

## Factsheet – Pathways To Recovery (PTR) Support Connection Services

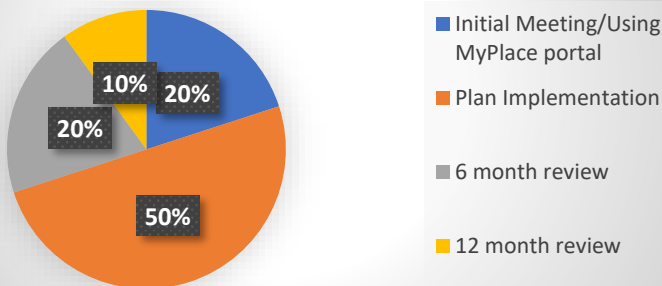
### What is Support Connection?

A Support Connection budget is allocated by the NDIS to assist you with implementing your plan. Your budget may be listed as Support Connection (with a budget of \$577.10 or 10 hours), or there may be no dollar figure as Feros Care (Local Area Coordinators in Northern Adelaide and Barossa Valley) will automatically contact you to support you with this process. Please refer to your plan for further information.

If you have an amount for Support Connection, you can choose the provider you would like to use. You will need to let the NDIA know who you have chosen. A worker (called a Support Coordinator) will be allocated by your chosen service to help organise/contact potential providers in line with your NDIS goals/plan. You or your Support Connection provider (at your request) will then enter a service booking for the full amount of your allocated budget in the MyPlace website.

### How do Pathways To Recovery use my 10 hours of Support Connection?

#### How Your Support Connection Hours Are Used (approx.)



We break up your Support Connection hours so you get the most out of your plan. This can be changed at any time to suit the participant. For example, if you would like to use all of your hours to support the implementation of your plan (and not keep any for later) we can do this at your request.

<b>Your Initial Meeting</b>	A 2 hour meeting is scheduled to discuss your NDIS plan and goals. This includes completing paperwork/forms so that we get a complete picture of the types services you would like to access. We also spend time teaching you to use the MyPlace Participant Portal (if required).
<b>Implementing Your Plan</b>	Approximately 5 hours of your budget is used to contact services; negotiate prices and meet with you so that you can decide what services you would like to use. This should occur within 2 weeks of your initial meeting, and will include mainstream services; community services; and NDIS providers.
<b>Completing a 6-month review</b>	2 hours are used to complete your 6 month review and assist to change/find new service providers or support you to resolve any issues that may arise. We also assist you to identify any assessments/reports that you will need in preparation for your 12-month NDIA review.
<b>Preparing for your 12-monthly NDIA review</b>	1 hour is used to help you prepare for your NDIA review meeting. We meet with you in preparation for your meeting with your NDIA planner.

## Support Connection – Frequently Asked Questions

### **1. Will my Support Coordinator book and organise services for me?**

Support Connection is a Capacity Building support, and part of our role is to ensure that you learn the skills to be able to do this yourself in the future. We will complete some research and make enquiries on your behalf, however you will need to choose and engage the services you would like to use yourself. We can support you to make these phone calls if you like.

### **2. I am not happy with my NDIS plan - Can my Support Coordinator put in an application for Review for me?**

The NDIA have stated that all requests to review decisions/plans need to come from participants. We can help you gather information, however we cannot contact the NDIA directly on your behalf. Please be aware that any time spent gathering information for a review will be charged to your plan, which means there will be less money to support you to implement your plan whilst waiting for the review.

### **3. Can my Support Coordinator provide individual support whilst services are being organised?**

The NDIA do not allow Support Coordinators to provide individual support to participants, or support them to attend appointments. If you need services organised quickly please let your Support Coordinator know so that we can work in a timeframe that is appropriate for your individual circumstances.

### **4. If I choose PTR to provide my Support Connection Services, does that mean I can't purchase other services from you?**

PTR offers a range of different services, including Support Connection services, individual support, accommodation programs and group programs. To ensure there is no conflict of interest, when our Support Coordinators look for quotes for services on your behalf we will always provide 3 quotes from other services, in addition to our own. It is then your decision if you would like to choose our service or go with another provider. Your decision will not affect your Support Connection services at all, as they operate independently from each other, so you don't need to be worried about any repercussion.

### **5. I really like my Support Coordinator – can they be my support worker as well?**

To ensure that there is no conflict of interest in the services you receive from PTR, your support worker will be different to your Support Coordinator if you choose to purchase other services through us. This way if you are not happy with one of the services you are receiving you can ask for a change in worker at any time, and it will not affect your other service.

### **6. I have used my Support Connection hours very quickly – is there any other support I can get as I still don't have all of the services I need?**

Unfortunately the NDIA will not increase your Support Connection hours during your current plan, however you can contact Feros Care (Local Area Coordinators in Northern Adelaide/Barossa Region) to discuss if they can provide any other assistance.

If you feel that you have not received value-for-money from *Pathways To Recovery*, we encourage your feedback anytime on Mb: 0423 272 695 (Sally – Manager).