



Welcome Booklet

Our purpose is to empower people to lead purposeful, fulfilling lives that align with their goals. As a family owned and run organisation, we pride ourselves on knowing our Participants and delivering the highest quality service and supports. Our reputation in supporting the physical and mental wellbeing of individuals in the community is unrivalled. As a registered NDIS provider, we understand that every person living with a disability has different needs and we strive to deliver the supports you need to achieve your individual NDIS goals. In addition to working with the NDIS, we also support clients of the Public Trustee, Private Trustees and The Insurance Commission of Western Australia.

Our approach is always person-centred, working in partnership with the Participant and their family and providers to ensure their goals are achieved and they experience an improved and maintained quality of life. Our person-centred approach flows through every aspect of our organisation, including empowering Participants or their family to be involved in every aspect of fulfilling their NDIS plan. We believe if providers are in your life, they need to be the right fit, so we'll work with you, and the providers to make sure you're the perfect match for each other!

Thank you for choosing Network Case Management Services. Our team is looking forward to supporting you!

Our purpose

We empower people to lead purposeful, fulfilling lives that align with their goals.

Our Values

We Recognise the Value of Respect

We Make a Meaningful Difference

We Are Ethical

We Work in Collaboration

What we do

We provide Support Coordination and Case Management services to people who:

- Have Level 2 Support Coordination within their NDIS plan
- Have Level 3 Specialist Support Coordination within their NDIS plan
- Are Insurance Commission of WA clients who require Case Management
- Are a Public or Private Trustee client who requires Case Management

Who'll support you?

You'll receive support from your dedicated Support Coordinator, Specialist Support Coordinator or Case Manager as well as our Network Rehabilitation Group office team that you, your family or nominee will speak with on the phone when you call through.

What is Support Coordination?

Support Coordination is all about helping you understand the NDIS and your NDIS plan, linking you in with service providers you like, so you can reach your goals! Support Coordination is also about educating you about the NDIS and empowering you to make positive life choices. Your Support Coordinator is your NDIS expert who works with all your service providers and creates the necessary reports when your situation changes, or your NDIS Plan is being reviewed.

You can expect your Support Coordinator to:

- Help you understand your NDIS Plan
- Connect you with your supports and services
- Design support approaches
- Establish your supports
- Coach, refine, reflect in terms of your supports and services
- Targeted Support Coordination
- Crisis: Planning, Prevention, Mitigation and Action
- Build your capacity and resilience; and
- Compile and create reports to the NDIA.
- Monitor and review your NDIS budget.

What is Specialist Support Coordination?

If your needs are more complex, you'll receive Level 3: Specialist Support Coordination funding. This coordination is delivered by Coordinators whose qualifications and experience match your needs. Your Coordinator will work with you to support you to reduce and remove as many barriers as possible to allow you to use your NDIS funding and make positive life choices. Your Coordinator will work with all your service providers to create plans so your life can run as smoothly as possible even when a crisis occurs. Just like a Support Coordinator your Specialist Support Coordinator is your NDIS guru who works with all your service providers and creates the necessary reports when your situation changes, or your NDIS Plan is being reviewed.

You can expect your Specialist Support Coordinator to:

- Help you understand your NDIS Plan
- Connect you with your supports and services
- Design support approaches
- Establish your supports
- Coach, refine, reflect in terms of your supports and services
- Targeted Support Coordination based upon your needs
- Work with you to create crisis plans so you can prevent, mitigate, and take action if something occurs.
- Work with you to address anything that's stopping you achieving your goals
- Work with your service providers to design a complex service plan
- Build your capacity and resilience; and
- Compile and create reports to the NDIA.
- Monitor and review your NDIS budget.

How your Coordination funds are used

The money that you've been allocated for Support Coordination or Specialist Support Coordination will be used for having:

- in person meetings with yourself, your family, nominee, and your service providers
- phone calls and emails about your supports and NDIS plan
- research that's required to ensure you use your plan and fulfill your goals
- writing NDIS requested reports
- traveling to appointments, but only up to 30 min each way
- short notice cancellations

What is Case Management?

