services standards.

These standards are reviewed on a regular basis and registration will not be renewed if the standards are not met.

## Fees and Charges

Support Coordination is an NDIS funded support.

Verbinding charges the NDIS unit cost for Support Coordination. We charge in 6 minute increments.

Verbinding will seek payment for the provision of service after the delivery of the agreed service to the participant.



## Decision making, choice and advocacy

Verbinding actively supports Participants in maintaining their independence.

Verbinding respects the importance of individuals making informed choices, taking risks and learning from new experiences.

Verbinding encourages and supports participants and their families to participate as fully as possible in making decisions about the support and services they receive. Participants may choose to involve an independent advocate to provide support and advice. Verbinding can provide you with information and advice to access an independent advocate if you wish. If this is something you wish to consider please advise us if you require assistance engaging an advocate.

You also have the right to have an advocate present to assist you if you have a complaint you are making against Verbinding or any other service provider.

## Gifts and goods in kind

Please be aware that Verbinding staff are unable to accept goods, services, or gifts from participants or their families. Please kindly respect this rule as refusal to accept may offend.

## Health and safety

Verbinding has a responsibility to ensure that staff are working in a safe environment whether it is in their office, your home or the community.

### When we come to your home

Our services are provided in your home, rather than you coming to our offices, therefore there are some OHS regulations that Verbinding asks you to adhere to when he comes to your home. If you are unable to adhere to Verbinding's Occupational Health and Safety requirements, we may not be able to provide in-home service to you and may need to meet you elsewhere.

1. No smoking in the house or where smoke will enter the house whilst Verbinding are in your home.
  2. No violence or swearing in the presence of Verbinding staff.
  3. No sexual harassment towards Verbinding staff.
  4. No one must request contact with Verbinding staff outside of the designated hours of operation as detailed above.
  5. All people who remain in the house whilst the meeting is conducted must remain appropriately clothed and behave appropriately towards Verbinding and towards each other.
  6. Verbinding should be advised of possible visitors to your home during the arranged meeting time before the service commences.
  7. Your pets must be kept secured safely away from where the meeting is taking place.
  8. There must be no rubbish or dangerous materials left where the meeting is to take place.
- Verbinding reserves the right to deny service if we considers that the environment is unsafe for any reason.

## Complaints, compliments and feedback

Verbinding encourages feedback and comments on the service they provide, both positive and negative. If you believe something could be done differently and better, please let us know. If you think we got something wrong, or did not deliver what you expected, we would like to know so that we can improve the quality of our service.

Whether a compliment or complaint these will be treated with appropriate confidentiality, sensitivity, support and follow up to address the feedback. If you feel a complaint you have raised has not been supported or dealt with appropriately you can seek further support by contacting either:

- ❖ National Disability Insurance Agency – 1800 800 110
- ❖ Disability Services Commissioner – 1800 677 342

## Leaving Verbinding

All clients have a right to cease services with Verbinding as detailed in our service agreement.

Verbinding will provide assistance or resources to support you if you would like to change support coordination providers. Please feel free to talk to Verbinding staff if you are considering moving to a new support coordinator.

## Contacting Verbinding

You can contact Verbinding during business hours.

Mobile:

0418 352 706

Email:

[office@verbinding.com.au](mailto:office@verbinding.com.au)