**Support Coordination Choice and Control**

Kyeema Support Coordination will act in my best interests, as the participant, ensuring that I and/or my nominee are informed, empowered and able to maximise choice and control.   
*[Kyeema Conflict of Interest Guideline is provided over the page.]*

**My Details**

|  |  |
| --- | --- |
| Full name |  |
| NDIS number |  |
| Representative/nominee |  |

**My Support Coordinator Details** (tick which applies)

|  |  |
| --- | --- |
| Name | Jacinta Brown Dee Crow Ellyce Hinchcliffe Jennifer Anderson |
| Contact phone numbers | Office: 03 5521 1666 Jacinta: 0448 992 354 Dee: 0438 566 883  Ellyce: 0448 168 083 Jennifer: 0477 316 680 |
| Emails | jacinta@kyeema.com.au deanna@kyeema.com.au [ellyceh@kyeema.com.au](mailto:ellyceh@kyeema.com.au) jennifera@kyeema.com.au |

**My Support Options**

I wish to continue with support services I am currently connected with as per previous Plan.

**OR**

I have discussed suitable options with my Support Coordinator and, if available, I choose:

|  |  |
| --- | --- |
| Provider | Support type |
|  |  |
|  |  |
|  |  |

**Agreement Signatures**

By signing this document, I agree with the statements below:

My support coordinator has given me choice of my support providers

I understand that I have the choice and control to choose any support provider that I want

Where I have chosen to use other Kyeema services, I have done so without pressure from my Support Coordinator.

Signature of participant/ nominee Name of participant/ nominee Date

Signature of Support Coordinator Name of Support Coordinator Date

**Conflict of Interest Guideline**

Under the NDIS Kyeema Support Coordination Department will act in the best interests of participants, ensuring that participants are informed, empowered and able to maximise choice and control.

Kyeema Support Coordination will not (by act or omission) constrain, influence or direct decision making by a person with a disability and/or their family so as to limit that person’s access to information, opportunities and choice and control.

Kyeema Support Coordination will maintain records that demonstrate potential or real conflicts are managed appropriately for each participant. This will include keeping records of options discussed with participants, promoting choice and control.

Kyeema Support Coordination has in place governance arrangements that ensure that all participants are treated equally, and that no participant is given preferential treatment above another in the receipt or provision of supports.

Support Coordination & Service Delivery

Under the NDIS organisations may provide both disability support services and support coordination. To address potential conflict of interest and to make these processes as transparent as possible Kyeema Support Coordination will ensure that staff training and internal processes (including documentation) reflect the separation of service delivery from support coordination.

Advice to a participant about support options (including those not delivered directly by Kyeema Support Coordination) will be transparent and promote choice and control. It is the choice of participants which services they choose.

Plan Management & Service Delivery

Under the NDIS organisations may provide both disability support services and plan management. To address potential conflict of interest and to make these process as transparent as possible Kyeema Support Coordination will ensure that staff training and internal processes (including documentation) reflect the separation of service delivery from plan management.