Aus Ability Connect

Ability. Belonging. Connection.

Australian Disability Care Support Pty Ltd

Referral Pack for Support Coordinators

How to refer a participant to Aus Ability Connect

Who this is for: Support coordinators, specialist support coordinators, plan managers, LACs and health professionals

Registered NDIS provider | Registration ID 4-LI1PWXH | ABN 84 672 878 143
Phone 0468 310 158 | Email ausdisabilitycaresupport@gmail.com | www.ausabilityconnect.com.au

This document is available in other formats. Ask us for large print, a Word copy, or help to read it. Free interpreters: call TIS National on 131 450 and ask for us.

Who we are

Aus Ability Connect is a business name of Australian Disability Care Support Pty Ltd (ABN 84 672 878 143). We are a registered NDIS provider (Registration ID 4-LI1PWXH) based in Seven Hills NSW. We can support NDIA-managed, plan-managed and self-managed participants.

Detail	Information
Legal name	Australian Disability Care Support Pty Ltd
Business name	Aus Ability Connect
ABN	84 672 878 143
NDIS Registration ID	4-LI1PWXH
Phone	0468 310 158
Email (referrals)	ausdisabilitycaresupport@gmail.com
Website	www.ausabilityconnect.com.au
Business address	Seven Hills NSW 2147
Service area	Contact us to check coverage for the participant's area.

Services and registration groups

We present only the registration groups we are currently registered for. Each support is delivered in line with the participant's NDIS plan and our service agreement.

Group	Registration group	What we can provide
0107	Assistance with Daily Personal Activities	Personal care, daily routines, mealtime support, overnight support where agreed, day-to-day medication management support, disposal of waste and infectious or hazardous substances
0115	Assistance with Daily Life Tasks in a Group or Shared Living Arrangement	Shared living daily tasks, Short Term Accommodation (STA), Medium Term Accommodation (MTA). Availability on request
0125	Participation in Community, Social and Civic Activities	One-to-one community, social, recreational and civic participation
0116	Innovative Community Participation	Individually designed community participation (quoted)
0136	Group and Centre Based Activities	Small group social, recreational and skills activities in the community or a suitable venue
0117	Development of Daily Living and Life Skills	Life skills, public transport training, social skills, carer and parent training, self-management capacity building
0106	Assistance in Coordinating or Managing Life Stages, Transitions and Supports	Transition planning, decision-making, daily planning and budgeting support (not support coordination)

Group	Registration group	What we can provide
0102	Assistance to Access and Maintain Employment or Higher Education	Employment and study preparation, on-the-job support, school to work or study transition, SLES (quoted)
0108	Assistance with Travel/Transport Arrangements	Transport to work, study, appointments and activities (quoted)
0131	Specialist Disability Accommodation	SDA enquiries and coordination with in-home support providers. Ask about current options

Not currently offered

We do not currently provide complex high intensity supports (for example complex bowel care, enteral feeding, catheter, tracheostomy or ventilator care, complex wound care), specialist behaviour support, therapy, community nursing, household tasks, home modifications, tenancy assistance or support coordination. We will tell you if this changes.

How to refer

1 — Check fit
Check that the participant's plan has funding for the supports needed and that they agree to the referral.

2 — Send the referral
Complete the Aus Ability Connect Referral Form (Word) or the referral form on our website, and email it to ausdisabilitycaresupport@gmail.com. You can also phone 0468 310 158 to discuss the referral first.

3 — We contact you
We contact you and the participant to talk about next steps.

4 — Intake meeting
We meet the participant face to face, with their family, advocate or support person if they wish.

5 — Plan and agreement
We develop a support plan with the participant and provide a written service agreement and schedule of supports.

6 — Supports start
Supports start once the agreement is in place. We keep you informed, with the participant's consent.

Timeframes

Response and start times depend on the supports requested, the participant's location and worker availability. Please contact us on 0468 310 158 to check current availability and timeframes before you refer.

What to include in a referral

Area	Please include
Consent	Confirmation that the participant (or their nominee or guardian) consents to the referral and to us contacting them
Participant	Name, preferred name, date of birth, contact details, suburb, preferred contact method
NDIS plan	NDIS number, plan start and end dates, how the plan is managed, plan manager details, relevant budget lines
Supports requested	Which supports, how often, preferred days and times, preferred start date
Goals	The participant's goals that relate to the support
Communication and culture	Preferred language, interpreter needs, communication aids, cultural considerations
Living situation	Who the participant lives with, and whether they live alone
Safety and risk	Known risks, health needs (for example medication or mealtime plans), and whether a behaviour support plan or any restrictive practice is in place
Other supports	Other providers, informal supports, guardian or nominee details
Documents (with consent)	Relevant pages of the NDIS plan, recent reports or assessments, any current support plans

Privacy

Only send information that is needed for the referral, and only with the participant's consent. We handle personal information under the Privacy Act 1988 and the Australian Privacy Principles. If you are emailing documents, please password-protect them and send the password separately.

Our intake steps

- Initial phone call to understand needs and arrange a meeting time.
- Face-to-face meeting. We explain our services, privacy, consent and information sharing, and the right to have a support person or advocate. Interpreters can be arranged.
- Assessment of needs, goals, preferences and risks (including a documented risk assessment for participants who live alone and receive personal care from one worker).
- Support plan developed with the participant.
- Service agreement and schedule of supports, including prices, cancellation terms and responsibilities.
- Worker matching, including the participant's say in who supports them.
- Regular reviews with the participant, and updates to the support coordinator with consent.

Working together

- We follow the NDIS Code of Conduct and the NDIS Practice Standards.
- We have complaints and incident management systems, and report reportable incidents to the NDIS Commission.
- We tell participants about their right to advocacy and to complain to the NDIS Commission.
- We give at least 24 hours' notice if we need to change a scheduled support.
- We work with other providers to support smooth transitions in and out of our service.

Make a referral

Phone: 0468 310 158

Email: ausdisabilitycaresupport@gmail.com

Website: www.ausabilityconnect.com.au

Address: Seven Hills NSW 2147 (Sydney)

Need an interpreter? Call TIS National on 131 450 and ask them to call us. If you are deaf or have a hearing or speech impairment, you can contact us through the National Relay Service.