Our Case Managers will support you after your complex injury to access the services, treatments and supports you require to help facilitate transition from hospital to home, both during and after the rehabilitation phase. All our Case Managers are degree qualified health professionals who will work with you and your care team to build your capacity to manage your personal circumstances. We work closely with your funding provider (Insurance Commission of WA, Public Trustee or Private Trustee) to ensure all compliance is met and your needs are reviewed on a regular basis.

How your Case Management funds are used

The money that you've been allocated for your Case Management will be used for:

- in person meetings with yourself, your family, or nominee and your service providers
- phone calls and emails about your supports and needs
- research that's required to ensure you use your funds and fulfill your goals
- writing quarterly progress reports
- traveling to appointments
- short notice cancellations

What Support Coordination/Case Management is not:

We are not a crisis service. If you need support in a crisis, Emergency services or your specialist medical care team are there to support you.

However, we can help you plan how to manage conflict and crisis in your life when it does happen. It is our role to develop these plans with you, so you know what to do when something happens.

We are not your Psychologist or Counsellor.

Whilst we are here to listen to your concerns in relation to your supports or anything to do with your NDIS plan, we can connect you in with a mental health specialist or counsellor if we feel you'd benefit from such a service.

We are not Advocates.

Whilst we will speak on your behalf to ensure your needs are met, if you require a formal advocate, we can put you in touch with an advocacy service.

We are not Plan Managers

Whilst we help you to manage your NDIS funds, we don't process your invoices, as this is a role performed by a Plan Manager. We can however help you to choose the right Plan Manager for you.

We are not available 24/7

We are human too and like to sleep and spend time with our family and friends. Please contact us during office hours which are 8:30-4:30 Monday to Friday, not including public holidays.

We are not Lawyers

We can't advise you on legal matters, but we can help you to find someone to assist you with any legal matters you may have.

We are not your financial adviser

We can't advise you on your financial matters, but we can help you to find someone to assist you with any financial issues/concerns you may have.

We are paid to support you

We are paid to work with you in the capacity of a Coordinator or Case Manager and hence are required to always maintain professional boundaries with you. This is to facilitate your safety and well-being as well as our own.

We are not your mediator in situations of family conflict

If you're having conflict within your family which is outside of our specified Coordination or Case Management role, we will be happy to refer you to a mediator who can work with you and your family to help resolve the situation.

1. What you can expect from us:
2. Once your referral is accepted you can expect that your Coordinator will request you, your family or nominee sign a Service Agreement which includes an NDIS Consent to Share. Your Service Agreement outlines the services you'll receive from Network Case Management Services and includes important Emergency & Disaster planning information as well as how to cease services if you're not happy.
3. Once we've received these, we'll submit the Consent to Share to the NDIS and will be able to access your NDIS information on your behalf.
4. We'll work with you, your family or nominee to go through your current needs and your NDIS plan and ensure the two align.
5. If they don't, we'll make recommendations of additional supports you could benefit from. If these aren't in your plan and they'd be highly beneficial we'll work with the relevant supports to get the evidence, we'll need to submit a Change of Situation form to the NDIS.
6. If you currently have support services, we'll make sure you're getting the highest quality supports from them.
7. If you have a new plan, we'll work with you to understand how the funding can be used, work out how many hours of each support you can access and communicate this to your providers and arrange their Service Agreements.
8. Once all your supports are set up, we'll check in with you, your family or nominee once a month by phone or email (whichever you prefer) to see how everything is going.
9. We don't want to use your funding if it's not necessary, so we'll only make in person visits as needed or a minimum of 4 times a year.

