



Keeping the heart 



WELCOME PACK

NDIS SUPPORT SERVICES



“ Welcome to Magenta Community Services. We are founded on the principles of compassion, kindness and cooperation, and propelled by a heartfelt vision to make a genuine difference to the lives of others. ”

AT MAGENTA, WE CARE ABOUT PEOPLE

Whether it's the people we support, their families and guardians, our team members or the communities we work in - compassion, kindness and cooperation underpin everything we do.

We believe in the power and importance of personal choice.

Our team works alongside people with a disability and older Australians, and their families and guardians to provide individualised and flexible services. This means that we work with you to provide the support you need when you need it.

Whether you need support in your home, coordination of services, help to stay connected, plan management, or something else - we can help.

We are a registered provider of the National Disability Insurance Scheme (NDIS) and Support at Home Packages. Our team works with people of all ages across communities in Central Queensland, Southern Queensland and the New England and Northern Rivers regions. Collectively we support nearly 600 people each year.

“ We know navigating the NDIS can be confusing and we try to guide you through the process. If you have a question, reach out to us. ”

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OUR STORY

In 2013, Magenta Community Services was established by Jonny Iuso in the Northern Rivers region of New South Wales. Driven by her passion and dedication, her vision centred around the provision of personalised and accessible services that focus on people.

The organisation became a vehicle for accessing National Disability Insurance Scheme (NDIS) and Aged Care services, now called Support at Home Services.

Jonny's connection to the disability and community sectors stems much deeper than her 30 plus years of professional experience.

It embodies her life work and the memory of her daughter, Emily.

Born in 1992 with major health complications and diagnosed with a disability, Emily tragically passed away in 1996 leaving a legacy that inspired the creation of Magenta Community Services.

With firsthand experience as a carer, Jonny understood the unique challenges faced by loved ones on a daily basis. This also extended to Aged Care with Jonny caring for her mother before she passed away. Personal experiences were the driving force behind her vision to create an organisation that placed a high value on people and embraced a personal approach to services.

Passion and determination culminated in 2013, and Jonny took a leap of faith to establish Magenta. When the doors opened in July, services supported one person. Fast forward to today and Magenta supports over 600 people annually across multiple regions. Today Jonny sits on the Magenta Advisory Board, and her son Liam is a Support Worker. Magenta Community Services is proud of its grassroots history. A history that embodies compassion, kindness and cooperation, and is propelled by a heartfelt vision to make a genuine difference to the lives of others.

IT'S ALL IN OUR NAME

The name, Magenta Community Services, has a colourful history.

A colour of universal harmony and emotional balance, it is spiritual yet practical, encouraging common sense and a balanced outlook on life. The colour's intention is to create harmony and balance in every aspect of life; physically, mentally, emotionally and spiritually. A combination of red and violet, magenta contains the passion, power and energy of red, restrained by the introspection and quiet energy of violet. Magenta influences our whole personal and spiritual development. It strengthens our intuition and psychic ability while assisting us to rise above the everyday dramas to experience a greater level of awareness and knowledge.

WHAT MAKES US DIFFERENT



DEDICATED, LOCAL TEAM

Our team is based in Queensland and are easily contactable via phone and email during business hours. We also have physical offices that you can visit.



PUTTING YOU IN CONTROL

We listen, your NDIS plan is about you, and we support you to exercise choice and control over how you spend your NDIS budgets.



UNCOMPLICATED FEES

Our fees are consistent with the NDIS Price Guide, which means there are no hidden surprises.



WE CARE ABOUT YOU

We take the time to get to know you and match you with a support team you feel comfortable with.

OUR NDIS SERVICES EXPLAINED

We are a NDIS partner in the community, and this means that we can support you to navigate the NDIS and provide a range of services. Whether you need help to manage daily living, support with personal care, therapy assistance or something else, we can help. **We are an approved provider of the following NDIS support items:**



Assistance in Coordinating or Managing Life Stages, Transitions and Supports:

This includes support such as assisting you to develop and maintain a budget and planning purchases.



Capacity Building:

This includes support such as assisting you to access and maintain employment and develop life skills.



Core Support:

This includes support such as assisting you with daily tasks, shared living, personal activities, group and centre activities, household tasks and community participation.



Plan Management:

This includes the management of funding supports, including the set-up and ongoing maintenance.



