



ABN: 701 355 012 81

Registered Charity

NDIS Services



Provider No. 4050015511

Corowa Counselling Centre

57 – 65 Redlands Rd.

COROWA NSW 2646

Telephone: (02) 6033 1738

CONTACT DETAILS

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www.amaranth.org.au

Correspondence: PO Box 353 COROWA NSW 2646



HOW YOU *Live* MATTERS

Amaranth Foundation Limited

As of 1st July, 2018, Amaranth Foundation became registered as a provider of NDIS services.

- Registration number: 4-3LLM-234**
- Certificate of Registration Number: 4050015511**
- Audits in 2018 with DNV-GL for all registration groups.**

Amaranth Foundation, a registered not for profit charity, was established in 2009 by CEO, Julianne Whyte OAM, after a personal experience highlighted the lack of integration of palliative care and support services. Informed by over 40 years of experience as a nurse and social worker, Julianne worked to develop and implement innovative palliative care initiatives and support for individuals, their carers and families.

Amaranth's unique wrap around model of care provides people at all stages of life with access to services to support them through life's challenges. It puts the person at the centre of care, supported by a team of health and allied health professionals, works with the people important in their life which may include family, caregivers, friends and personal health professionals.

Amaranth services the Riverina and Murrumbidgee regions of rural NSW and North-East Victoria.

Amaranth Foundation is a unique organization offering NDIS clients a range of services.

These include:

Support Coordination

Face to face support work for daily activities and social participation

Accredited Mental Health Social Workers

Registered Nurse (Corowa)

Enrolled Nurse (Corowa)

Nutrition advice

Our Support Workers are selected based on their qualifications and lived experiences. They undertake regular training to update and expand their knowledge and skills.

All our services are individualized to meet participants' personal goals, presented individually or as part of a small group.

Amaranth Foundation Registration Groups

0136	Group / Centre Activities
0132	Support Coordination
0128	Therapeutic Supports
0127	Plan Management
0125	Participate in the Community
0123	Assistive Prod-Household Tasks
0117	Development Life Skills
0116	Innovative Community Participation
0114	Community Nursing Care
0106	Assist-Life Stage, Transition
0102	Assist Access/Maintain Employment

Through the NDIS, Amaranth clinical and support care staff can deliver:

- Support coordination
- Plan Management
- Support Services
- Counselling & Therapy

Other services include:

- Personal care to assist with day to day care needed because of a person's disability and development of skills to help a person become more independent.
- Training of carers and informal supports to implement health care plans developed by health professionals.
- Some aids and equipment such as wheelchairs, walkers and bathroom equipment related to a person's disability.
- Therapeutic and behavioural supports.

CORE SERVICES

Assistance with daily life

- Self-care
- Personal Domestic Activities
- House Cleaning & other household tasks
- Access community social and recreational activities

CAPACITY BUILDING SERVICES

Improved Life Choices

- Support Coordination
- Plan Management
- Increased Social and Community Participation

- ◇ Skills Development & training
- ◇ Innovative Community Participation
- ◇ Community Participation Activities