10. You, your family or nominee can of course call us during office hours if something changes and you need our supports.
11. Throughout the life of the plan if your needs change, we will work with you to ensure your support needs are met.
12. Around 3 months prior to the end of your plan, we'll contact you and discuss what worked well in the current plan and you're goals for the next plan.
13. At the same time, we'll contact your providers and prompt them to create their end of plan reports.
14. Once we receive these end of plan reports and we've met with you, we'll create our progress report and submit it to the NDIS at least 6 weeks before your plan ends so it can be reviewed prior to your planning meeting with NDIS.
15. Once a date for your planning meeting has been set, we'll let you know, and you, your family or nominee can attend with us in person or via video call if you choose to.
16. Once your new plan comes through, we will ask that you send it through to us and the whole 15 steps start again!

How to use your plan

The NDIS delivers supports that are considered reasonable and necessary, but what is reasonable and necessary?

1. Is the support or service related to your disability?
2. Is this an expense that is incurred because of your disability and not just an everyday expense? An everyday expense includes, groceries, paying rent, car registration, everyday furniture, everyday clothing etc
3. Will the support or service help you achieve the goals in your NDIS plan?
4. Is the cost of the support or service reasonably priced and is it the best value for money compared with other supports?
5. Will the support or service help you reach your goals, find or keep your job, help with your education, improve how you connect with your local community and/or improve your relationships with your family or friends?
6. Should the support or service be funded by other government services instead?
7. Will the support or service help you participate in activities with friends and other members of your community, or help you find and keep a job?
8. Is it safe? Your supports and services should not cause you harm or put others at risk.
9. Don't worry, your Support Coordinator can assist you with this process.

Your rights and responsibilities

As an individual using our services, you have rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights in achieving your goals.

You have the right to...

- Have access to supports that promote, uphold, and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination, and decision-making.
- Access supports that respect your culture, diversity, values, and beliefs.
- An organisation that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation, or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by well-managed risk and incident management system.
- Receive services from team members who are competent, qualified and work with you to provide the supports that you want to achieve your goals.
- Consent to the sharing of information between providers during the transition.

We ask that you...

- Respect our team members, ensuring their workplace (your home) is safe, healthy, and free from harassment.
- Abide by the terms of your service agreement with us.
- Not breach any human rights when interacting with our employees.
- Understand that your needs may change, and with this, your services may need to change to meet your needs.
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with the supports, and services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and well-being as much as you are able to.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 1 working day, preferably 2 working days' notice when you will not be available for your service or support.
- Be aware that our team members are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.

Cancellation policy

We know that things happen but please let us know at least 1 working day before your appointment if you need to cancel your appointment. Unfortunately, your NDIS plan will still be charged for the appointment time if you fail to do so.

Your Privacy

How we respect your privacy

Your privacy is important to us. The following information will explain how we handle your personal confidential information and how your information is stored. Your Service Agreement outlines our commitment to Privacy and Confidentiality. By filling in the Consent section and signing the Service Agreement, you give us your permission to contact other service providers and professionals or caregivers, which are part of your support team, to gather any information that will help us to better support you. Giving us the opportunity to collect this information from other service providers will tell us what has and what has not worked for you in the past. The more we understand about your situation, the more we can do to make sure we give you best service experience that we can provide. However, we will only contact these people after we get your consent to do so. We will not share any information that you give us or that we collect from other service providers without getting your permission first. Our team members will, of course, have access to your information as well as any relevant authorities, but only if we (or they) are concerned with your immediate health and wellbeing. If your health and wellbeing become a concern, we may also share your information with your legal guardian or caregiver, but only if requested. If for any reason you choose to stop using our services, your information will be kept as per legal requirements for 7 years and then deleted. You can request your files from us at any time by email at office@networkcms.com.au. If you have any further questions about how your personal information is handled, please speak with your Coordinator or Case Manager.

Our Responsibilities

Network Case Management Services will:

- Communicate openly, honestly, and promptly.
- Treat you with courtesy and respect.
- Work with you on how your supports are provided and any decisions that are made.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment.
- Check in with you via phone or email at least once a month to ensure everything is tracking well.
- Review your NDIS budget monthly to ensure your funds are being utilised correctly.
- Keep your personal information private.