Support Coordination:

This includes support such as connecting you with other supports, helping you to understand your Plan and assisting you to engage and coordinate providers.



Supported Independent Living:

This includes assisting with and/or supervising tasks of daily life to develop skills needed to live as autonomously as possible.

HOW WE WORK WITH YOU

Our Model of Support places you in the centre. This means that you are in control of your supports and make your own choices. We take the time to understand what you want and work with you to make your NDIS funding stretch to meet your needs.

At Magenta, we work as a team. In consultation with you, we will match you with support workers you feel comfortable with and who complement your interests. We understand the important role your support team plays in your life and that's why we take the time to get it right and makes changes if and when you want to.

Our Model of Support



HOW WE HARNESS CONNECTIVITY

When you begin receiving support with Magenta, you will receive access to our Participant Portal. Called FlowPoint, you will be able to access up-to-date team contact information, view rosters, find forms and agreements, and access a Magenta noticeboard with the latest updates. If you do not have access to the internet or a device, our team can still provide access to your information through alternate avenues. Simply chat with our team about your needs.

WHY WE VALUE A PERSONAL APPROACH



We want you to feel comfortable and supported. From the moment you get in touch, our team is here to help.

Whether it's understanding the NDIS, receiving support for the first time or switching providers, we can guide you through the process.

You will be assigned a Team Leader who will sit down with you to find out how we can help you.

They will work with you to help stretch your NDIS funding to best meet your support needs and match you with a support team you feel comfortable with.

Throughout your support journey with Magenta, your Team Leader will work alongside you, manage rosters and be there to help if you want to make a change to how your support is delivered. If you have a problem, they are only a phone call away.

OUR PRICING EXPLAINED

Our fees are consistent with the NDIS Price Guide. For more information, including the latest pricing updates visit www.ndis.gov.au. Use the search bar at the top of the page and look up, "Understanding the NDIS Price Guide".

Transport Costs

If you require transport as part of your service, our team can provide you with a tailored quote. Pricing varies and is subject to the type funding you receive and your transport requirements.

Invoicing

We will invoice you according to how you are funded through the NDIS. Before you start receiving support from Magenta, our team will talk through this with you in more detail, so you know what to expect.

YOUR RIGHTS & RESPONSIBILITIES EXPLAINED

“ To start providing you with the services you need, we first need to explain your rights and responsibilities. Our team member will explain each document in easy-to-understand terms. If at any time, you have a question, please ask.

First of all, we want you to know that you always have the right to nominate a support person/advocate. Let us share some more information about this. ”

OUR APPROACH TO ADVOCACY & DECISION MAKING

At Magenta Community Services, we are committed to ensuring that you have access to a support person / advocate of your choice during all stages of the services delivery process. We adhere to the United Nations (UN) Convention on the Rights of People with Disabilities and the UN Convention on the Rights of Older Persons, which means that we respect your rights, including your right to independence, participation, care, self-fulfillment and dignity.



Our advocacy principles mean that:

You are encouraged to be fully involved in decisions regarding your care plan.

We support and acknowledge that advocacy is essential when a person needs support to make decisions.

We believe advocacy helps prevent abuse, neglect and discrimination, and enhances your rights and dignity.

SOME COMMON QUESTIONS ANSWERED

Who is a support person?

A support person may assist you in your negotiations with our service. This may include interpreting, providing assistance with communication and/or advising on your needs.

Who is an advocate?

An advocate speaks on behalf of you to ensure your best interests are represented.

If I want an advocate or support person, what do I need to do?

If you would like to nominate an advocate and/or support person, they need to complete a nomination form, so we know who they are. If you would like both an advocate and a support person, each person must complete this form. A copy of this form will be provided to you when we deliver your Service Agreement.

I have an advocate and/or support person, what now?

We will contact your advocate/support person so they can be present when decisions, discussions and meetings are conducted regarding all aspects of service delivery. We will ensure that they have access to all relevant organisational policies, procedures and services. We will contact your family/enduring power of attorney where you are unable to make an informed choice regarding advocacy. They will be asked to make a decision on your behalf.

Our care team will explain your care plan, service agreements, services, reviews and plan monitoring methods to you and your advocate/support person so you both understand what is being provided by our service. We will ensure all information regarding our services are offered to you in a format that works for you. This includes using the assistance of interpreters and technologies. We will, to the best of our ability, ensure you and your advocate/support person understands the information.

