

## About Us

KNC welcomes you as an important member of our community.

KNC is a non-for-profit organisation managed by a volunteer board, which is elected annually.

Daily operations for NDIS are carried out by a team of paid coordinators and care workers.

We aim to assist you in the best possible way, providing high quality support and services.

We look after the needs of people who have a disability and their carers, allowing people to live comfortably in their own community.

We can assist you to plan out the right support to meet your goals. We believe there is no set approach to support people with disability, hence our services are tailored to your individual needs and goals. We develop connections with the community and a network of supports. Our friendly and experienced support coordinators will work with you to navigate understand and make the most out of your NDIS plan.

Please call us on 9988 4966 for more information.



**care + community + choices**

Provider Number: 4050005233

Located at the Woolworths entrance  
St Ives Shopping Village

PO Box 107, St Ives, NSW 2075

 [ndis@knc.org.au](mailto:ndis@knc.org.au)

 9988 4966

 9988 0355

(Answering machine for out of hours messages)

[www.knc.org.au](http://www.knc.org.au)

**Office Hours**  
9am–4pm Monday to Friday

Ku-ring-gai Neighbourhood Centre Inc. is a not-for-profit organisation run by the community for the community since 1979.



## Your Rights and Responsibilities

Please contact the NDIS coordinator for a full list of rights and responsibilities

Here is a quick overview:

### Your Rights are:

- You have the right to choose who delivers your supports and how they do this. You do not have to use just one provider for all your supports.
- You have the right to have choice of several providers and control over your plan
- You have the right to not use a provider if you feel they aren't acting in your best interests
- You have the right to ask if a provider has a conflict of interest
- You have the right to not feel pressured to buy services or supports you don't want or need
- You have the right to pay for supports at a fair and reasonable rate. You must follow the NDIS pricing arrangement and price limits if you are NDIA managed or plan managed
- You have the right to decide what personal information you give to a provider so they can deliver supports.

### Your responsibilities are:

- You are responsible for making sure the supports are directly related to your disability and align with your plan
- You are responsible for making sure the supports are not covered or delivered by another service system or organization (e.g. Medicare or private health insurer)
- If you self-manage your NDIS funds, you need to keep evidence of what you spend your NDIS funds on (e.g. Invoices, receipts, pay slips, bank statements).

### Services

The types of services you can access under a Home Package include

- **Social and Community Participation Services** are available to attend medical appointments, other essential appointments, shopping, accessing recreational activities and much more.
- **Companionship Services** from our support workers are available if you would like to maintain social contact
- **Domestic Task and Household Activities** assistance is available for people who are not able to carry out their day to day activities independently. The tasks may include general cleaning, meal preparation, personal care, garden maintenance and many more.

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- **Social Group Activities** are offered regularly at the centre to help you maintain social participation - including mah-jong, yoga, and yarning group.
  - **Allied Health Services** are available to all our NDIS participants to provide the treatment and support you need to meet your goals. Our allied health professionals will support you to overcome barriers and achieve goals you can establish independence and build confidence, improving your quality of life. This includes access to occupational therapists, physiotherapists, podiatrists, dieticians and nursing services.
  - **Support Coordination** services are available to all our NDIS participants to help you make the best use of your supports according to your plan. Our coordinator will assist you to build the skills you need to understand and use your plan. They will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.