Incidents

How do we manage incidents

What is an incident?

Network Case Management Services aim to protect and prevent harm to all our Participants, which is why we have systems to manage all incidents that might relate to people receiving our support and using our services.

An 'incident' can include anything that has occurred or that you're concerned may occur in relation to the provision of our supports that has, or could, caused harm. Our Incident Management policy and procedure involves identifying systemic issues in our practice and continually working with you to improve how we deliver our supports to you.

How do we manage incidents?

Network Case Management Services employees are expected to report any incident that occurs while providing supports to NDIS participants. Incidents need to be reported using the Participant Incident form as soon as possible after the incident to ensure a prompt response. Some incidents are more serious than others. Reportable incidents include those that have, or are alleged to have, caused death, serious injury, abuse, neglect, or any restrictive practice to the person with disability. These types of incidents are reported to the NDIS Commission by Network Case Management Services within twenty-four (24) hours of the incident, and as such, must be reported to our office as soon as your Support Coordinator becomes aware of it.

Network Case Management Services will follow our Incident Management Policy and Procedure and arrange for the necessary support and assistance to anyone affected by the incident. If you are affected by the incident, you may require the details of an independent advocate and getting strategies to take care of your ongoing safety and wellbeing after the incident. Every Incident is thoroughly investigated by us, focusing on improving outcomes for you, and how we can support any employees involved through training, or further supervision. These investigations drive the process of continual improvement in the services we provide to you.

Anyone affected by the incident is invited to be included in creating the outcomes from the investigation. This includes taking into consideration your views about whether the incident could have been prevented, how well the incident was managed and what could be done to prevent similar incidents from happening again. All documents relating to an incident are reviewed monthly at the Safety and Quality Committee meeting, and continuous improvement recommendations discussed and implemented. This information is stored securely for seven (7) years from the day when the report is made. Copies of our Incident Management Policy and Procedure are available upon request, and the NRG Participant Incident Form can be found in the appendices section of this document.

Compliments, Complaints and Feedback

We are proud that we receive more compliments than complaints and whilst we love hearing the feedback, we'd appreciate it in writing so we can share the great work our team do. To provide a written compliment you can:

- Call or email the office and request our Compliments, Complaints and Feedback Form and email through to feedback@networkcms.com.au
- If you don't like emails, you can always call the office and we can fill in the Compliments, Complaints and Feedback Form for you whilst you're on the phone.

We welcome any feedback that can help us improve the supports we provide to you. So please tell us if you are not happy with the support or services that you have received and let us know what we can do to improve your experience with us. We can arrange for interpreters, different communication aides, online, mobile, or other technology assisted ways, anything that will help you inform us.

Ways to make a complaint or provide feedback:

- Email or call the office, you can talk to the person's Manager, the General Manager, or the Managing Director if you'd like.
- You can request the Compliments, Complaints and Feedback Form and email through to complaint@networkcms.com.au
- Use the feedback form that's on our website, www.networkcms.com.au/feedback/
- If you don't feel comfortable making a complaint solo you can ask a family member, friend, or engage an advocate to support you.
- We will always treat you with respect and courtesy when you make a complaint and you'll be as involved in the investigation and outcome as you'd like to be.
- If you'd prefer you can contact the NDIS Quality and Safeguards Commission directly on 1800 035 544 or www.ndiscommission.gov.au

We will give you the time to explain what your concern is and listen to your suggestions about how we can address your concerns. Sometimes it might take longer than one discussion to find a resolution. That is why we will help you fill our *Compliments, Complaints and Feedback Form* so that you can make sure we fully understand your point of view. With your written complaint to guide us, we can work with you to navigate all the issues, investigate your concerns completely and work out a fair and reasonable solution to any concern. After completing the written complaint, the process will involve:

- Confirmation via email or phone that we have received your written complaint.
- If you'd like it, we'll provide you with our Compliments, Complaints and Feedback Policy and Procedure, which outlines our Complaints management process.
- We will gather all the facts from those involved.
- We'll keep you informed of the progress we're making to resolve your complaint.

