

## Resources for New Contractors or Employees

### IMPORTANT STARTING INFORMATION

Welcome to the team! This is a quick guide to help you as you begin your new role with CASoP.

#### SLACK:

As a team we use SLACK to communicate and have various channels that could be beneficial and is the easiest way to communicate with the whole team.

You will be sent an invite to join the CASoP Slack workspace. Please download Slack on your phone and computer and watch the 'How to use Slack' video located in the Team Training Folder under 'Slack' on our website.

If you need help using Slack please ask either Brigette or Emily B.

#### CAREMASTER:

CareMaster is the database that we use to record the work that we have done and store information about the people we support. Our advice is to get into a good habit of recording your work regularly. The work you record is then directly linked to your invoice and being paid for the work that you have done. If you have not logged your case notes, you will not be paid for the work.

All case notes, phone calls and emails, and documents need to be logged/uploaded into Care Master under the participant's file. You will be sent details for your login to CareMaster.

Please watch the CareMaster training videos located in the Team Training Folder which will show you how to use CareMaster. If you would like further training on how to use Care Master please ask either Brigette or Emily B.

#### WEBSITE:

Our website has a wealth of information and in our team login page you will find all the information and resources that you need to do your job well. Please make sure you can log in successfully and remember that the password is confidential and only to be used by our team.

Please familiarise yourself with our website and there is a helpful video that explains all the different folders. You will find this video in the Team Training folder under All About CASoP - Introduction to our Website.

### Important email addresses/Phone numbers to know:

Brigitte Kirkpatrick: FOUNDER

E: [brigitte@createasenseofplace.com.au](mailto:brigitte@createasenseofplace.com.au)

M: 0410 782 755

Emily Bielefeld: Support Coordinator, NDIS Access & ...

E: [emilyb@createasenseofplace.com.au](mailto:emilyb@createasenseofplace.com.au)

M: 0413 067 912

### TEAM MEMBERS:

Brigitte Kirkpatrick: Founder, administration, pays and support

Anne Alexander: Positive Behaviour Support, CoS & Specialised CoS

Emma Yeark: Positive Behaviour Support, and Counselling

Cody Brisley: Counselling

Emily Bielefeld: CoS, NDIS Access & .....

Carrie Gibbs: CoS

Belinda Sawden : CoS & Skill Development QLD

Kierki Kassas: CoS & Skill Development

Yana Kaneva: Skill Development & CoS assistance

## PARTICIPANT SUPPORT

CASoP or CASoP Team Member will receive referral. Make contact with main point of contact.

- Set up initial intake meeting. This can be Face to Face, or telehealth.
- Complete Home Safety Checklist for all initial meetings into a home environment.

## INTAKE MEETING

During the initial meeting it is best to have a casual conversation with participant and family to gain insight into the participant's life and interests.

Daily activities, current supports, informal supports (family and friends) and capacity.

What do they find hard day to day?

What would they like their life to look like?

Are the Goals in their NDIS plan still relevant?

What's stopping them from doing what they would ideally be doing?

### Forms: To complete at the first meeting

- CASOP Service Agreement
- NDIS consent to share plan
- NDIS consent to exchange information
- CASOP Intake Form

The CASOP Service Agreement will be submitted to the email addresses entered into the forms as well as admin and Brigitte.

Please let Emily B know if you would like her to attend the first few initial meeting's with you.

It is important to be able to do your job moving forward that you get a copy of the NDIS plan. So, discuss with the participant or referrer how the best way to get access to the participant's NDIS plan is.

Also, it is important to find out if the participant is:

- AGENCY MANAGED (Provider makes a Service Booking in the Portal and claims funds)
- PLAN MANAGED (invoices sent to a plan management agency).
  - SELF MANAGED (The participant or family member receive invoices and use the portal to pay the providers)
- MIXED MANAGED (The participants funding is a mix of two or all three management styles - core may be plan managed, Support Coordination may be Agency Managed and Therapy may be self)

<https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding>

Once you have all of that information and you complete the service and submit, every email address that was entered will receive a copy, as well as admin who will make a Service booking on the NDIS portal if agency managed.. If we do not have a service agreement, we cannot claim for any services provided.

The NDIS Consent Forms need to be emailed to [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au) and copies uploaded to CareMaster documents section. In the email you need to include the Participants NDIS number, full name and DOB. It is best if possible to cc in the participant or family member as you will need to state in the email that you have consent to send the email.

## NDIS Plans:

Great links to assist in understanding an NDIS Plan

- CASOP FaceBook past Blogs
- <https://www.ndis.gov.au/participants/using-your-plan/understanding-your-plan>
- <https://www.ndis.gov.au/providers/working-provider/connecting-participants/#support>



Create 

A Sense of Place