Improved Daily Living

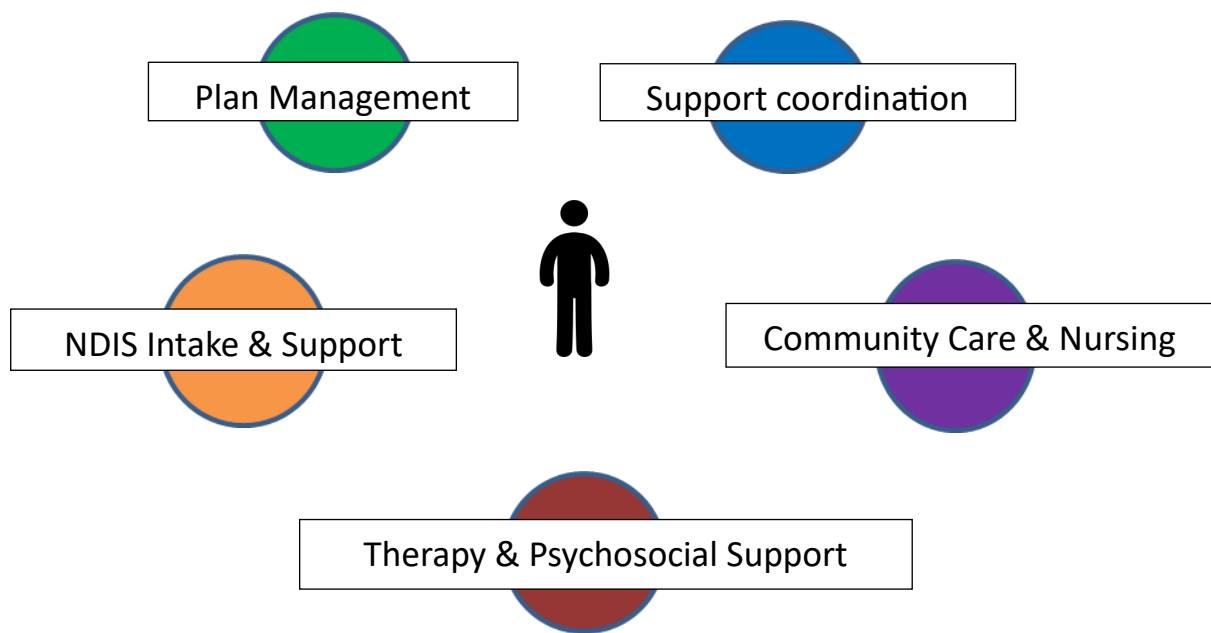
- Therapeutic Supports
 - ◇ Assessment, Recommendation, Therapy
 - ◇ Community Engagement Assistance
 - ◇ Individual Counselling
 - ◇ Group Counselling
 - ◇ Individual assessment and support by a nurse

Amaranth Social Impact Programs

Clients are invited to participate in the following Amaranth Social Impact Programs

- Meditation & Mindfulness
- Reiki
- Yoga
- Amaranth Compassionate Community Fund
- Corowa food Bowl @ The Station
- Monday Luncheon @ Inala Lodge
- Motorbikes for Mindfulness
- Men's Group @ The Station

The Amaranth Circle of Care



Therapy & Psychosocial Support

- * Counselling
- * Therapeutic support
- * Psychosocial Recovery Coach
- * Community referrals
- * Alternative therapies
 - * Meditation
 - * Reiki

Community Care & Nursing

- * Committed and purposeful
- * Support to meet goals YOU identify
- * Matches clients with personal workers
 - * Qualified personal workers
 - Social workers
 - Nurses
 - Community services
 - Disability

NDIS Intake & Support

- * Help to understand NDIS
 - * Professional advice
- * Support to access NDIS
- * Discussion to identify client's personal/individual needs
 - * Advocacy
 - * research

NDIS Plan Management Services

- * Financial Intermediary
- * Friendly, kind and caring
- * Promotes a team approach
- * Ensures prompt payment
- * Personalized service and plans
- * Prioritizes accountability
- * Statements provided on request
- * Schedules regular reviews and feedback

NDIS Support Coordination

- * Friendly, helpful and approachable
 - * Supports regular reviews
- * Adapts to changing needs, wants and accessible support services
 - * Connects client to a broad network of services
 - * Facilitates a deeper engagement with NDIS
 - * Links client to Community activities

The NDIS Code of Conduct

The NDIS Code of Conduct will require workers and providers delivering NDIS supports and services to do the following in providing those supports and services:

1. Act with respect for individual rights to freedom of expression, self determination and decision-making in accordance with applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner with care and skill.
4. Act with integrity, honesty and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

<https://www.ndiscommission.gov.au/providers/ndis-code-conduct>

The Code sets out acceptable, appropriate and ethical conduct for NDIS providers and workers delivering supports or services in the NDIS market.

