



Keeping the heart 



WELCOME PACK
SUPPORT COORDINATION



“ 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.

OUR SUPPORT COORDINATION SERVICES EXPLAINED

I have my NDIS plan...Now what? Now, our Support Coordination team can assist you to bring your plan to life! With so many NDIS services and providers on offer how can you find the best services for you? Well, that's where we come in!

At Magenta Community Services, our Support Coordinators can help you navigate the various NDIS support services available to you in your area and set you up with the best like-minded providers.

As a registered Support Coordination provider, Magenta Community Services works to maximise your NDIS plan and connect you to the support you need.

Our aim is to enable the goals as set out in your plan and support you to thrive, we always put ourselves in our participants shoes.

WHAT MAKES US DIFFERENT



DEDICATED TEAM

This means that you receive consistent and coordinated care with a single point of contact.



PUTTING YOU IN CONTROL

We work with you to create an action plan that meets your needs and achieves your goals.



UNCOMPLICATED FEES

Our costs are transparent so there are no hidden surprises.



WE CARE ABOUT YOU

Our team takes the time to listen and get to know you, and others in your life who are part of your care team.



WE'RE ACCESSIBLE

Whether you prefer face-to-face contact or require remote assistance, we've got you covered.

You're welcome to visit one of our physical offices, or, if you're located further away, we also offer a comprehensive Remote Support Coordination Service to ensure you receive the guidance and care you need—wherever you are.



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. Your Support Coordination Team consists of a Support Coordinator and Lead Coordinator of Support. Together, they take the time to understand what you want, navigate the NDIS network, work with you to help get the most out of your NDIS Plan and coordinate your supports.

Our Model of Support



Your Magenta Support Coordination Team

You work alongside a dedicated Support Coordinator who helps to coordinate your supports in a way you feel comfortable with.

Your Support Coordinator is supported by the Lead Coordinator of Support, who manages case allocation, reviews and interprets your plan and helps ensure you are getting the most out of your plan.

Your Supports & Specialist Service Providers

Our team navigates the NDIS network, working collaboratively with service providers to coordinate the supports you need and enhance your ability to direct your own supports.

From complex Support Coordination to Supported Independent Living, early intervention, employment connection, home modifications, assistive technology and more - we can help.

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.

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".

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

If you need to cancel your support services, you need to:

- Call your Support Coordinator 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 Support Coordinator 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.

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:					



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“ Thank you for your time today. We are in the process of finalising your NDIS Support Coordination Service 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. ”

CONTACT US



(07) 4633 4967



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www.magentacommunityservices.com.au