

Blue Atlas

Support Coordination



Participant Booklet

This booklet sets out how Blue Atlas Support Coordination will deliver its support coordination services to you.



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Welcome

Welcome to Blue Atlas Support Coordination. We are an external business to the NDIS but we provide services to NDIS participants that have Support Coordination funding in their NDIS plan.

Interpreting and Translation

Where required, interpreters and translators will be made available to support your interactions with us. Please let us know if this is required.

Our Service

We will support you to:

- Be in control of your supports.
- Be more informed about all available options.
- Maximise supports.
- Feel more connected to your community.
- Receive assistance with making decisions about the future.
- Find support in the local community.
- Increase confidence, choice, and control over many aspects of your life.

It is important to understand that Blue Atlas does not create supports. We will aim to find supports that you want. If the exact supports requested are unavailable, we will ask you on which of the supports available you will choose. Often compromises are required. If at any time you feel Blue Atlas Support Coordination is not meeting your expectations, please let us know. We will attempt to adjust our service, if reasonable. Complaints are not taken personally and a decision to change support coordination providers will be met with understanding and support for the transition.

We will assist you to navigate the NDIS system by providing information, advice, and support when decisions need to be made.

We will ensure you are supported to understand your National Disability Insurance Scheme (NDIS) plan and attempt to connect you with people and supports that will enable you to live life as you have chosen and reach your potential.

About Blue Atlas Support Coordination

Our Mission

We aim to help our clients achieve their goals by connecting them with supports of their choice.

Our Vision

A community that allows all to grow, learn, and achieve – regardless of pace – using supports that help reduce barriers.

Our Objectives

Blue Atlas Support Coordination aims to help you utilise your supports to give you the chance at achieving your goals. We want to help you understand the NDIS system and your plan, so that you can make choices that will help you live the life you aim to live. Our skills are engaged to connect you to supports and providers, whether they be NDIS providers or other services available.

We hope that we can organise introductions to support services and teach you what to expect from the providers. As support coordinators we are expected to connect you with a variety of support services that will help you to improve your relationships, manage your support service delivery, live more independently, and greater community participation.

Blue Atlas Support Coordination can help you with a variety of goals or we can focus on a key goal, depending on your funding and services that are available. We cannot always do what is expected but we will communicate clearly with you about realistic expectations. The NDIS system is complex and somethings can take a great deal of time to organise or get approved. We will push to get what you need done in the best time possible. If there are delays, we will stay in contact with you and discuss courses of action available to you with your current funding circumstances.

Expectations

It is expected that we treat you with respect and we expect that respect in return. The working relationship between you and Blue Atlas is one of respect, cooperation, communication, and honesty. For you to get the best results from our service you will need to ensure that we can both work together to find the best possible support services. This will include clear communication of you goals and wants. We will attempt to meet those wants and needs within your NDIS plans limitations. We will give advice regarding potential supports that can help inform your choices.

Your choices are yours to make, regardless of our advice. You have the right to make the choices you decide to make. We will advise you of the possible consequences of decisions and choices. You can then make your choices with knowledge of the probable outcomes.

Involving Family, Carers and Advocates in Decision Making

You have the choice about whether your family, carers and advocates are involved in the decision-making process and in the exercising of your rights. Your choice in this regard will always be respected.



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To ensure the open and transparent flow of communication about your services, we will always endeavour to keep your family, carers and advocates up to date about your progress at Blue Atlas. If you would rather, we do not share any information about your program with your family, please let us know and this preference will be respected.

Blue Atlas fully supports your right to have an independent advocate support you in your interactions with us. If you would like help finding an independent advocate, speak to one of our staff or find information below.

Advocacy Organisations

PWDA – People with Disability Australia:

Phone: 1800 422 016. **Email:** pwd@pwd.org.au

Mental Health Advocacy Service:

The Mental Health Advocacy Service (MHAS) is a state-wide specialist service of Legal Aid NSW. We provide free legal information, advice and assistance about mental health law.

You can telephone for an appointment to come and speak to a lawyer at our Burwood office.

