

AmAble is a locally owned, family operated service that specialises in supporting clients of all ages with disabilities including, autism, intellectual and physical.

**OUR VISION**

- To make a difference in our client’s lives
- To build independence, resilience, and dignity
- To provide meaningful support that helps achieves our client’s goals
- To go above and beyond in providing outstanding customer service
- Provide meaningful employment and a well-supported, positive work place.

**OUR SERVICES**

- One on one support, in the home or providing access to community activities
- Overnight respite – two accommodation centres
- Respite in the home
- Programs – After school groups, Social Saturday’s, School Holiday Programs

**FREQUENTLY ASKED QUESTIONS**

**HOW TO CANCEL OR CHANGE A SHIFT**

During business hours (9am – 5pm) (03) 5201 9093  
After hours and weekends (03) 5292 8822

**CANCELLATION POLICY**

**SUPPORT SERVICES**

The NDIS cancellation policy is applied when cancelling AmAble’s disability support services without sufficient notice. An insufficient notice cancellation (or no show) is defined as when there is a failure to provide:

- Two clear business days’ notice for a support or service which is eight hours or less in duration and less than \$1,000
- Five clear business days’ notice, in all other cases.

AmAble can recover 100 per cent of the fee associated with the cancellation of a support activity, when these cancellation timelines are not met by the participant and subject to the terms of the service agreement with the participant.

**PROGRAM & ACTIVITY FEES**

Day Program and Activity Fees will still be be charged as per the table below.

CANCELLATION TIMING	ACTIVITY COST CHARGED
Cancellations between 14-30 days prior to activity	No charge
Cancellations less than 14 days prior to activity	Full Charge of fee

Charges for staff supports within a program will still be charged if 2 full business days’ notice is not provided.

In accordance with NDIS guidelines, we require 48 hours notice for cancellation of a shift. Cancellations within 48 hours will be charged at the applicable NDIS rates.

**NO SHOWS**

If a support worker attends a shift at the designated time and no one is home, the worker will wait 15 minutes. If the client has not arrived in that time, the worker may leave with the full cost of the shift being charged. If the worker is told upon arrival that the shift is not required, the full cost of the shift will be charged.

**ILLNESSES**

If a client or any member of the household has flu like symptoms, gastro or any other contagious illness, we require you to notify AmAble as soon as possible to cancel the shift. Support workers cannot go into the home or work with a client until all symptoms and incubation periods have passed.

**COVID**

If a client or any member of the household has any COVID symptoms, come into contact with someone who has tested positive to COVID, or returned from overseas, we do require notification and shifts will need to be suspended until a negative test result is obtained.

Support workers will be provided with PPE packs and may be required to wear masks in line with government announcements.

## **EXPENSES**

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The NDIS guidelines do not allow funds to be used for entry tickets or admission costs. We do ask if there is an activity that requires admission costs, that this is pre-paid or reimbursed to the support worker. A support worker may decline to attend an activity where they may be out of pocket.

AmAble can reimburse reasonable expenses up to the value of \$20. This may include a snack, travel ticket or other reasonable purchase. Any expenses will be claimed along with the rostered hours.

## **TRAVEL**

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We allow our support workers to claim up to 50km's per shift, for travel that is relevant and deemed necessary for providing supports within that shift.

A support worker may request approval from management to exceed this cap, if it is requested by the client/family, and deemed necessary for providing the supports.

Any travel will be charged to the plan at a rate of \$1 per kilometre.

## **SERVICE AGREEMENTS**

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All participants will be provided with a Service Agreement which outlines the services we will be providing, the cost and duration. This agreement also outlines our responsibilities as well as the client's rights and responsibilities.

Any changes to the Service Agreement will require written consent from both the client and AmAble.

## **INVOICES**

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Plan Managed – Participants who have their funds plan managed, will have invoices sent directly to the fund manager. It is your obligation to notify us if the fund manager is changed. At any time, a client can contact their fund manager to view invoices or track spending.

