

# FREQUENTLY ASKED QUESTIONS ...



## **What are group based supports?**

Group based supports are supports delivered in a group setting either from a Vivid site or in the community.

Group based supports include any activity (such as day programs, supported employment or community based activities) delivered in a group setting.

If you receive regular weekly group based supports, you will require a Program of Support (PoS).

## **What is a Program of Support?**

A PoS requires that group based supports are designed to meet the individual goals and aspirations of participants within that group based setting.

This is all detailed in your PoS.

Your PoS will form part of your Service Agreement.

## **Must I transition to Programs of Support?**

If you would like to continue to receive group based supports then, yes, you will need to transition to PoS.

You will be contacted soon to arrange a meeting to discuss your individual goals and outcomes relating to your PoS.

You will, of course, be welcome to also raise at that meeting any concerns you may have.

## **How long are Programs of Support for?**

A PoS is generally 6 months in duration.

## **What will I be learning?**

A PoS is based on your individual goals and will provide clear and specific outcomes.

For example, if your goal was to complete more daily living tasks with greater independence, a PoS in a group based program 'Life Skills' would be implemented to assist you to achieve this goal. Your PoS will outline your goals such as cooking skills and basic food hygiene. A future PoS may focus on washing/drying clothes.

## **What if I want to withdraw from my Program of Support?**

You will need to provide 2 weeks' notice.

## **Is a Service Agreement and Program of Support the same?**

No, a PoS sits inside a Service Agreement.

You can have multiple PoS, each working on specific outcomes, during the term of a Service Agreement.

A Service Agreement is usually at least 1 year in length whereas a PoS is usually no longer than 6 months in duration.

You do not need a new Service Agreement each time you have a new PoS.

### **Is a Program of Support automatically rolled over?**

No, each PoS needs to be individually agreed upon.

As it is outcome focused, a PoS provides you with the opportunity to amend, adjust or include a brand new outcome you want to achieve, thereby giving you greater choice and control over the supports you receive.

### **What happens if I am absent from my Program of Support due to illness or holiday?**

When you enter a PoS you are agreeing to attend all sessions indicated in your Service Agreement.

If you are away from your PoS you will still be billed as though you had attended.

This is to maintain group stability and resources and it also ensures that you will not be charged extra when other participants are absent.

Extended planned absences can be factored into a PoS at the time the PoS is agreed.

### **How will the pricing structure and delivery change?**

Pricing Structure

The old pricing structure was an hourly rate which was inclusive of non-face-to-face (NF2F) time and the Centre Capital Costs.

**NF2F:** These hours support Vivid to develop your creative goals and talk to you about your ideas and your progress. These hours also support the operation of the program relating directly to your goals.

This support will be displayed on your Service Schedule.

**Centre Capital Costs:** are costs to assist with maintaining the building where the group based support takes place.

Under the new pricing framework these costs are separated into, and billed as, three separate components:

- New base hourly rate
- Centre Capital Cost
- NF2F time

These prices, and therefore the charges, will vary from participant to participant depending on the complexity of support needs.

The PoS charge does not include out of pocket expenses such as Activity Fees. These costs will be invoiced directly to you as they are not covered by your NDIS Plan. This will be listed separately in your PoS.