



Professional Care Services

Supporting you today for a better tomorrow



Service Information

February 2023



National Disability Insurance Scheme (NDIS)

The NDIS provides people with disabilities individualised support to help achieve their goals and improve their quality of life.

Participants create an individualised NDIS plan in which they choose who they work with, identify the outcomes they wish to achieve, and the supports they will utilise.

Professional Care Services (PCS) delivers support to participants through NDIS and works hard to help individuals with disabilities achieve goals.

Service Agreements

A service agreement is a formal agreement which ensures there is a shared understanding between the participant and PCS on:

- The expectations of the support that will be provided and the methods that will be used to deliver support
- The responsibilities and obligations both PCS and the participant hold and how to resolve any problems that may arise.

Service Agreement Amendments are required to enact changes upon a Service Agreement. Service Agreement Amendments detail changes and are signed and dated by the Parties. They are to come into effect on the agreed upon date.

Service Bookings

The purpose of Service Bookings are to set aside funding for PCS so that support or services may be provided. Service bookings set out specific supports which shall be provided as well as the length of time the agreement is applicable. Service bookings are not the same as service agreements.

How pricing works

The NDIA sets the prices PCS charges for supports in order to confirm that value for money is being provided to participants. Prices may change due to market changes. Changes in costs will primarily be identified through an Annual Price Review which the NDIA will undertake in the lead-up to the incoming financial year. New prices will be outlined by the NDIA effective by July 1st in an updated price guide.

NDIS Pricing Arrangements 2022-2023

The NDIS is subject to regulation by the National Disability Insurance Agency and the NDIS Quality and Safeguards Commission. The price limits for the provision of supports for participants is covered under the NDIS and is set by the NDIA in the NDIS Pricing Arrangements and Price Limits.



NDIS Code of Conduct:

Applying to registered and unregistered NDIS providers/employees, and all persons employed or otherwise engaged by an NDIS provider. A person covered by the code must:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

NDIS Practice Standards:

The NDIS Practice Standards specify the quality standards to be met by registered NDIS providers to provide supports and services to NDIS participants. Together with the NDIS Code of Conduct, the NDIS Practice Standards build NDIS participants' awareness of what quality service provision they should expect from Professional Care Services as a registered NDIS provider.

Emergency and Disaster Management:

PCS utilises effective planning processes in order to prevent, manage, prepare for, and respond to emergencies and disaster situations whilst alleviating risks and ensuring continuing support that is critical to the health, safety, and wellbeing of NDIS participants. Measures include:

- a) Making changes and adapting rapidly to participant supports.
- b) Preparing and responding to the emergency or disaster situation.
- c) Communicating changes to participants support needs to employees, participants, and support networks.

Complaints:

Complaints can be registered with the NDIS Quality and Safeguards Commission concerning providers or workers who breach the NDIS Code of Conduct. For more information or to report a breach:

- Visit [Making a complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](https://www.ndiscommission.gov.au/making-a-complaint)
- Call 1800 035 544
- Email feedback@ndiscommission.gov.au

PCS utilises feedback as a source for information on how to improve services.

Assistance at home and Community



National Disability Insurance Scheme (NDIS)

The NDIS provides funding and support to Australians with disabilities, their family, and carers/support networks.

National Disability Insurance Agency (NDIA)

The agency that implements NDIS through undertaking planning and approving funding.

National Quality and Safeguards commission

An independent agency established to improve the quality and safety of NDIS supports and services.

NDIS Pricing

To ensure that participants are receiving the correct value for money in the supports that they are receiving, the NDIA imposes price control.

At Professional Care Services we understand that leisure and recreational activities are an important aspect within quality of life. Community access is important for people with disabilities as it allows them to participate in recreation tasks, social opportunities, and allows individuals to build their skills and capabilities. PCS works with individuals to try new experiences and have fun in order to achieve goals.

