



FREQUENTLY ASKED QUESTIONS

GENERAL



- **How are our prices set?**

Our prices are based on the most recent pricing guide provided by the NDIS. You can access the guide by clicking this link

<https://www.ndis.gov.au/providers/price-guides-and-pricing>

- **Can I call and arrange my social community access at any time?**

It is important for all clients to arrange any community access with Bridges Alliance in advance, to make sure we have the staff and resources to support you.

In case of an emergency and on rare occasions, we are able to offer support at short notice, however we cannot guarantee familiar staff or transport.

- **What if I don't like a support worker chosen to work for me , can I change my supports?**

The NDIS is about choice and control, to take control of your life and to choose who supports you. If for any reason you are not comfortable with a service or staff member, please let us know and we can work with you to resolve any concerns.

- **Can I use my NDIS funding to buy a particular item such as an IPAD?**

Contact your Plan Manager or Support Coordinator as allocated NDIS funding differs for each client.

TRANSPORT



- **Do I pay for transport or does the company?**

Bridges Alliance does not directly pay for your transport costs. Transport payment is a part of your core budget incorporated within your NDIS plan, which is set up to deposit regular fortnightly payments into your nominated bank account. Transport funding is for the use of taxis, buses, trains, and subsidised transport services that anyone can use. This transport payment is only used to transport our clients and/or provide them with Bridges Alliance vehicles for community access.

ASSISTIVE TECHNOLOGY^(AT)

- **How can I purchase my Assistive Technology (AT) and how do I know what's best and won't get me in trouble with the NDIS?**

AT can be purchased through 2 areas of your NDIS funding:

1. **Core funding** is for the purchase of low risk, low cost items that can be bought off the shelf and are disability specific in use. For example: non-slip bathmats, large print labels, continence products and self-care.
2. **Capital funding** is purchased on your behalf through your supports. This might include services such as an Occupational Therapist or Physiotherapist, after a full assessment has been completed and all alternatives have been considered.

For further information contact your Plan Manager or Support Coordinator as allocated NDIS funding differs for each client.

YOUR NDIS PLAN



- **What's the difference between Agency-managed, Plan-managed and Self-managed?**

Agency managed: all purchases are made through the NDIS and NDIS registered services.

Plan managed: allows you the flexibility to choose supports that are not NDIS managed. The NDIS will provide funding in your plan to pay an outside service to pay supports for you.

Self-managed: allows the same flexibility as Plan-managed although you will need to pay for a service yourself and then claim through the NDIS portal for those funds to be put back into your account. The idea of self-managed is to allow you to negotiate costs with supports who might not be tied to the NDIS price guide, rather allowing you to stretch your budget to have more support.

- **Am I locked into an agreement with a provider for the duration of the agreement on my NDIS Plan?**

NDIS allows freedom of choice and control with all their participants. You are able to terminate any service agreement you are not happy with at any time. At Bridges Alliance we require 14 days notice period for termination of any service agreements.

RESPITE AND LONG-TERM ACCOMMODATION



- **Will there be support workers in the home 24/7 providing care?**

We ensure that a rotational roster occurs daily, to allow our staff to best provide care to you. We offer our workers Morning, Afternoon, Sleepover, Overnight Awake and Community Access shifts. There will always be a worker in the house ready to provide care.

- **Do clients supply their own food?**

For clients in both respite and long-term accommodation, all meals are supplied. This is included in your NDIS funding (respite) or board payment (long-term accommodation) to Bridges Alliance (it is not an additional cost).

In long-term accommodation we do not provide personal items such as individual snacks/treats, personal toiletries or medication. This is at cost to the client.

- **Are outings provided under Community Access?**

If a client has available community access funding, Bridges Alliance provides support staff to organise community access outings for our clients. We will provide as much community access as your funding allows and identify fun destinations to visit and activities to do if the client does not have a particular outing request.