Compliance with the Code requires NDIS providers to consider how they conduct themselves when delivering supports and services under the NDIS.

(NDIS Quality and Safeguards Commission, pg 6-7

(https://www.ndiscommission.gov.au/sites/default/files/documents/2018-06/code_of_conduct_providers.pdf)

How to make a complaint.

You have the right to complain about the services you receive.

We do our best to provide quality supports and services to you, but issues can occur.

If you have a concern about your current NDIS support or services, it is important to talk about it. Complaints are important—they help us understand what is important to you and how we can improve the quality of the services we provide.

If you feel comfortable, please talk to us first about your concerns. This is the best way to have your issue resolved quickly.

If you feel that your concern could not be resolved you should seek support from family, a friend or an independent advocate in making a complaint.

A complaint can be made to the **NDIS Commission** by:

- ◇ Phoning: **1800 035 544** (this is a free call from landlines)
- ◇ Contacting the National Relay Service if you have a hearing disability or a speech impairment and ask for 1800 035 544 <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>
- ◇ Complete the online **complaint contact form** <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

The NDIS Commission will aim to help you resolve the complaint quickly and simply by resolution, conciliation, investigation and also making the decision to end the process for a variety of reasons. (Ref: <https://www.ndiscommission.gov.au/about/complaints>)

If you are not satisfied with the response, you can contact the

*** Office of the Commonwealth Ombudsman**

<https://www.ombudsman.gov.au/making-a-complaint>

The office is open 9.00am to 5.00pm Monday to Friday.

Complaints: ph 1300 362 072 (mobile phone rates)

Indigenous Line: ph 1800 060 789

◇ **Disability Advocacy NSW**

da.org.au/feedback-complaints/

Phone: 1300 365 085

NDIS Glossary: Key Terms Explained

Organisations	NDIS	National Disability Insurance Scheme (the body that provides the funding)
	NDIA	National Disability Insurance Agency (the body that manages the NDIS)
	NDIS Access	When you are qualifying for the NDIS or NDIS eligibility
Support Plans	Plan	Also known as an NDIS Support Plan or Support Plan , this states your wishes, support and goal strategies. These are used as the base for the allocation of your funding.
	Agency Managed	The NDIA handles payments and administration of your plan. It chooses what supports they believe are most suitable for you. They choose only from a list of <u>Registered</u> Support Providers.
	Plan Managed	This is when the financial and reporting part of your plan is managed by a chosen Plan Manager (eg Amaranth Foundation). Your plan is funded by NDIS, but you choose your supports from both registered and non-registered Support Providers. Guided by the NDIS Price Guide, the Plan Manager will pay the providers for the supports they deliver. They help you manage your funds, pay invoices/ providers, and claim funds back from NDIA. They also provide financial reporting.
	Self Managed	This is when you manage your NDIS funding. No funding is provided for you to manage your plan; you can choose between both registered and non-registered Support Providers and you decide what supports you organize to pursue the goals of your plan. You can pay a price you negotiate for your support and services.
	Plan Review	This is a process in which the NDIA re-assess your support needs, and prepare a new plan. This gives you the opportunity to check if your supports are working for you and they are helping you work towards your goals, or do you need to make some changes.
Support	Goals	Goals describe what you want to achieve, develop or learn across many aspects of your life. Your NDIS Plan is based on these goals, and supports will only be funded if they will help you meet these goals. EG: finding and keeping a job, improving relationships, confidence managing money, improve health and wellbeing, learn something new.

