



# In-Hospital Support

## Policies & Procedures

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## TABLE OF CONTENT

Policy / Procedure	Page
IN-HOSPITAL SUPPORT .....	3
Purpose .....	3
Further Advice or Assistance .....	4
Effectiveness and Review .....	4

# IN-HOSPITAL SUPPORT

## Purpose

Outlines how 123 Support Services can provide in-hospital support and the NDIS funding restrictions on in-hospital support.

This policy is based on the following premises that:

- NDIS do not allow a funded participant to use their funds for in-hospital support
- NDIS expect the hospital (Department of Health) to take up the in-hospital support costs
- The hospital will assess whether it needs extra support from the participants service provider for familiarity, comfort, communication, or behaviour management
- The hospital, if it needs extra support from the service provider, will make a formal request for the support and agree in writing (email to the Service Manager) to pay on invoice for that support
- Without the hospitals request for support and agreement to pay, 123 Support Services does not have a source of funds for in-hospital support

Sometimes when 123 Support Services is supporting someone they might be hospitalised for some reason which raises the need for in-hospital support.

123 Support Services will immediately help the participant/family notify their Support Coordinator that they are hospitalised and that 123 Support Services can no longer access their funds.

**123 Support Services can draw on NDIS funds to provide support to a participant while they are in the Emergency Department but once they have been admitted to the ward NDIS funds cannot be used.**

123 Support Services will notify the participant/family and their Support Coordinator that they will provide information and familiarise the hospital about the participant so that the hospital can decide whether they need to ask 123 Support Services for support.

123 Support Services will withdraw their support from the hospital at the end of the handover period if the hospital does not require their support.

123 Support Services will stand ready to install support at the hospitals request and written agreement to pay for the support on invoice from 123 Support Services.

If the participant/family are not happy with the coverage of support the hospital is providing they need to appeal to the hospital, their Support Coordinator and NDIS.

123 Support Services can only support in the hospital ward if funding is provided.

When the client is discharged, 123 Support Services can take up the same support pattern that was in place or a new one that has come out of a support level review.

## **Further Advice or Assistance**

Further advice and information can be obtained from the:

» Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: [admin@123supports.com](mailto:admin@123supports.com)

## **Effectiveness and Review**

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.