

# CEREBRAL PALSYP BROKERAGE PROGRAM



creating opportunities for the lifestyle you want

*administered by*



**CEREBRAL PALSYP  
SUPPORT NETWORK**

*strength through connection*

[www.cpsn.info](http://www.cpsn.info)



## **HISTORY**

**In 1997 the Cerebral Palsy Support Network (CPSN) identified a need for a more family focused respite service. To respond to this need, the CPSN implemented a flexible respite program for its members.**

## **WHERE ARE WE NOW?**

- **The program has evolved to support members through all aspects of life. This enables the client to utilise the program with options to support their chosen lifestyle.**
- **It provides an invaluable service like no other.**
- **We now provide this invaluable service to over 50 members with more clients joining us every day.**



## WHAT IS THE CEREBRAL PALSY BROKERAGE PROGRAM?

### Funding Agency – Client – Employee - CPSN

It is a partnership between 4 key partners, which enables clients to have control over their care needs without the employment obligations.

## WHAT IS DIFFERENT ABOUT OUR PROGRAM?

### • It is tailored to meet the client needs

Clients use this in various ways – eg: personal care, respite care, recreation and access to the community.

### CASE SCENARIO

Sally uses her allocated funds to support her in her home with the care of her child who has Cerebral Palsy. Her chosen carer, Jane, is currently studying at Uni to be a teacher and comes in every Wednesday to help Sally's son Matthew with his homework. Once Matthew has finished with his homework, Jane helps Matthew get into his pyjamas and get ready for bed.

Although this could be considered respite, it's also responsive to both Sally and Matthew needs.

### • Allows client to nominate their own carer

By enabling your client to choose their own carer/s, you are effectively solving many difficulties surrounding care.

Many of our clients have told us that in the past they have been reluctant to use services because they are uncomfortable with unfamiliar people in their home. This option gives our clients an opportunity to choose the person who provides them with support.

### • Flexible and creative to support clients with lifestyle choice

Our clients use the program in variety of ways to support them in their lifestyle choices. Some examples are:

- Attending recreational activities
- Respite for main care giver
- Pursue an interest or hobby
- Assist with educational pursuits
- Support a person during their holiday
- Helping people to maintain friendships
- Providing personal care
- Assist with household duties



- **Responsive to cultural backgrounds**

The program allows for culturally relevant support.

#### CASE SCENARIO

Fatma who has diplegia attends a quilting group at the local community health centre the first Thursday of every month. Although Fatma is fluent in English, this group is attended by Arabic speaking women. Fatima's carer, Hadra helps Fatma to access public transport and supports her personal care needs. Because Hadra speaks Arabic, Fatima finds the support to be more relaxed and enjoyable. Last month the group went out on Monday for lunch. Fatima was able to arrange for Hadra to support her on this occasion.

## WHAT ARE THE ROLES OF EACH PARTNER?

- **Funding Agency**

The role of the funding agency is to assess and allocate funding for the client/family.

- **Person with a disability and/or their Family**

The role of the person with a disability and/or their family is to negotiate funds with their funding agency or case manager to address their needs. They also need to determine the way in which their care/support will be delivered and source an appropriate carer.

- **Employee/carer**

The role of the employee/carer needs to carry out the support within the guidelines of the agreement by respecting the client's privacy and dignity.

- **Cerebral Palsy Support Network (CPSN)**

The Cerebral Palsy Support Network's role is to administer and facilitate this program. This includes supporting all the above key partners for an effective outcome.



## **WHAT ARE THE BENEFITS FOR AGENCIES?**

- **The Cerebral Palsy Brokerage Program handles all the administration associated with employment of carers.**
- **Gives the agencies the opportunity to effectively meet their client's needs.**
- **Allows more flexible options to address more complex family issues.**
- **A simple, easy to follow approval and payment process.**

## **WHAT ARE THE BENEFITS FOR CLIENTS/FAMILIES?**

### **Negotiate directly with your carer**

- The Cerebral Palsy Brokerage Program enables the client/family to choose their own employees and to arrange days and times that best suit their individual situation directly with the employee.
- Having the opportunity to match your carer with the chosen activity can be extremely important.

### **Flexible and responsive to changing demands**

- Respite can be extremely flexible as times and days can be organized around the clients/families needs which, can be constantly changing.