	Reasonable & Necessary	The support or service must be related to your disability; they cannot include day-to-day living costs (eg groceries) not related to your support needs. The supports must help you achieve your goals. 'Reasonable' are things considered fair; 'Necessary' is something your need because of your disability.
	Core Supports	These supports are your main support category. They are in place to help you with everyday activities, and to access and participate within your community. These supports are flexible and are in place to ensure you are able to perform daily living tasks. Eg. Cleaning, yard maintenance, continence products, help to participate in community and social activities.
	Capacity Building Supports	These are services and supports that help you to maintain your independence and build your skills. They are in addition to Core supports. Eg. Plan Management & Support Coordination, training, employment support, exercise & diet, relationship counselling.
	Capital Supports	These supports include specific funding for higher-cost pieces of assistive technology, equipment and home or vehicle modifications.
	Formal Supports	These are supports that are paid for, and a formal agreement or contract has been signed. Eg therapy, physical assistance, assistive technology. They are approved for funding in your NDIS Plan
	Informal Supports	These are forms of helpfulness and assistance provided by your family and/or friends, for which there is no payment, agreement or contract.
	Safeguards	A national framework outlining quality standards and safeguards to ensure that everyone working with NDIS have consistent standards and safeguards across Australia.
Supporter Types	Nominee	A parent, guardian, other family member or friend that you nominate to help you with unpaid organisation and management of your supports.
	Planner	This person is also called the Support Planner or Pre-planner . As you enter the NDIS this person is engaged to help you. You discuss your needs, goals and wishes with them and, together, develop a plan that specifies how your supports will be funded. According to how necessary and reasonable they are, the NDIS makes decisions based on these.
	Local Area Coordinator (LAC)	This person will help you to link with and work through the NDIS process. They gather information for the development of your plan, and help you link in with the community to access support and services.
	Early Childhood Partner	These people (appointed by the NDIA) help families/ carers of children aged 0 – 6 years with disabilities or developmental delays. They help them understand how NDIS could support them, and offer advice on supports and providers most suited to their needs.

Supporter Types	Support Coordinator	This person is engaged to assist and provide you with practical support to implement your plan, to find and work with the right supports and to make new connections. They ensure the services are working well, are within your budget, and also help you prepare for your plan review.
	Provider	Also known as a Support Provider or Service Provider . This is a person, business or organisation who delivers services funded through your Support Plan. Those registered with the NDIS meet strict government quality and safety requirements. If you self-manage or have a Plan Manager to manage your plan, you can use both NDIS registered providers and non-registered providers.
	Support Worker	This person is engaged to work with you one-on-one to support you in achieving your goals. They help you get involved in activities to build skills, independence and connections. They provide both physical and emotional support.
	Advocacy Program	The NDAP (National Disability Advocacy Program) provides independent advocacy support and acts solely in your interests if you face complex, specialised challenges, or you cannot advocate for yourself, or you do not have family/friends/peers to support you. Their support is not funded by NDIS. Support may include resolving government support services, through tribunals for guardianship, accessing housing and other state systems, resolving complex complaint issues
Legal	NDIS Price Guide	The NDIA set price limits for many supports that providers deliver. There are rules around when and how a provider can claim for supports and services from your NDIS funds. This helps you get reasonable value for money from your plan funds. The NDIA does not set the price providers can charge, but they cannot charge you more than the price limit.
	NDIS Act 2013	This legislation establishes the National Disability Insurance Scheme (NDIS) and the National disability Insurance Agency (NDIA)

Wholistic Care

Amaranth's model of care is wholistic and integrative "wrap around" care.

It recognizes that not just one person or one profession can offer all the supportive needs of an individual, their family and their caregivers.

Working as part of a team of health care specialists and complementary clinicians, our goal is to provide the best possible outcomes for our clients, their families and caregivers.

Amaranth Foundation NDIS CONTACTS

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Julianne.whyte@amaranth.org.au

My contact details:

Name: _____

Mobile / Landline Phone Number : _____

Email contact details: _____

Address: _____

***If you would like further information, or would like to discuss your options,
please remove this page and forward it to Amaranth Foundation.***

We will get back to you ASAP.