



**Support  
Foundation**  
Quality Support by your reach

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# Newsletter

## Dec 2023

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Improving  
quality of  
supports for  
participants  
& providers

## NDIS STORY HEADLINE

NDIS Workforce Capability Framework to improve quality of supports.

The NDIS Quality and Safeguards Commission has released a full set of resources to support the NDIS Workforce Capability Framework (the Framework) and help improve service quality for participants, support providers and workers.

The Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS and establishes a shared language of 'what good looks like' for participants.

Tools, guides and resources have been created with sector consultation to support participants, providers and workers to increase the capability and quality of NDIS supports. This includes tools for hiring workers, supervising, providing feedback, workforce planning and management, career planning and training opportunities. People with disability need access to quality services from providers and workers in the disability sector, which has driven this project to lead consistency in practice and the delivery of quality services across Australia.

## SUPPORT FOUNDATION STORY HEADLINE

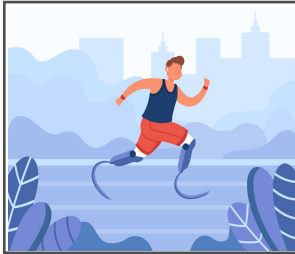
Corporate Social Responsibility: Our responsibility towards you

The term Corporate Social Responsibility (CSR) refers to practices and policies undertaken by corporations that are intended to have a positive influence on the society and the world. Support Foundation believes that as an organization supporting most vulnerable people in the society under the guidelines of National Disability Insurance Agency (NDIA), we can do more to support people with disabilities, their family members/carers and other members of community supporting the most vulnerable. Hence, our team has decided to share a portion of our profit to engage in Corporate Social Responsibility (CSR) in several ways:

1. Supporting the vulnerable
2. Supporting the supporters
3. Supporting the community

For more detail, visit our website or contact our office.

## WE REPRESENT



**Quick**


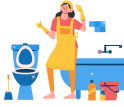


















**Quality**



**Quantity**

## OUR SERVICES

Domestic Assistance 	House Cleaning 
 Handyman	Personal Care / Nursing Care 
Gardening 	Social and Community Participation 
 Group Activity	Respite Care / STA 
Medium Term Accommodation 	Supported Independent Living 
 Innovative Community Participation	Allied Health Support 
Support Coordination 	Companionship 
 Specialist Support Coordination	Plan Management 
Day Outings / Excursions 	Medical Appointments 

# IMPORTANT INFORMATION

- You can contact NDIS on 1800 800 110 or email to [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au) anytime to find more about your NDIS plan
- **CONFLICT OF INTEREST / CHOICE AND CONTROL:**
  - We at Support Foundation may provide more than one support to NDIS participants under the same plan. There might exist a conflict of interest. We promote choice and control among our clients with conflict of interest and continuation of support. You can visit our website or contact us on 02 8386 1433 or visit NDIS website to get more options about the support and service providers you can choose to deliver similar services you are receiving from us. Some of the providers who deliver similar services you are receiving from Support Foundation are ***Care Mode, Mymobileplanmanager, Adaptive choice, Rulan Psychologist, Anala, Concentricrehab, LYFIT*** and many more. You can choose any of these provider to deliver the support you are receiving from SF.
- If you want to cancel or change the services you are receiving from us, you can call us and cancel the services in writing at any time. Services can be cancelled with less than 24 hours' notice.
- You can find copy of your service agreement by contacting us on 02 8386 1433 or alternatively find all relevant information in our participant welcome pack by logging in: <https://www.supportfoundation.com.au/participantwelcome/> (Password: sf1234)
- It is your obligation to keep a signed service agreement from all external service providers and if you need any assistance or information, do not hesitate to contact your LAC, support coordinator or us.
- As a plan manager for your NDIS plan, once you approve a provider, we might claim the invoices generated by them regularly and pay them without further notifying you. If you want to withdraw consent for any provider, please contact us immediately.
- If you have approved a provider in the past and are not satisfied with the invoices they are generating currently, you can contact us to hold the invoices and request to review those invoices.
- If you need assistance from a disability advocate, you can refer to our service agreement/website or [ndis.gov.au](http://ndis.gov.au) or [dss.gov.au](http://dss.gov.au)
- **Corporate Social Responsibility (CSR):**

SF team believes that all persons in our society are entitled to their basic human needs, most importantly healthcare, healthy food, clean & safe accommodation, and proper clothing. Support Foundation is committed on doing everything within its capacity to support the most vulnerable people (our clients) in society to access those basic human rights through our CSR commitments. Contact us if you are suffering to access your basic human needs and we might fund them from our CSR funds.
- **FEEDBACK AND COMPLAINTS:**
  - We believe our staff are the best people to assist you. If you have any feedback about our support or any other aspect of service delivery, we encourage you to contact us.
  - You can provide complaint or feedback by sending an email to [manager@supportfoundation.com.au](mailto:manager@supportfoundation.com.au) or call us on 02 8386 1433 or provide your feedback or complaints by going to <https://www.supportfoundation.com.au/feedback-complain/>
  - You can contact NDIS commission on 1800 035 544 or email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) Alternatively, you can find advocate for you at [www.dss.gov.au](http://www.dss.gov.au) or email [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au).