Self Managed – Clients who self-manage their NDIS funds will have invoices sent directly to them. We do have a 7 day payment period.

## **FUNDING**

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It is the client responsibility to ensure that there is sufficient funding in the NDIS plan under the relevant support categories for the agreed services.

AmAble will be unable to continue supports if funding expires or is exhausted. All charges for services provided will be liable if NDIS funding expires or is exhausted.

## **NON-NDIS/PRIVATELY FUNDED CLIENTS**

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Privately funded clients will be required to complete a Direct Debit form, allowing AmAble to charge the applicable fees in accordance with the direct debit agreement. Two failed debits will forfeit future placements in our programs or services.

Any dishonour fees incurred by AmAble, will be added to the client account.

## **ESTABLISHMENT FEES**

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The NDIS price guide, allows providers to claim an establishment fee from a core support category to cover the costs of setting up suitable supports for clients.

AmAble will charge a one off fee of \$543.00 for clients who carry out an intake for a new, or change to service, for the supply of a minimum of 20 hours of face to face support per month, for at least 3 consecutive months.

## **NON-FACE TO FACE SUPPORTS**

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The NDIS price guide allows for AmAble to claim for non-face to face time, this may include planning and note taking after supports.

AmAble will develop these charges based on anticipated supports at the time of preparing the Service Agreement.

## **PRIVACY**

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Our privacy policy outlines our obligations and protocols to ensure compliance with privacy requirements. Our website contains AmAble's privacy and data integrity policy.

## **COMPLAINTS & FEEDBACK**

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We value feedback in how we may improve our services, or if you have any concerns that you need to raise with us.

Any person including the client, family member, carer, advocate, member of staff or an anonymous complaint can be made. Please note the feedback cannot be provided for anonymous complaints.

If a complaint has been made by an advocate or informal decision maker, these people may be included and recognised in the complaint's management process.

Feedback or a complaint can be lodged in the following ways;

- Having the support worker scribe the information to be passed on to management
- Emailing [feedback@amablecn.com.au](mailto:feedback@amablecn.com.au)
- By Mail PO Box 803, Belmont VIC 3216
- By phone (03) 5201 9093

All complaints and feedback will be handled in accordance with our Complaints Management Policy. Anyone making a complaint, has the right to contact NDIS Commission on Phone 1800 035 544.

## **RESPITE & PROGRAM SERVICES**

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All client's of AmAble have access to our day respite and program centre located in Belmont, Support workers are able to take clients to the centres to participate in a range of activities whilst they are on shifts. Our centres have access to outdoor play equipment, art room, games room, lounge and gardens.

## **ZERO TOLERANCE POLICY**

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AmAble is a mandatory reporter and takes a zero tolerance to any form of abuse towards children or people with a disability. We are required to report any forms for abuse to DHHS, and critical incidents to the NDIS Commission within 24 hours.

We do not tolerate abuse towards any of AmAble's staff including administration. We ask for respect and courtesy, in the same way that we provide. Any forms of abuse towards staff may result in services being cancelled.

## **CLIENT AND FAMILY WHATSAPP GROUP**

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We have a WhatsApp group that all clients and families are welcome to join. This platform is a place where we share photos from our program space, news, and updates.

Please let us know if you would like to join and we can have a link sent out.

## **OUR CENTRES & CONTACT INFORMATION**

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Head Office: 309 Torquay Road, Grovedale

Program Centre: 8 Belmont Street, Belmont

Overnight Respite Centre: 10 Belmont Street, Belmont

Postal Address: PO Box 803, Belmont VIC 3216

Email: [info@amablecn.com](mailto:info@amablecn.com) or [programs@amablecn.com.au](mailto:programs@amablecn.com.au)

Website: [www.amablecn.com.au](http://www.amablecn.com.au)

Facebook: [amablecn](https://www.facebook.com/amablecn)