

## Frequently Asked Questions

February, 2024

Questions	Answers
<b>What is a Program of Support?</b>	Programs of Support are NDIS funded group activities which support social and community participation. Programs are designed to support your goals and monitor outcomes.
<b>How long does a Program of Support run?</b>	Programs of Support are developed to run for up to 6 months. Menziess has two blocks per year: February to July; and July to December.
<b>What Programs of Support are offered by MSS?</b>	Details of our Programs of Support can be found in the program brochure. You can collect a brochure from The Mount, from the office, ask us to send it to you, or download from our website: <a href="http://www.menziessupport.org.au">www.menziessupport.org.au</a>
<b>How do I sign up for a program?</b>	Please let us know which programs you would like to participate in. This will guide us on how to prepare and resource programs. Sometimes we may need to wait for more participants to join a group before we can start the program. It's a good idea to let us know early which programs interest you.
<b>Will I need to bring anything when I attend a program?</b>	Participants bring their own lunch, drink, hat and sunscreen. Water and hot drinks are available at The Mount. If you are able to wear a mask please bring one with you. If you need to bring any equipment or materials with you to a program or session, we will let you know.
<b>What if I want to stop attending a Program of Support?</b>	Once you have signed up for a Program of Support, you will be invoiced for the program each week. If you would like to withdraw from a program, you will need to give us two weeks notice. If you don't attend for 4 consecutive weeks with no communication, you will be withdrawn from the Program of Support.
<b>What if I am going away? What if I can't attend because I am unwell?</b>	Because we need to be fair for everyone, if you are away your funding will still pay for the program. The NDIS know this when they help you make your plan.

Questions	Answers
<b>Is there a waiting list for programs?</b>	If we receive a lot of interest in a program, we will need to place you on a waiting list system. We will let you know as soon as there is a space for you to join the program you are interested in. We will also let you know if there are alternative programs with vacancies at the same time.
<b>Do I need to sign a Service Agreement to attend programs?</b>	We have updated our Service Agreement to include the latest information from the NDIS Pricing Arrangements. You will need to sign a new Service Agreement to commence Programs of Support.
<b>Will my Schedule of Supports include Programs of Support</b>	Your schedule of supports will show you the types of supports you have chosen to engage in and what you will be invoiced for. This document assists us to schedule the supports you have requested. When you request changes, this needs to be updated and re-signed.
<b>How much support will I receive during Programs of Support?</b>	Our Programs of Support will usually be provided by one staff member for every three participants. The Group Activities cost will be divided by the number of people. For participants with more complex support needs, we can provide one worker for two participants, or an individual support.
<b>Individual Supports</b>	People who require individual supports during group programs can still sign up to Programs of Support. The full Group Activities rate will be charged.
<b>Will there be any capital costs to attend programs?</b>	The NDIS have included an hourly rate of \$2.44 to assist providers with the costs of providing appropriate venues for Programs of Support. This cost will be included in your schedule of supports and will be charged whenever there is a facility available to participants.
<b>Will I need to pay personal costs to attend programs?</b>	A program may occasionally incur additional costs that are not covered through your NDIS plan. When a program has a participant contribution cost, this will be listed in the program brochure.
<b>Activity based transport</b>	Activity based transport is charged to a participant's core funding. Menzies charge in line with the NDIS Pricing Arrangements and Limits amount. There is a different amount for a car, and for a modified vehicle – including our buses. This amount is only charged when programs are attended and it is divided by the number of participants who are traveling.
<b>What is billable non-face-to-face hours?</b>	This is the billable time involved in planning for activities and recording outcomes specific to participants in the group. This is used to ensure staff can plan and resource the programs, to ensure all participants can actively be involved in the programs of their choice. This will be included on your schedule of supports.