



WHAT DO WE DO?

COORDINATION OF SUPPORTS

Help to manage your NDIS plan by helping you to:



Understand the NDIS and what is in your plan



Look at different options and match these to your goals and your plan



Use your myGov account and the portal



Get going with your NDIS plan—setting up service agreements, working out the budget



Review your goals and get ready for your next plan

Your Support Coordinator is: _____

Phone me on: _____

Or email me _____@acdtas.com.au

The days I usually work are: _____



Statewide Services & Supports - 1800 244 742
Level 3, 168 Collins Street Hobart Tas 7000

Find us on  facebook.com/ACDTas



WE WANT YOUR FEEDBACK

We are committed to providing you and your family with a quality service.



We value your opinion



We will listen to what you have to say



We aim to respond to your feedback quickly.



We aim to have any problems with our service dealt with fairly, reasonably, impartially and confidentially.



We will ensure that your Feedback does not affect the way we treat you or the service we provide to you.



We look at feedback as a way of working out how we can do better or keep doing what works well

If you have any feedback - positive or negative - about the service you have received from ACD Tas, talk to the person you work with at ACD. If you don't want to do this or you have done this (and it is not fixed), you can ask to talk to their Manager.

You may wish to put your feedback in writing (email or letter). You can send your email to the general email address - admin@acdtas.com.au.

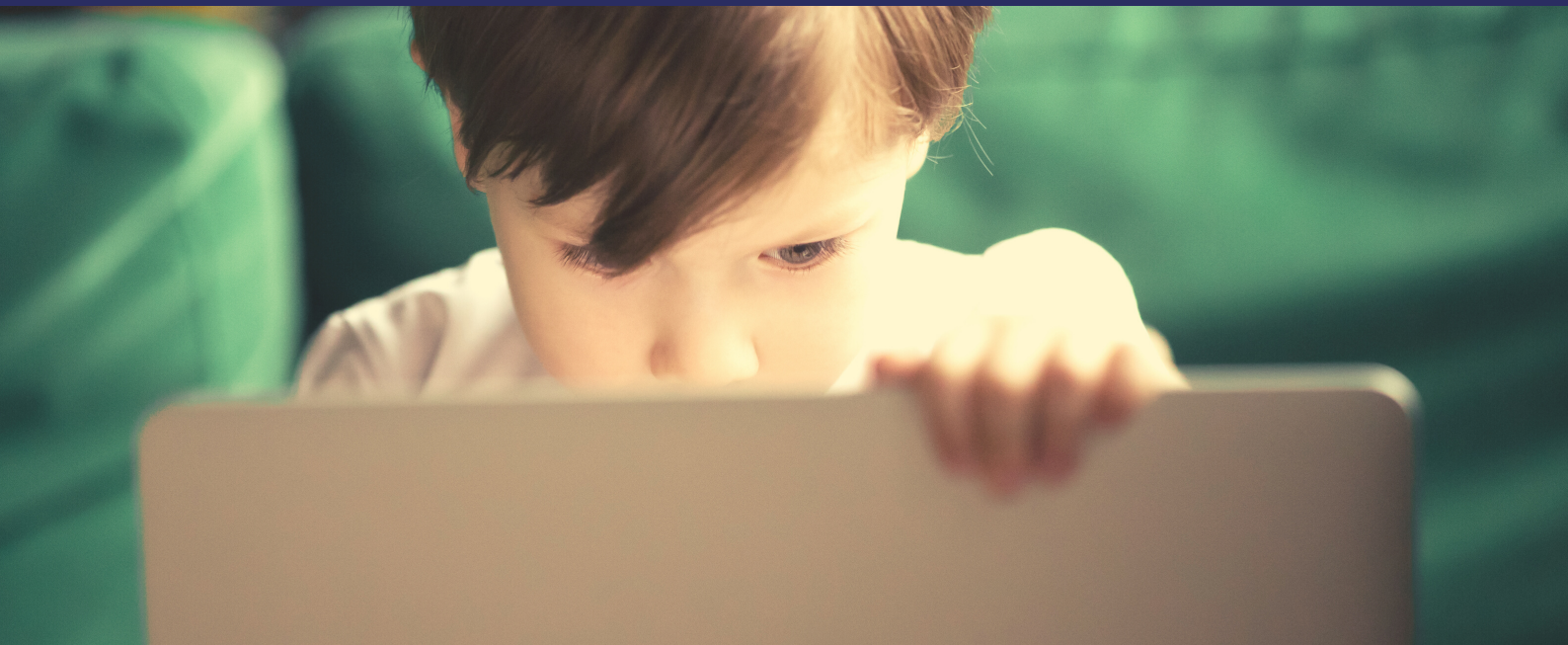
We aim to let you know we have received your complaint in 1 working day (or 5 working days for letters). We will work towards acting on your complaint in 10 working days (or 20 working days for letters).

For more information, please ask for a copy of ACD's Compliments, Complaints and Feedback Policy.



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YOUR PRIVACY

What we do with information about you.

When we are working with you and your family we will need to keep some private information about you.



We record details like your name, age, address, disability, support network, NDIS plan, goals and issues.



Sometimes we will need to record personal information like your health.



This information can come from phone calls, emails or reports.



We understand that this information is important and store it securely on our computer network and paper files.



We do our best to protect your information.



We do not share information about you unless it is necessary in providing a service to you and with your consent.

Our Consent Form

ACD's Consent Form is a way of you allowing us to share information with other people when they need it.

If you don't want us to share information with certain people you can let us know on this form.

If you would like more information on how we handle your private information, ask us for a full copy of ACD's Information, Privacy and Confidentiality Policy (2019)



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SEEING YOUR NDIS PLAN ON THE PORTAL

As your Coordinator of Supports (CoS) we will often get questions from services that you use. To answer these questions accurately it is much easier if we can see your plan on the portal.



You can allow us to see some details of your plan on the portal.



On the portal we can see your contact details, plan goals, funding categories and spending.



We won't be able to see service bookings or payment requests.



There are two ways we can set this up.
1. Complete a 'Consent to Share my Plan form' or 2. You can do it on the portal.



To change it on the portal - log in and go to 'My Contact Details'



Go to 'Share My Plan' and look for the section about sharing with your Support Coordinator. Then click 'Submit'.

Please speak to your Support Coordinator if you have questions about this or if you need help with the portal.

You can change your mind at any time.

Just let us know and we can help you.