

Diverge Consulting NDIS Policy – updated July 2021

Diverge Philosophy:

Diverge Consulting was founded in 2009 with the principals of providing community based neuropsychological services to clients with an ABI that require some or all of: assessment, behavior support, adjustment & recovery support and psychoeducational training for family and staff following a significant injury. We offer a long term/ multi practitioner approach to compensable clients (TAC & Workcover).

We also work with complex cases (ABI, mental health, DoA, forensic) requiring Neuropsychological input through organisations such as Corrections Victoria, MACNI and DHHS.

Diverge & NDIS

Diverge has been a registered NDIS provider since 2013 and was one of the earliest adopters of service provision for NDIS clients. However, with current changes to the NDIS registration process we have made the decision not to re-register to as an NDIS provider. Diverge has written to the NDIS Quality and Safeguards Commission to advise them of our decision and raise our concerns about the onerous requirements for NDIS registration despite Diverge being a highly experienced service provider with highly skilled staff in this area. Our most significant concern centres on the impact this decision will have on clients with an ABI seeking behavior support.

Diverge will continue to provide NDIS services as an unregistered provider by accepting appropriate referrals for clients who are either plan managed or self-managed, not NDIA/ agency-managed.

Behaviour Support Plans (BSP): Diverge clinicians will continue to work with clients requiring cognitive, behavioral and emotional support and will provide written guidelines that reflect Diverge clinical practice and sound governance. Unfortunately, where there are restrictive practices, Diverge clinicians are no longer able to write or lodge BSP's.

As an unregistered provider Diverge will meet all required NDIS Quality & Safeguards Commission obligations – compliance with the NDIS code of

conduct, provision of a complaints system and a worker screening check for all practitioners.

As a small specialised organisation, Diverge takes the long-term view that complexity is something we will continue to work with, we do not discriminate against any clients and we are working to ensure that none of our clients are disadvantaged by these decisions.

OVERVIEW

- 1.** Diverge have decided not to re-register as an NDIS provider. Our NDIS registration expired on 30 April 2021.
- 2. Current and new clients:** Diverge can continue to see clients as an un-registered provider under the 'therapeutic supports/improved daily living' and 'behavior support/improved relationships' category if there are no restrictive practices. Their funding must be plan-managed or self-managed, not NDIA/agency-managed. Clients can request assessment, recommendations, written guidelines, therapy and training supports from Diverge under these conditions.
- 3. Behaviour Support Plans:** Diverge will continue to provide clients with assessment and support guidelines that meet Diverge clinical practice and sound governance. Where restrictive practices are involved, Diverge is not able to write or lodge BSPs.
- 4. Provision of NDIS plan:** When you make a referral to Diverge you will be required to provide a copy of your plan with the current details including NDIS number, plan dates, funding allocation (e.g. improved daily living) and the number of hours available to Diverge in that allocation.

Please direct any queries or concerns you may have about these decisions to, Samantha Burns, Manager, Diverge Consulting.

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