We will ensure that you and/or your advocate/support person understand and agree with any decisions made with you.



ADVOCACY SERVICES YOU CAN ACCESS

If at any time, we are concerned you don't have sufficient support to speak for yourself, we will facilitate access to an independent advocate on your behalf. However, you have the right to make your own decision as to whether you need an advocate, wish to change your advocate or nominate who the advocate will be.

Advocacy Services You Can Access:

ADA Australia (formerly QADA)

P: (07) 3637 6000 or 1800 818 338

E: sel@uccommunity.org.au

National Disability Insurance Scheme

Quality and Safeguards Commission

P: 1800 035 544

Aged & Disability Advocacy Australia

P: (07) 3637 6000 or 1800 818 338

E: info@adaaaaustralia.com.au

Office of the Public Guardian

P: (07) 3234 0870

E: adult.guardian@justice.qld.gov.au

AMPARO Advocacy Inc.

P: (07) 3354 4900

E: info@amparo.org.au

Qld Advocacy Incorporated (QAI)

P: (07) 3236 1122

E: qai@qai.org.au

Complaints Resolution and Referral
Service (CRRS)

P: 1800 880 052

Speaking Up For You (SUFY)

P: (07) 3255 1244

E: sufy@sufy.org.au

Federation of Ethnic Community
Councils of Australia

P: (02) 6282 5755

E: admin@fecca.org.au

National Disability Advocacy Program

E: disabilityadvocacy@dss.gov.au

TASC | Toowoomba

P: (07) 4616 9700 or 1300 008 272

NDIS CODE OF CONDUCT

The NDIS Code of Conduct helps providers and workers respect and uphold your right to safety and quality supports and services.

Under the NDIS Code of Conduct, providers and workers 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 & 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.
- Take all reasonable steps to prevent sexual misconduct.

The NDIS Code of Conduct applies to:

- Registered NDIS providers
- Unregistered NDIS providers
- NDIA community partners
- LAC and ECEI providers
- Providers delivering information, linkages, and capacity building activities
- Providers delivering Commonwealth Continuity of Support Programme services for people over the age of 65.

“We want you to know that you have the right to exercise choice and control when it comes to your support and expect high quality supports.”

For more information about your rights or quality and safeguards in place by the NDIS Commission, visit www.ndiscommission.gov.au/.



“We understand that things change, and that sometimes you might need to cancel a visit from our care team or withdraw from our services completely. When this occurs, here is what you need to know.”

Our Cancellation Policy

At Magenta Community Services, we understand that things change, and that sometimes you might need to make changes to your care. Whether you need to cancel an upcoming visit from our care team or withdraw from our services, we can help explain the process in easy-to-understand terms.

If you need to cancel a scheduled visit from our care team, you need to:

- Call your Team Leader to advise them. Their contact number will be provided to you on a Contact List and given to you with your Service Agreement.
- Provide a minimum of 24 hours notice to avoid being charged for the scheduled care visit.

If you need to withdraw from our services, you need to:

- Call your Team Leader to advise them.
- Provide a minimum of 24 hours notice to avoid being charged for scheduled care visits.
- Settle any outstanding invoices.
- Understand that if you are moving to another service provider, the process of transferring your details and providing a handover can take up to two weeks.

Please understand that if you choose to withdraw from our services, it will not affect your ability to access our eligible services at a later date. Once we receive your notice, we will provide confirmation of receipt in writing.

Our Service Delivery Expectations

There may be instances during the provision of our services, where we respectfully request to temporarily or permanently withdraw from being your service provider.

Instances that may warrant us to request withdrawal from services may include: Times you are under the influence of alcohol, illicit drugs or are behaving in a manner that is verbally or physically threatening. If your continued participation poses a risk to other service users or staff.

Please understand that where practically possible, we will make every attempt to work with you, and where relevant, your support person/advocate to resolve any issues so we can continue to provide you with services.

In the event we request to withdraw from services temporarily or permanently, we will follow this process: Consult with you and your support person/advocate about why we are requesting to withdraw from services and for what period of time. In instances where there are immediate issues around safety, this may not be possible.

In any instances where we withdraw from services, we will inform you in writing and include reasons about why this has occurred, when how and under what conditions you might be able to gain access to the services again.

You have the right to appeal this decision, and we will provide advice regarding this process including referring you to independent, advocacy services.



