

Mosaic Support Services (previously STAR and Cosmos) registered to provide the following supports with National Disability Insurance Agency –NDIA:



If you decide that you would like Mosaic Support Services to provide a service funded in your plan, it is important that you contact us, so we can confirm whether we can provide services and if required provide a quote for your consideration.

Should you proceed to the next level and choose Mosaic Support Services as your provider, Mosaic Support Services will confirm your support in a Service Agreement. In order to access the NDIA portal Mosaic Support Services requires the following information:

- ▶ A copy of the plan relating to the support Mosaic Support Services is providing – we do not need to see all of your plan as this is your information and we understand that you may not wish to share the whole plan
- ▶ Your Disability Care Australia NDIA number - on the front of your plan
- ▶ Your Date of Birth
- ▶ Your proposed engagement date e.g. start date on your plan

Mosaic Support Services requires this information to be able to access the NDIA portal, to be able to view your supports and invoice NDIA for the hours provided to you.

It is also important to remember that to continue to access Mosaic Support Services you may need various plans to be developed and reviewed such as manual handling plans, epilepsy plan, complex care plans. If this is the case you will need to have the development and review of these plans included in your NDIA plan.

If you would you like additional information about this process please contact Georgina Clutterbuck – Client Intake Officer at Mosaic Support Services on 62 449444 or email georgina.clutterbuck@mosaictas.org.au



Questions you (or your family member) may want to think about before your planning meeting and discuss with your planner:

- ❖ Do you (or your family member) need different support than what you are currently receiving? E.g.: school holidays, after Community Access – 3pm onwards, after school support, before school support, Transitional support, Respite, In home support, Personal Care Support, Case Management.
- ❖ Do you (or your family member) need transport to get to the identified programs? E.g.: Taxi support, staff support, public transport training.
- ❖ Do you (or your family member) need to learn some additional skills? E.g.: Cooking, budgeting, social skills, transport training, IT/computer skills, safety skills, workplace orientation.
- ❖ What might stop or delay the process of accessing support for you (or your family member)? E.g.: time to meet and train new staff, gathering information and plans, transport, fees for programs.
- ❖ Do you (or your family member) know all of the services available to you? E.g.: You can access more than one service for the different areas in your plan.
- ❖ Do you (or your family member) require specialised equipment to access services? Eg: seating harness, hoist, wheelchair, sling, communication device, bed, PEG feeding equipment, continence aids, spoons, cups, change table, wheelchair accessible site.
- ❖ Do you (or your family member) require staff that are specifically trained and/or the coordination of a complex care plan? If so...
Do you have Epilepsy, Asthma, Diabetes, Physical support needs requiring manual handling, PEG feeds, Bowel care needs, Meal Management needs?
- ❖ Do you (or your family member) have support needs that require one on one support? E.g. require an aide at school, require support in a small group, currently have a behaviour support plan, at risk in the community?