LUMINA
CONNECTIONS

PARTICIPANT HANDBOOK

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Welcome

Choosing support is an important step, and we don't take that lightly. At Lumina Connections, our role is to walk alongside you — to support you in building a life of stability, contribution, and purpose, in a way that feels right for you.

We believe that people should be supported in ways that honour their dignity, respect their choices, strengthen their independence, and recognise their capacity to participate in decisions that affect their lives.

Our approach is grounded in human rights. For us, that's not just a principle — it's something you should feel in every interaction. It shows up in how we respect your voice, protect your privacy, and ensure you have real choice and control over your supports. Our team is here to support your goals, while always recognising that this is your life, your plan, and your direction.

In this handbook, the term "Participant" includes anyone receiving or being supported through our services — whether that's you, your caregiver, or your participant representative.

This handbook is here to give you a clear and simple overview of who we are, how we work, and what you can expect from us. It's a guide to support your understanding, but it doesn't replace your individual Plan or Service Agreement, which are tailored specifically to you.

We are always learning and improving. Your feedback plays an important role in shaping how we grow, and we genuinely welcome your thoughts, ideas, and experiences.

Our Mission

At Lumina Connections, our mission is to help people build lives of stability, contribution, and purpose.

We do this by walking alongside individuals — supporting choice, strengthening independence, and helping people navigate the relationships, communities, and systems that support meaningful lives.

Our approach is grounded in human rights, dignity, and respect. We focus on the whole person, recognising that every life is unique, and every person deserves support that reflects who they are and what they want to achieve.

Our Vision

We believe that every person deserves dignity, understanding, and the opportunity to participate in decisions that affect their lives. We also believe that everyone has the capacity for growth, and that every step forward — no matter how small — is meaningful. We support people to build confidence, develop

meaningful connections, contribute in ways that are important to them, and create lives of stability, belonging, and purpose.

Our Values

Partnership: We believe meaningful change happens through connection, collaboration, and shared responsibility. We work alongside participants, families, providers, communities, mainstream services *and* the NDIS to build stronger relationships, better outcomes, and more inclusive communities. *We believe p*eople and systems work best when they understand one another and move forward together.

Dignity and Respect: We believe every person has inherent worth and deserves to be treated with dignity, fairness, and respect. We recognise the whole person, not just their challenges or circumstances, and honour their experiences, identity, culture, and choices. We support every person's right to be heard, understood, and actively participate in decisions that affect their lives.

Empowered Growth: We believe people are capable of learning, growing, and creating positive change in their lives. Whether progress is big or small, we support people to build confidence, develop skills, strengthen their independence, and move towards greater stability, contribution, and purpose. We do this not only through our own support, but by helping people connect with the right opportunities, services, and relationships to support their growth. Every step forward matters.

Choice and Agency: Your life is your own. We support you to make informed choices, build independence and self-advocacy, and actively participate in decisions that affect your life. We believe support works best when it builds confidence, capacity, and choice rather than dependence.

Integrity and Trust: Trust is built through honesty, respect, and shared responsibility. We aim to communicate clearly, follow through wherever possible, and be transparent about what we can and cannot do within the limits of our role, funding, capacity, and the broader systems we work within. When things are difficult or mistakes happen, we will take responsibility, work with you to understand what has happened, and focus on finding a respectful way forward.

Contribution and Belonging: We believe everyone has something valuable to contribute and deserves a place where they feel they belong. Contribution can take many forms, from relationships, learning, and caring for others to volunteering, creativity, employment, and community participation. We support people to build meaningful lives filled with connection, purpose, and opportunities to share their strengths with the world around them.

Continuous Improvement: We are always learning, reflecting, and looking for better ways forward. We welcome feedback, share knowledge, improve our systems, and look for the root causes of challenges so we can create more effective and sustainable solutions. We believe continuous improvement belongs to all of us — participants, providers, services, communities, the sector, and the wider world we share.

Our Services

Lumina Connections is a registered provider. We are proud to offer the following services to participants with any funding management type (self managed, plan managed, NDIA managed):

- Support Coordination – Level 2
- Specialist Support Coordination – Level 3
- Finding and Keeping a Job support (within your existing Support Coordinator relationship)

For information about the role of a Support Coordinator, billable activities, role boundaries, and Specialist Support Coordination, please refer to Appendix A – Support Coordination Guide.

Accessing Our Services

You must have Support Coordination funding in your NDIS plan to access our services.

Our intake process can be completed by phone, email, SMS, or video call. During intake we will discuss your support needs and confirm whether we have capacity to provide services.

If you choose to proceed, we will provide an intake pack containing the documents required to commence services. Once completed and returned, your details will be entered into our system and your lead Support Coordinator will contact you to begin supports.

For information about billable and non-billable activities, please refer to Appendix A – Support Coordination Guide.

Your Rights and Responsibilities

At Lumina Connections, we work in partnership with you. This means respecting your rights while also working together to create safe, effective, and meaningful supports.