- We welcome your collaboration to create actions that are mutually agreeable.

If you feel that your complaint has not been resolved in a way that you had expected, then you can make a complaint to the NDIS Commission. The NDIS Commission is independent and is there only to protect the interests of people who use the support and services of any NDIS Service Provider.

Complaints can be made verbally, in writing, or by any other appropriate means, and can be made anonymously. A complaint can also be withdrawn at any time.

If a person makes a complaint, the NDIS Commission will decide upon the appropriate action to take. The NDIS Commission may decide to.

- Take no action, or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or
- Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or
- Undertake a resolution process.

Advocates

What is an advocate?

An advocate is a person who will listen to you and help you make decisions about the support and services you receive. An advocate is there to give you a voice when you are not sure that yours can be heard. An advocate will speak up on your behalf when choices are being discussed and make sure that organisations providing you support understand your needs and respect your rights. An advocate will speak out for you if your needs are not being met.

Who can be your advocate?

You can ask anyone that you know well and trust to be your advocate. This may include a family member or a friend. If you want someone independent such as a professional from a formal advocacy service, there are a few choices in Western Australia you may wish to try:

Ministerial Advisory Council on Disability

The Ministerial Advisory Council on Disability provides independent advice to the Western Australian Minister for Disability Services on issues affecting the lives of people with disability, their families and carers.

- Phone or text: 0435 046 248

People With Disabilities Western Australia (PWdWA)

People With Disabilities Western Australia (PWdWA) is the peak disability consumer organisation representing the rights, needs and equity of all Western Australians with physical, intellectual, psychiatric, or sensory disability via individual and systemic advocacy.

- Phone: 08 9485 8900

- Free call: 1800 193 331
- [email](#)

Health and Disability Services Complaints Office

The [Health and Disability Services Complaints Office \(HaDSCO\)](#) is an independent statutory authority providing an impartial resolution service for complaints relating to health or disability services provided in the State of Western Australia.

- Complaints and enquiries line: (08) 6551 7600
- Administration: (08) 6551 7620
- Fax: (08) 6551 7630
- Country Free Call: 1800 813 583
- TTY: (08) 6551 7640
- [email](#)

Or access <https://www.commerce.wa.gov.au/consumer-protection/helpful-contacts-people-disability> for further information.

How do we work with advocates?

With your permission, we provide your advocate with all the information they need to ensure that we and any other service providers are acting in your best interest. We work closely with your advocate and involve that person in the planning of services that will be provided for you. We ensure team members understand the role of an advocate and will also promote the use of advocates as a support person for people who receive services from us.

Network Case Management Services will make sure your Advocate is invited to:

- Consultation meetings
- Person-centred planning meetings
- Reviews
- Other relevant meetings or conferences

Exit Process

How to end your supports with Network Case Management Services:

We encourage everyone to use their choice and control and if we aren't the right provider for you anymore, we ask that you send us an email requesting your service agreement end and we will acknowledge your email with a phone call or return email. As per your service agreement services and payments will cease 4 weeks from receiving your email. We would also encourage you to call to discuss any matters, so that we may include this information as part of our continuous improvement process.

Reengaging

We also understand the grass isn't always greener and if you'd like to reengage with us at any time, please call or email the office, 08 9387 6881 and if we have capacity, we'll commence the intake process again with you!

Important contact details

Office number:	08 9387 6881
Website:	www.networkcms.com.au
Office address:	1/434 Cambridge Street, Floreat, WA 6014
Office email:	office@networkcms.com.au
Compliments email:	feedback@network.com.au
Complaints email:	complaint@networkcms.com.au