Phone: 02 9745 4277

Intellectual Disability Rights Service:

The Intellectual Disability Rights Service provides services from four locations in NSW. The head office is base in Redfern. The regional offices provide support for people with intellectual disability at police stations, courts and other locations for criminal matters. These are services of the Criminal Justice Support Network.

Phone: 1800 666 611 **Email:** info@idrs.org.au **Website:** www.idrs.org.au

Multicultural Disability Advocacy Association:

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak body for all people in NSW with disability and their families and carers, with a particular focus on those from a culturally and linguistically diverse (CALD)/ Non-English Speaking (NES) background with disability.

Phone: 1800629072 **Email:** ses@mdaa.org.au **Postal:** PO Box 144 Hurstville NSW 1481

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

Privacy and Record Keeping

When you begin services with Blue Atlas, we will discuss with you our service agreement which is also our consent form.

You have the right to have your privacy respected by Blue Atlas, in terms of the information we retain about you, and the information we share with your family, support workers and advocates.

We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation and this private information will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. For example, Mandatory Reporting of any child protection concerns.

Blue Atlas will only collect information necessary for safe and effective service delivery. This may include but not limited to program offers, medical information, contact details, support needs, progress notes and other important information, e.g companion card details. These files are an integral part of daily operations and service delivery by Blue Atlas.

We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it.

Recorded material in audio and or visual format may be required for proof of consent and or to support services. You will be informed prior to recording of what is being captured the reasons for it and who it is for. We will only take photos or videos of you with your full and voluntary consent.

Types of consent used by Blue Atlas:

- Written—For all service agreements
- Verbal—Can be used where it is not practicable to obtain written consent
- Recorded response – often Blue Atlas may require you to respond to an email or SMS message to ensure there are no miss understandings about the decisions we have discussed.

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We will keep clear records about the services delivered to you and you may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

Feedback and Complaints

You have the right to provide feedback about the services you receive from Blue Atlas, and to make a complaint at any time. We will listen to your feedback and work to resolve any issues or problems as quickly as we can.

What Happens Once You Raise A Complaint?

When you raise a complaint to Blue Atlas, we will explain:

- What will happen while the complaint is being dealt with.
- What supports are available to you while the complaint is being dealt with.
- Who will deal with the complaint.
- What will happen next, such as when you are likely to be contacted.

You Should Not:

- Be made to feel that you cannot make a complaint.
- Feel that making a complaint will have any effect on the services you are receiving from Blue Atlas.
- Feel that you cannot request assistance while making the complaint.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve.

Blue Atlas is committed to resolving complaints in the timeliest manner possible. Once the complaint is resolved, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

How to Provide Feedback or Make a Complaint

If you wish to give feedback or make a complaint, please contact us at any time via:

Email: enquiries@blueatlas.com.au

or



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Web: www.blueatlas.com.au/feedback.html

What If You Are Not Happy with The Outcome of The Complaint?

If you are not satisfied that your comment or complaint has been appropriately managed, please feel free to contact Blue Atlas Operation Manager at any time on:

Mobile: 0476 968 413

Email: brad@blueatlas.com.au

You Can Also Contact the NDIS, Ombudsman and **Other Services**

If you are not satisfied with Blue Atlas's treatment of your complaint, or your complaint is with the operations manager of Blue Atlas and you do not wish to talk to them, you can access the following supports:

National Disability Insurance Agency Quality and Safeguards Commission

A complaint can be made to the Commission by:

Phone: 1800 035 544 (free call from landlines) or

Web: www.ndiscommission.gov.au/about/complaints-feedback/complaints

TTY 133 677 Interpreters can be arranged.

Further information is also available at www.ndis.gov.au

The Commission can take complaints about services or supports that were not provided in a safe and respectful way, or that were not delivered to an appropriate standard.

NSW Ombudsman

You can contact the NSW Ombudsman at:

Phone: (02) 9286 1000 (Sydney metro) or 1800 451 524 (rural/ regional callers only)

Web: www.ombo.nsw.gov.au

Administrative Decisions Tribunal

The Administrative Decisions Tribunal can review such decisions in certain circumstances.

