

Specialised Services

Aside from traditional disability support and recreation services that assist individuals and families to live the life that they choose, there are a number of additional services offered by Interchange Outer East that can mean a smoother NDIS transition and better outcomes.

Overview

Interchange Outer East (IOE) offers a range of complementary services under the NDIS that assist families and individuals to get the most out of their plan and to get better outcomes.

Financial management, support coordination, behaviour support and training and development have always been offered to families prior to the rollout of the NDIS and will continue as part of IOE's full range of services and supports. However, under the NDIS framework, it is important that participants remember to ask for these services in their plan. In many cases, these services are offered in addition to the traditional supports outlined in a person's plan and will not compromise the level of supports available.

IOE specialised services are available to all participants and are not restricted to those already registered with the agency.

“There are a number of essential services available to families and individuals through their NDIS plan that they may not be aware of. The main thing to remember is - if you want it in your plan, you have to ask!”

- Fred Brumhead, CEO



Specialised Services



Services and support to help you get the most out of your NDIS plan.

A range of complementary services to assist you in navigating the sector, managing your NDIS plan and coordinating your supports.

Interchange Outer East

5-7 Yose Street, Ferntree Gully Victoria 3156
(03) 9758 5522 | ioe@ioe.org.au | www.ioe.org.au

Your local NDIS registered service provider



Specialised Services

Plan Management - Plan management refers to the financial management of your NDIS plan. Experienced and knowledgeable staff will ensure the efficient and effective management of your plan including:

- Making payments to providers
- Expense claims processing
- Developing monthly statements for participants
- Claiming for payment from NDIA

Plan management is an add-on to your plan. It does not replace any supports you are entitled to but is funded in addition to these supports. It is important to remember that to have plan management included in your plan, you must specify this at your planning meeting with your NDIS planner.

How can I manage my plan?

BENEFITS	NDIA MANAGED	SELF MANAGED	PLAN MANAGEMENT
No cost to your plan	✓	✓	✓
Access to registered providers	✓	✓	✓
Access to unregistered providers	NO	✓	✓
Help to manage service agreements	NO	NO	✓
All invoices paid on your behalf	NO	NO	✓
Management of NDIA portal	✓	NO	✓
Budget information provided	NO	NO	✓

Service Coordination - Service Coordination replaces the old case management model and assists you to implement your NDIS plan. IOE can provide full assistance to ensure that you receive the best available services and supports to assist you to reach your goals.

Service coordination can include:

- Initial assistance with linking participants with the right providers to meet their needs
- Assistance to source providers
- Managing agency service agreements
- Coordination of a range of supports, both funded and mainstream
- Cost supports and budgets
- Resolving points of crisis
- Developing participant resilience in their own network and community
- Assistance with plan reviews

Service coordination is an add on to your NDIS plan and is funded in addition to the supports included in your plan.

Behaviour Support - Specialist IOE staff can work with you and other relevant services, support people and medical practitioners to create and implement a suitable individualised behaviour support plan that reflects the needs of the individual. The behaviour support plan will ensure that the person you care for is supported based on a positive behaviour framework, enhancing their capability to participate in the activities that they enjoy.

If the person you care for needs a program devised by a registered psychologist to address behaviours of concern that prevent them from doing activities they would like, you should seek support through the NDIS. Ensure behaviour support is covered in the plan and includes assessment, plan development, staff training and review. Behaviour support is funded under *capacity building* in your NDIS plan.

If the person you care for is required to have a behavioural support plan for any form of restrictive medication or restraint, you should also seek funding through the NDIS. A plan typically takes 10 hours to complete.

Communication Development - IOE can develop individualised and group-based programs that focus on building communication skills using different forms of augmentative and alternative communication (AAC). Small groups or individuals can be supported to access their local community while developing independence and confidence in all aspects of communication and AAC.

Training and Development - IOE regularly offers training, networking and personal development opportunities and workshops for families in health and wellbeing, disability sector information and other areas of interest.

Opportunities for personal development aim to give carers and family members the necessary tools, confidence and knowledge to support their child while enhancing wellbeing and social connection. These opportunities are available through parent and carer support groups, family camps and other family support services.

Contact

For more information contact Interchange Outer East on 9758 5522 or email ioe@ioe.org.au

Further information and online application forms are also available on the IOE website - www.ioe.org.au