

Case Coordination



Information
for **Health
Professionals**



Guide Dogs SA offers many **more services** than just our iconic Guide Dogs.

Low Vision Service
Occupational Therapy
Falls Prevention
Orientation and Mobility
Physiotherapy
Neurological Vision Service

Counselling

Hearing Service

Case Coordination

Guide Dog Program
Autism Assistance Dog Program
Pets as Therapy Program

The Sensory Services team specialises in case coordination (often referred to as 'coordination of supports' under NDIS) and counselling.

Our highly-skilled and experienced tertiary qualified professionals in the health, social work and disability sector, support people with vision and/or hearing loss, as well as complex issues such as:

- **Additional disability**
- **Social isolation and difficulty with communication**
- **Physical and mental health issues**
- **Difficulty accessing community support/services.**

Services across all ages are available to help people remain as independent as possible at home, and to enjoy activities that are important to them.

The team can assist in accessing a range of social, recreational, legal and housing services. This can be through referring clients to other support agencies, connecting to applicable programs and grants, or putting clients into contact with local government services.

Your NDIS and My Aged Care Service Provider

guidedogs.org.au

National Disability Insurance Scheme (NDIS)

Guide Dogs SA can assist your client to navigate the NDIS application system to apply for tailored packages to meet their needs.

The NDIS supports people with a permanent and significant disability that affects their ability to take part in everyday activities. Supports are designed to help achieve life goals such as independence, involvement in the community, education, employment, health and wellbeing.

Guide Dogs SA is a registered provider of services under the NDIS and staff work closely with the client and the National Disability Insurance Agency (NDIA) to meet individual needs and navigate the NDIS system.

Guide Dogs can assist your clients to:

Register with NDIS:

- Pre-planning information and understanding NDIS.
- Exploration of needs and assistance required. How to ensure all “reasonable and necessary” supports are included in their plan.
- Assistance with registration with the National Disability Insurance Agency (NDIA).

Plan:

- Support participants during planning meetings at their request.
- Assist participants to review their plan to ensure it is reflective of their expressed needs.
- Support participant’s understanding of their plan i.e. language and accessibility to ensure it is presented in their preferred format.

Support implementation of the plan (for people already registered with NDIS):

- Information on service providers to enable NDIS participants and/or their family to select the services and providers that best meet their needs and identified goals.
- Coordination of supports as outlined in plan.
- Sourcing and applying for grants.
- Advocate and work with the client to ensure mainstream services are meeting their obligations. (e.g. Housing SA, Education, Justice, Health).

- Capacity building with the aim of increasing independence.
- Reporting and documentation of outcomes as required at the conclusion of each plan.

My Aged Care

Guide Dogs SA is also a registered My Aged Care service provider. My Aged Care services are available for people from 65 years and older.

Guide Dogs can assist and support through registration for assessment of support needs. A range of services to the aged care sector, both residential and community are available.

Why refer to Guide Dogs Case Coordination Services?

- Services are provided at no cost to your client
- Guide Dogs SA is a registered NDIS and My Aged Care provider
- Services are offered across metropolitan Adelaide and regional South Australia
- Specialist skills and knowledge in working with all ages including children
- Options for appointment includes home visits, clinic appointments and community settings
- Services are client-centred, professional and evidence-based.
- Access to the total range of services provided by Guide Dogs SA including Vision Services, Hearing, Guide Dogs, Autism Assistance Dogs and Counselling Services www.guidedogs.org.au/services

How to refer:

To make a referral or request a referral pad:

Call: Your Support Line 1800 757 738

Email: yoursupportline@guidedogs.org.au

Visit: www.guidedogs.org.au/sensory-services to complete an online referral.

Your Support Line
1800 757 738

Guide Dogs
SOUTH AUSTRALIA



Visit www.guidedogs.org.au

or email yoursupportline@guidedogs.org.au

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