### **Value for money**

- Our rates are based on the DHS unit cost; however, following wages, superannuation, work-cover and administration costs being paid all surplus funds remain with the family. That means the opportunity for the family to utilize their money for extra care!
- Clear conditions and pay rates to make it easy for clients/families to schedule care and balance cost.



## **WHAT ARE THE BENEFITS FOR EMPLOYEES?**

### **Clear and fair employment conditions**

- Clear and fair employment conditions within the Cerebral Palsy Support Network's Victorian Workplace Agreement, which is based on the relevant award.

### **Employment obligations are met by CPSN**

- Work Cover, Superannuation, and other employment obligations are met.

### **Job satisfaction**

- Gives the employees job satisfaction whilst working with regular clients. Matching up clients to carers provides more satisfying care.

### **Support from CPSN**

- Able to access support from the Cerebral Palsy Support Network.

## **WHAT ARE THE BENEFITS FOR CPSN?**

- **Providing a valuable service to our members.**
- **Positive partnerships with agencies.**
- **Sharing of information and resources with other agencies which are passed on to our members.**
- **Increases awareness of the CPSN and issues faced by people with Cerebral Palsy within the community.**



## **WHAT DOES THE CLIENT / FAMILY NEED TO DO?**

1. Client/family identifies the need for care.
2. Client/family makes contact with the CPSN, becomes a member (if not already) and obtains a Brokerage Pack.
3. Client/family sources funding from an agency.
4. Client/family selects and makes contact with an employee/carer.
5. Client/family will be notified by brokerage coordinator as to when care may begin.

## **WHAT DO FUNDING AGENCIES NEED TO DO?**

1. Agency is contacted by family seeking funding.
2. Agency and family negotiate and approve funding.
3. Agency assists the client/family with completing the Brokerage Pack.
4. Process and pay invoices provided by CPSN within the agreed time frame.

## **WHAT DOES THE CPSN DO?**

1. Once the funding has been approved and the package has been processed the brokerage coordinator will notify the client/family of a start date.
2. The client/family sends in the completed timesheets, which are then processed and paid.
3. The CPSN invoices the funding agency for the amount owing.
4. Completes and keeps records of all employer obligations.
5. Liaises with the clients/families and employees as required and provides them with relevant resources necessary for a successful outcome.



## **WHAT DOES THE EMPLOYER/CARER NEED TO DO?**

- 1. Employee/carer provides CPSN all relevant documentation required. eg: identification, qualifications etc.**
- 2. A current police check and working with children check.**
- 3. A current First-Aid certificate within 3 months of commencement.**

## **WHAT ARE EACH PARTY'S KEY RESPONSIBILITIES?**

### **1. Client/Families**

It is the responsibility of the client/family to source an employee/carer, complete all relevant paperwork and liaise with both the agency and the CPSN to ensure a smooth process.

### **2. Agency**

It is the responsibility of the agency to support the client/family by providing funding to the client/family.

### **3. CPSN**

It is the responsibility of the CPSN to support Clients/families by paying timesheets and other relevant correspondence, keeping accurate records and communicating with both the agency and the client/family.

### **4. Employee**

It is the responsibility of the Employee to carry out the required work under the guidelines and policies set by the Cerebral Palsy Support Network.



## **HOW DO WE ADDRESS THE OCCUPATIONAL HEALTH AND SAFETY REGULATIONS?**

### **Risk Management Procedures**

- The Brokerage Pack includes recourses and checklists to be completed by the client/family and employee. This information is returned to the office and reviewed before care commences.

### **Training**

- Providing the employees with information on relevant training opportunities.

### **Review and Consultation**

- Representatives from management, clients/families and employees manage occupational Health and Safety through consultation and review of policies.
- Monitoring and evaluation.

### **External Professional Support for Management**

- Access to internal and external OH & S expertise and resources.

## **WHAT TRAINING OPPORTUNITIES DO THE EMPLOYEES HAVE?**

- On commencement with a client/family, a training needs assessment is carried out. If client specific training is required, this is assessed prior to commencement.
- A training survey is carried out annually. This is used to develop our training calendar. This training calendar includes internal and external training opportunities.



## IS THIS PROGRAM FOR YOU?

- Are you a member of the CPSN?
- Does the client/family member have Cerebral Palsy or a closely related disability?
- Are your current arrangements meeting your needs or do you need more flexibility?
- Do you have or are able to access funding?
- Is the client/family prepared to take an active role in the selection and management of their employees?

Then this program is for you!

## CONTACT US:

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