Your Rights - You have the right to:

- Be treated with dignity, respect, and fairness at all times
- Have your privacy protected
- Be involved in decisions and have choice and control over your supports
- Receive clear information about your services and what to expect
- Access the information we hold about you
- Feel safe and supported, free from harm, abuse, or discrimination
- Provide feedback or make a complaint without fear of disadvantage

- Be supported to understand and exercise your rights, including access to an advocate if needed

Your Responsibilities - To help us provide the best possible support, we ask that you:

- Communicate openly and respectfully
- Participate in decisions about your supports
- Provide information relevant to your services
- Maintain a safe environment during face-to-face meetings
- Let us know about changes to your NDIS plan or circumstances
- Raise concerns early so we can work together to resolve them

Planning Your Supports

Support Coordinators work alongside you to understand your goals, connect you with supports, and assist you to make the most of your NDIS plan.

As part of this process, Support Coordinators may assist with support planning, reporting, and emergency or risk planning where appropriate.

For detailed information about Support Coordination, Specialist Support Coordination, billable activities, and role boundaries, please refer to Appendix A – Support Coordination Guide.

Service Agreement

Before we begin working together, we will provide you with a Service Agreement.

This is a written agreement between you and Lumina Connections that outlines how your Support Coordination services will be delivered. It ensures that both you and our team have a clear, shared understanding of what to expect. You will have the opportunity to review the agreement, ask questions, and make sure you are comfortable before signing. You can also request changes at any time. Your Service Agreement works alongside your NDIS plan and is designed to be clear, flexible, and tailored to your needs.

Appointments and Cancellations

We understand that plans can change and occasionally appointments need to be cancelled or rescheduled. If you are unable to attend an appointment, please let us know as soon as possible.

Information about cancellation notice periods and any applicable cancellation charges can be found in your Service Agreement. If you are unsure, please speak with your Support Coordinator.

Communication and Contact

We aim to communicate in ways that suit your preferences. This may include:

- Face-to-face meetings
- Phone calls
- Email
- SMS
- Video calls

With your consent, we may also communicate with family members, carers, nominees, providers, and other relevant services involved in your supports. To help us coordinate supports effectively, Lumina Connections uses a Third Party Consent Form which allows you to nominate the people, services, and organisations you would like us to communicate and share information with. You can change or withdraw your consent at any time. We will work with you to determine how often you would like to be contacted and what level of support best meets your needs.

Ending Services and Transitioning Supports

You have the right to change providers or end services at any time in accordance with your Service Agreement. Where services end, we will work with you to support a respectful and orderly transition, including providing handover information where appropriate and authorised.

Please refer to your Service Agreement for detailed information regarding notice periods, handovers, and transition arrangements.

Some consents (such as NDIS consent and portal access) may need to be updated or removed when you change providers. Where possible, we will assist with removing or updating consents, including plan manager and provider permissions. In some cases, you (or your representative) may need to update or withdraw consent directly. Our priority is to ensure your transition is respectful, transparent, and aligned with your preferences. We will work with you to ensure you remain supported and connected throughout the process.

Privacy and Confidentiality

At Lumina Connections, we are committed to protecting your privacy, dignity, and confidentiality in line with the NDIS Practice Standards, the Australian Privacy Principles, and relevant privacy legislation.

We only collect, use, and store information that is reasonably necessary to provide supports, meet our duty of care, and comply with legal and regulatory requirements.

How we protect your information

- We collect only information that is relevant to your supports and service delivery.
- We seek your informed consent before collecting information from, or sharing information with, other people or services, unless we are required or authorised to do so by law.
- In some circumstances, we may be required to share information without consent where there are concerns relating to safety, safeguarding, abuse, neglect, exploitation, serious risk of harm, or where disclosure is otherwise required by law.
- Your information is stored securely and access is limited to authorised team members who require the information to provide supports.
- We take reasonable steps to protect your information from misuse, loss, unauthorised access, modification, or disclosure.
- We retain and dispose of information in accordance with legal requirements and best practice.

You have the right to access and request correction of the personal information we hold about you. Some internal administrative documents may not be accessible; however, information relevant to your supports will generally be made available upon request.

If you have any concerns about your privacy or how your information is handled, please contact us. We will take your concerns seriously and respond as promptly as possible.

Violence, Abuse, Neglect, Exploitation and Discrimination

Everyone has the right to feel safe, respected, and free from violence, abuse, neglect, exploitation, discrimination, and other forms of harm. Lumina Connections has zero tolerance for any form of violence, abuse, neglect, exploitation, or discrimination. We are committed to promoting and protecting the rights, safety, and wellbeing of the people we support.

As a Support Coordinator, our role may include:

- Listening to and taking seriously any concerns you raise
- Supporting you to understand your rights, options, and available safeguards
- Assisting you to report concerns to appropriate services, authorities, or oversight bodies
- Connecting you with advocacy, safeguarding, legal, health, or other supports where appropriate

- Taking action where required to meet our legal and safeguarding obligations
- While we do not directly investigate incidents, we take all concerns seriously and will respond appropriately to support your safety and wellbeing.