Further information can be found at:

Phone: 1800 060 410

Web: www.lawlink.nsw.gov.au/adt

Anti-Discrimination Board (ADB)

The ADB investigates and conciliates such complaints.

Further information can be found at:

Phone: (02) 9268 5555 or 1800 670 812 (rural/regional callers only)

Web: www.lawlink.nsw.gov.au/ADB

Incident Reporting

Blue Atlas take all significant incidents very seriously and can assure you that we will report all incidents to the relevant authorities as a matter of the highest priority. Blue Atlas will review the findings with you and discuss what actions are being undertaken to eliminate or mitigate this from happening in the future.

Blue Atlas will provide you a copy of the completed Incident report findings and SMART actions for your records.

If you have any questions or require additional information, please call our office, and ask to speak with the **Operations Manager** at any time.

Mobile: 0476 968 413

Email: brad@blueatlas.com.au

Getting Started with Blue Atlas

What should you do now?

The first thing you need to do is contact the Blue Atlas Team and let them know you are ready to get started. The team will arrange an appointment at a time and place of your choosing to review your supports and complete a service agreement to allow us to assist and support you with your NDIS journey.

BLUE ATLAS Service Agreement

Our Service Agreement document describes how we will work together to deliver services. It includes our terms and conditions, as well as information about cancellation of supports, funding arrangements etc. It is important that you read your Service Agreement and sign. Blue Atlas will answer all your questions and if you need more time to consider your options or seek advice, we will fully support your request.

Schedule of Supports

The Schedule of Supports is incorporated into the service agreement which explains what services we will be delivering to you and what NDIS line number we will be using.

Individual Support Provision

This document allows us to capture what supports you wish us to identify and implement for you. It also captures risks, strengths, potential limiters, and preferred providers. This



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document gives Blue Atlas clear direction on what you wish to spend your NDIS funding on, in achieving your NDIS goals.

Fees & Charges

We will discuss fees with you before providing services and include all fees in the Service Agreement. The Service Agreement contains detailed information about the services we will provide you and how fees are paid. This must be agreed to by you before services can commence.

Blue Atlas will provide you with regular invoices and statements to assist you to manage payment for our services.

Leaving Blue Atlas's Services

All participants have the right to exit Blue Atlas services at any time and a decision to do so will not prejudice future access to the service. You must give us 14 days' notice in writing if you wish to leave our services before the end date in your Service Agreement.

All participants exiting the service will be offered an Exit Interview where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes.

If you wish to end your service provision, please speak to a staff member.

Service Agreement Changes

If any material amendments to the Service Agreement are required, Blue Atlas shall notify you in writing of the changes and these shall be considered accepted by you, unless you otherwise notify us in writing, within 7 calendar days of receiving them.

Unavoidable / Unplanned Interruption to Service Delivery

If there are any unavoidable and unplanned interruptions to the delivery of your services, Blue Atlas shall notify you immediately and present a workable solution for your consideration. We will work with you to find the best way forward that does not impact of your services. Examples of an unplanned interruption could be workers becoming ill or family emergencies, vehicle breakdowns, natural disasters and or extreme weather conditions.



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Service Termination

Blue Atlas understands that living with a disability can be challenging. We are here to assist you and will attempt a resolution to any problems that may come up as a priority and only end services if it is identified that it cannot be managed or reconciled.

Blue Atlas may terminate a participant's services if a participant is:

- Abusing or assaulting an employee, provider, other participant, or damage to Blue Atlas property.
- Possessing, trafficking, or supplying illicit drugs.
- Continually breaching the terms and conditions of the Blue Atlas Service Agreement.
- They are unwilling over a period to work towards agreed goals.
- Financial requirements are not being met.
- Acting in a way that is intended to harm Blue Atlas reputation outside of regular complaints channels.

Any person whose services are terminated have the right to appeal. Appeals should be directed in writing to Blue Atlas Operations Manager.

Main Contact and Office Hours

Contact Us

Blue Atlas

Phone: 0476 968 413

Email: enquiries@blueatlas.com.au

Office Hours

Mon -Thu 9am to 5pm

Fri 9am to 3pm

Weekend Closed

Public Holidays Closed