

The Ella Centre and NDIS Services Guide

Since its founding in 1974, The Ella Centre has expanded to become a major provider of services to people with a disability, and their carers. The Ella provides a wide range of supports to adults aged 18 years and over.

If you are looking for **outstanding, person-centred and inclusive support** services in **Sydney's Inner West**, we're just around the corner and our experienced staff are available to support individuals and their families through NDIS plan development and implementation.

Terms

NDIS- National Disability Insurance Scheme

NDIA – National Disability Insurance Agency. The agency that administers the NDIS. The terms NDIS and NDIA are often used interchangeably.

Service Category – a defined area of support.

Service Booking – the term the NDIA uses to define the support an organisation provides to a person. It can be one episode of support or an ongoing, but time limited, number of episodes of support.

Participant – a person with a disability. The term the NDIA uses for a person with a disability in the NDIS. Former terms include client, consumer, service users.

Service Agreement – an agreement between a participant and a service provider which outlines the support the service provider will provide. It needs to include the support identified in the participants plan.

Please contact us to find out more

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The Ella Services for people with Disability

National Disability Insurance Scheme Outcomes Framework:

Purpose

To measure overall NDIS plan performance and goal attainment for individual participants

The framework consists of **8 Outcome Domains** which may need to be delivered as part of a person's plan

1. Daily Living
2. Home
3. Health and Well Being
4. Lifelong Learning
5. Work
6. Social and Community Participation
7. Relationships
8. Choice and Control

The Ella Centre Services

The Ella Centre provides supports and services that contribute to the achievement of participants' individual goals and outcomes within the context of **all 8 domains**. Not all domains will be included in every person's individual plan. Included domains are those relevant to the individual's **needs**. Our experienced staff will be available to explain the contents of your NDIS plan and how these domains relate to the support you will receive. How these supports can be delivered will be negotiated with you and a Service Agreement organised outlining how, when and where the supports will be delivered.

The Ella Centre and the NDIS

The services that we currently provide will still be available under the NDIS, however, they may be called something different and have some variations according to a participant's NDIS plan..

How are NDIS Participant budgets allocated by Support Purpose?

Budgets for supports in your NDIS participant plan are categorised by **Support Purpose** for Core, Capital and Capacity Building services.

CORE SUPPORTS: Participant budgets are flexible across Assistance with daily living, Transport, Consumables, and Assistance with Social and Community Participation. You may choose how to spend your core support funding, but cannot reallocate core support funding to other support purposes (e.g. capital or capacity building supports).

The Ella provides comprehensive services within the Core Supports category.

CAPITAL SUPPORTS: Participant budgets are usually restricted to specific items identified in the participant's plan.

These include Assistive Technology and Home Modifications, as well as Specialist Disability Accommodation. Most items are 'quotable', which means that providers must negotiate a price in a Service Agreement with a participant. Supports can include assessment, delivery, set-up, adjustment and maintenance costs.

The Ella Centre does not currently provide capital supports; however, we are able to assist you with these negotiations as part of our commitment to coordinating your supports.

CAPACITY BUILDING: Participant budgets are allocated for each support category and must be used to achieve goals in the participant's plan.

These supports include: - Coordination of Supports, Improved Living Arrangements, Increased Social & Community Participation, Finding & Keeping a Job, Improved Relationships, Improved Health & Wellbeing, Improved Learning, Improved Life Choices and Improved Daily Living Skills.

The Ella Centre offers services for Coordination of Supports, Increased Social and Community Participation and Improved Daily Living Skills. As part of our roll in coordinating your supports, we are also able to assist you to manage other supports in this category.

The Ella and NDIS Core Supports

Purpose

Daily Living and Social and Community Participation

These supports include: Assistance with Daily Life, Transport, Consumables and Assistance with Social and Community Participation.

The Ella assists you with your daily personal activities including helping with and/or supervising your daily life personal tasks to enable the you to live as autonomously as possible.

We provide these supports individually in a range of environments, including but not limited to, your own home.

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For example: - assistance with household tasks includes supports to enable you to maintain your home environment. Essential household tasks that the you are is not able to complete.

The Ella's door-to door travel and transportation for those with transport costs included in their plan, makes it easy for you to access the community for educational, recreational and vocational purposes. Under the NDIS, you will receive funds to pay for the services you choose. Funding for transport assistance is generally limited to those who cannot use public transport due to their disability and considers any relevant taxi subsidy schemes.

When The Ella incurs costs, in addition to the cost of a worker's time, when accompanying and/or transporting participants in the community, we may negotiate with you for a reasonable contribution to cover these costs. Your plan may include funding for transport supports which can be used to meet these contributions.

The Consumables support category assists you with purchasing everyday use items including interpreting, translation services, continence and Home Enteral Nutrition (HEN) products.

Assistance with Social and Community Participation covers supports that enable you to engage in community/social or recreational activities.

These may be provided at one of our Centres or as a social outing and we provide support for **standard or complex/higher intensity levels**.

Establishment Fee

When you access at least 20 hours of personal care/community access support per month an Establishment Fee may be applied. This payment covers non-ongoing costs for providers establishing arrangements and assisting participants in implementing their plan.

When The Ella makes an agreement to supply these services the charges are: -

- \$500 for new participants to the NDIS or to The Ella
- \$250 for existing services users who are commencing as an NDIS participant.

NDIS Capital Supports

Purpose

Daily Living and Home

These supports include Assistive Technology and Home. The Ella does not currently directly provide Assistive Technology such as wheelchairs, amplified, visual alert or vibrating alarms and doorbells, programmable memory aids, beds and pressure care mattresses etc.

We may, however, be able to assist you with obtaining these items as part of our **core support** services if they are included in your plan.

NDIS Capacity Building Supports

Purpose

Choice and Control, Home, Social and Community Participation, Work, Relationships, Health and Wellbeing, Lifelong Learning, Choice and Control and Daily Living.

This category includes: Coordination of Supports, Improved Living Arrangements, Increased Social and Community Participation, Finding and Keeping a Job, Improved Relationships, Improved Health and Wellbeing, Improved Learning, Improved Life Choices and Improved Daily Living Skills

The Ella contributes to Coordination of Supports by assisting and strengthening your abilities to connect to and coordinate informal, mainstream and funded supports in a complex service delivery environment. This includes **resolving points of crisis**, developing capacity and **resilience in your network** and **coordinating supports** from a range of sources for you.

The Ella increases your Social and Community Participation through **skills based learning supports** that develop **your independence** in accessing the community. Our services meet all applicable industry operating standards.

Fees

The Ella may charge fees for tuition, art classes, music, mentoring, peer support and other activities that have capacity building components to cover any costs that are not included in a participants NDIS plan.

Service Bookings and Cancellations

The NDIS participant portal, MyPlace <https://auth.my.gov.au/las/login?execution=e1s1> provides for Service Bookings to be created between you (the participant and your provider.

This ensures that both parties are aware of the requirements for service, the length of time the service is required for, and that the you will be able to pay for the service. Service agreements between participants and providers also include details of rescheduling the appointments, notice periods for cancellations and changes to agreed appointments. In unforeseen circumstances and if participant agrees that they did not comply with the agreed cancellation requirements, a fee may be charged against a participant's plan. This can occur up to 8 times per year for personal care and community access supports. The Ella would notify the NDIA if the participant is at risk of not receiving the budgeted supports as a plan review might be indicated.