Community access is an underrated aspect of life that builds on individuals' self-esteem, self-value, and sense of belonging. PCS provides support and opportunity for individuals who need it so that they can experience the physical, mental, and social benefits of community access.



Standard Needs

Unit of Measurement

Price

Self-Care/Access Community Weekday

Hour

\$62.17

Self-Care/Access Community Saturday

Hour

\$87.51

Self-Care/Access Community Sunday

Hour

\$112.86

Self-Care Public/Access Community Holiday

Hour

\$138.20

Self-Care/Access Community Weekday Evening

Hour

\$68.50

Short-term Accommodation



24-hour services where participants are provided with assistance in daily personal activities, food, accommodation, and activities.



1 staff- 1 participant	Unit of Measurement	Price
Weekday	24 Hours	\$1 928.20
Saturday	24 Hours	\$2 465.80
Sunday	24 Hours	\$3 124.12
Public Holiday	24 Hours	\$3 782.44

1 staff- 2 participants	Unit of Measurement	Price
Weekday	24 Hours	\$1 060.48
Saturday	24 Hours	\$1 329.28
Sunday	24 Hours	\$1 658.44
Public Holiday	24 Hours	\$1 987.60

1 staff- 3 participants	Unit of Measurement	Price
Weekday	24 Hours	\$771.24
Saturday	24 Hours	\$950.44
Sunday	24 Hours	\$1 169.88
Public Holiday	24 Hours	\$1 389.32

Cancellations



The price guide denoted by NDIS describe the cancellation rules that are applicable to all service providers.

PCS is understanding of and respects the rights of participants to cancel from time to time. PCS understands that life situations and circumstances can be unpredictable. PCS is required and legally bound to pay its employees if reasonable prior notice is not provided.

Where cancellations occur, PCS admin will try and reassign the staff member to ensure that the participant is not charged.



When PCS receives a short-notice cancellation we are able to recover 100% of the fee associated with the activity.

A short-notice cancellation is:

- Under two clear business days' notice for community access and personal care supports.
- Under five clear business days' notice for short term accommodation
- If a participant causes service to run overtime charges will be counted in 30 minute increments for every 30 minutes or part thereof.

Should PCS fail to provide a scheduled service no fee will be charged. In the case of an emergency/urgent situation PCS will consider the event and may waive or amend the fee.

PCS and a participant agree to provide twenty-eight days' written notice should they require a Service Agreement to end. Should this Agreement be seriously breached, or the support is at risk financially, the requirement of notice will be waived.

Additional Information



Privacy

Professional Care Services (PCS) complies with our obligations under the Australian Privacy Law. PCS is bound by the Australian Privacy Principles (APPs) that regulate how organisations may collect, use, disclose and store personal information. It also determines how individuals may access and correct personal information held about them.

PCS is committed to ensure that all families and clients understand their right to confidentiality and what the PCS confidential policy entails. During the intake meeting, the client and their family will be provided with information relating to what information is collected and what it will be used for. This includes audio, visuals, and recorded material.

Participants and their representative can ask PCS for access to their personal information at any time. For security reasons we ask that participants put their request in writing. If you believe that any information, we hold about you is inaccurate, out of date, incomplete, irrelevant, or misleading, please contact us by email. We will respond to any request within a reasonable time and will endeavour to promptly correct any information found to be inaccurate, incomplete, or out of date.



Advocacy

An advocate is an independent person who provides supports or services to a person with a disability free of relevant conflicts of interest. The advocate allows the person to exercise choice and control, act on their directives, express their wishes and preferences and ensure that their rights are being upheld.

You can find an advocate using the [Disability Advocacy Finder](https://askizzy.org.au/disability-advocacy-finder). <https://askizzy.org.au/disability-advocacy-finder>

Incident Management

PCS takes reasonable steps to prevent all forms of harm to people with a disability. An Incident Management system is in place to record, respond to and manage incidents in accordance with an Incident Management System. All staff are trained in the PCS Incident Management System and a participant can at any stage of the process request information about it and give feedback or make a complaint.



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