“ We believe in following safe principles and practices when administering medication. Let us share more about this.”

Our Medication Policy

At Magenta Community Services, we recognise that the appropriate use of medication can improve health, comfort and quality of life. As a user of our service, our medication policy seeks to support you to manage your medications safely.

The administration of medication is considered a high-risk practice so Magenta support staff providing medication support must have a first aid certificate and be trained in the safe and hygienic administering of medications.

Our Medication Policy is guided by the following principles:

- Right Person (Service User/Participant);
- Right Drug (medication order as prescribed, expiry dates);
- Right Dose (colour, shape, size and preparation of tablet, capsule, liquid, nebule or suppository, strength i.e.mg/mcg/ml);
- Right Time (am, pm, nocte, ac/pc);
- Right Route (oral, nasal, optic, aural, nebuliser, skin, gastro button, and tube);
- Right Documentation (medication prescription, medication administration recorded, missed/refused/dropped/faulty medication recorded); and
- Right Reason (medication for specific purposes).

Our Medication Policy Continued

In order to deliver safe medication support, the following requirements apply:

- Support that involves administering medication must be requested by you or your representative and recorded in your support plan and/or medication records.

- Medication can only be delivered by support staff that have completed medication administration training.

- Medication must be contained in a measured dosage system (such as a Webster pack).

- Any invasive technique (such as suppositories or injections) will only be delivered by staff with specialist training.

- Where medication is given to you, the time, dosage, description of medication and any comments are entered into your file notes by the support worker.

- Any issues involving medication administration (such as missing medications, wrong dose) must be reported by staff as an incident immediately and escalated to the appropriate person for investigation and resolution.

The full medication policy is available to you to view on our participant/service user portal, FlowPoint, and a printed copy will be provided to you on request.



Complaint Form

The following forms relate to lodging a complaint and providing feedback. You may require these at a later date, so please keep these.

We respectfully request that you contact us in the first instance if you have a complaint by calling your Area Manager **before** completing this form.

If you have done this and would still like to lodge an official complaint in writing, please complete the form on the next page and **attach all relevant documentation** about your complaint.

Do you need some help completing this form or with the complaint process? The following third-party services, may be able to help:

Disability and Community Services: (07) 3224 7179 or 1800 177 120

Complaints Referral Service: 1800 880 052

Aged & Disability Advocates Australia:

(07) 3637 6000 or 1800 818 338

Translating and Interpreting Service:

131 450

SWITC Interpreting Service:

(07) 3892 8559



YOUR DETAILS

Title (please circle)	Mr / Mrs / Miss / Ms / Other:
Family Name:	
First Name:	
Address:	
Suburb/Town:	
State/Post Code:	
Phone Number:	
Mobile Number:	
Email Address:	
Complaint Details: Please tell us about your complaint and attach any relevant documentation or additional pages to this form.	
What date did you first talk to a team member about this complaint?	
Who did you speak with?	
What did that person offer to do?	
How would you like this complaint to be resolved? What actions would you like us to take?	
Declaration	I declare that the information supplied by me in this form is, to the best of my knowledge, true and correct. I understand that this complaint, including the documentation, may be referred to the funding entity for the purpose of resolving the complaint. Information may also be used to inform and improve the practices undertaken by Magenta Community Services and where appropriate, for investigative and legal purposes.
Name:	
Signature:	
Date (Day, Month, Year):	

Suggestion for Improvement Form

This form can be completed by any person who believes there could be an improvement made in the services provided by Magenta Community Services. Please complete the fields below and return to us in person, via email or by post. Upon receipt of the completed form, you will receive a formal response within two weeks.

YOUR DETAILS

Your name / name of the person suggesting the improvement:	
Date:	
What Improvement would you like to suggest? Attach additional pages if needed.	
How would you like to see us make this improvement? What are your recommendations? Attach additional pages if needed.	

OFFICE USE ONLY

Date of response:		Staff Member:		Method: (Email, Phone, In Person, Mail)	
Where a response is made via phone or in person, document the following:					
Response/Action:					



“ Thank you for your time today. We are in the process of finalising your NDIS Support Services with Magenta. Our team member will be in touch shortly about the next steps. In the meantime, if you have any questions, please get in touch with us. We are here to help. ”



info@mcsnsw.com.au



Southern QLD
(07) 4633 4967



Northern Rivers
(02) 5657 9159



Central QLD
(07) 4899 0261