If you experience or witness something that concerns you, please speak with us or contact:

- NDIS Quality and Safeguards Commission – 1800 035 544; www.ndiscommission.gov.au
- Emergency Services (if there is immediate danger) – 000

More information about your rights and protections under the NDIS can be found on the NDIS Commission website.

Feedback

We welcome feedback and take complaints seriously as part of our commitment to continuous improvement. You have the right to provide feedback or make a complaint at any time without fear of disadvantage.

Feedback or complaints can be made by:

- Speaking with your Support Coordinator
- Completing our Feedback Form (on our website)
- Contacting us by phone or email

We will acknowledge your concerns, treat them respectfully, keep you informed, and work with you to achieve a fair and timely resolution.

You have the right to involve a support person or independent advocate at any stage. If needed, we can assist you to access advocacy services.

If you are not satisfied with our response, or prefer to raise your concern externally, you can contact:

NDIS Quality and Safeguards Commission

1800 035 544

www.ndiscommission.gov.au

Appendix A

Working Together: Understanding Support Coordination

A Support Coordinator (SC) works alongside you to help you understand your NDIS plan, connect with services, navigate systems, and build the skills and confidence to manage your supports over time.

SC is a Capacity Building support funded by the NDIS. Our role is not only to help coordinate supports today, but also to build your knowledge, confidence, and ability to make informed decisions in the future.

For many people, SC is intended to be temporary. As your confidence, networks, and skills grow, you may need less support from us. We see this as a positive outcome. Our goal is not to create dependence on Support Coordination, but to help you build sustainable supports, strong relationships, and greater choice and control in your life.

We believe the best outcomes are built through partnership. Your SC provides information, options, coordination, and guidance, while you (or your representative) remain the decision-maker.

We bill for the time we spend working with you or on your behalf. This may include meetings, communication, coordination, research, referrals, reviewing information, preparing reports, and completing documentation related to your NDIS goals and support needs.

At Lumina Connections, we do not measure success by how long you need us. We measure success by how confident, connected, and empowered you become.

We DO	We DON'T
Help you understand your NDIS plan	Make decisions for you
Connect you with supports and services	Provide direct support work, therapy, or transport
Help build your confidence and skills	Manage your budgets or spending choices
Coordinate services and systems	Act as an independent advocate
Support planning, reviews, and problem-solving	Provide emergency, crisis, or after-hours services

What we DON'T do as SCs

- SCs do not make decisions for you or sign service agreements on your behalf.
- SCs do not act as an independent advocate. We can support you to understand your options, prepare for meetings, communicate your views, build self-advocacy skills, and connect with independent advocacy services when needed.
- SCs do not provide direct supports (such as support work or therapy).
- SCs do not manage staff rosters or day-to-day scheduling.
- SCs do not replace family, carers, or other supports in your life.
- SCs do not take over responsibility for your plan, your budgets or your spending choices.
- SCs do not provide participant transport.
- SCs do not provide emergency, after-hours, or crisis-response services. In a crisis we can help connect you with the appropriate emergency, health, housing, safeguarding, or crisis support services.

What we do but DON'T charge you for (non-billable tasks)

There are some things we **don't charge you for**, including:

- We do not charge for general business overheads such as routine staff training and supervision unrelated to your support needs.
- We do not charge for pre-engagement discussions, preparation of service agreements, and client onboarding administration.
- We do not charge for administrative tasks related to closing your file.

What we DO charge you for (billable tasks)

We charge for time spent working with you or on your behalf. Examples include:

- Meetings, phone calls, emails, and other communication.
- Coordinating supports and services.
- Research, referrals, and problem-solving.
- Reviewing information and preparing reports.
- Documentation and administrative tasks related to your support needs.

What is Specialist Support Coordination (SSC)?

The NDIS may fund Specialist Support Coordination (SSC) for some people who require a higher level of coordination due to complex support needs or circumstances. SSCs are sometimes funded to help people experiencing significant service complexity, high levels of risk, service breakdown, housing challenges, safeguarding concerns, involvement with multiple systems, or barriers to accessing appropriate supports. In addition to the SC role, an SSC may help with:

- Bringing providers, services, and systems together to work collaboratively around your goals.
- Liaising with supports across multiple systems such as the NDIS, health, housing, mental health, education, justice, and community services.
- Identifying, managing, and helping to reduce risks and safety concerns.
- Preventing and addressing barriers that make it difficult to access or maintain supports.
- Supporting complex decision-making, planning, and problem-solving.
- Developing more detailed support plans, risk management strategies, and service coordination approaches.

What we DON'T do as Specialist Support Coordinators

In addition to the Support Coordinator role boundaries outlined above, SSCs also do not:

- Replace therapists, doctors, psychologists, health professionals, or crisis services.
- Provide emergency, after-hours, or crisis-response services.
- Become a long-term substitute for providers, services, or systems that are not working effectively. Our role is to help identify barriers, coordinate solutions, and build more sustainable support arrangements.

Every person's journey is different.

Our role is to work alongside you, help you understand your options, navigate challenges, and build the confidence, skills, and connections needed to move towards your goals.

We believe people and systems work best when they understand one another and move forward together.