



**Muscular  
Dystrophy  
Queensland**

*We're stronger together*

# MDQ Client Update

*Special Edition – June 2018*

## Meet our Allied Health Team!

We are thrilled to be able to introduce our new Physiotherapist Lynne Borgert and Occupational Therapist May Eade. They join our Counsellor and Social Worker Lindell DeMarte in our new Allied Health Team.

Over the years we have had many requests to develop a specialised Allied Health service catering to the needs of the neuromuscular community. The introduction of the NDIS has provided the opportunity to begin this service. Initially, we will provide these services in the south east corner, within a 2hr drive of our office, however we are planning to develop regional services delivered through SKYPE and other technology.

We are able to offer allied health services to people who have these services included in their NDIS Plan and can also offer Physiotherapy services through the Chronic Disease Management Plan (Medicare) or through private health insurance.

**Physiotherapy:** Lynne Borgert has been working with people with muscular dystrophy and similar conditions for most of her career, first at MS Qld and then at Montrose. She also works part-time in the aged care system so she has experience of physiotherapy needs across the whole lifespan.

Lynne has a particular interest and expertise in physical assessments and equipment prescription including manual and power wheelchairs, complex seating and specialised devices such as standers, walkers and modified bikes. Lynne is excited about helping us at MDQ to build an individualised physiotherapy service which meets needs and enables our community members to live the lives they choose.

Lynne is available on Mondays and Thursdays – Please call the office to book an appointment.

**Occupational Therapy:** May Eade is an experienced Occupational Therapist who has worked both in Australia and abroad in clinical practice and supervisory roles. May has a client-centred, holistic approach to achieving positive outcomes for her clients.

May has experience in home modifications, equipment prescription and physical rehabilitation. She has worked for various organisations and was most recently Senior Occupational Therapist for QLD Department of Communities. She is returning to work after spending some time raising her young family and attaining further qualifications.

May will begin on July 18 and will be available on Thursdays, Fridays and every second Wednesday – Please call the office to book an appointment.

**Counselling:** We understand that having muscular dystrophy or a similar condition can be emotionally difficult. Lindell DeMarte is a qualified counsellor who understands your condition and will listen in a confidential and non-judgmental way. She can help you explore options to find a resolution to your concerns.

As a member of MDQ's Client Services team for the past 2 years, Lindell understands the specialist needs of people living with muscular dystrophy and similar conditions.

Lindell is available Tuesday to Friday – Please call the office to book an appointment.

## Come and meet the team

You can meet the new Allied Health Team - please let us know if you would like to come along.

- Thursday 19<sup>th</sup> July – Emmanuel Uniting Church Hall, 92 Laurel St, Enoggera 10:30-12:30
- Thursday 26<sup>th</sup> July – Loganlea Community Centre, 28-32 Timms St, Loganlea 10:30-12:30

## Are you ready for the NDIS?

With so many people entering the NDIS from July 2018 we wanted to check in with everyone to make sure that you are prepared. Anyone living in Brisbane, Logan, Redlands, Gold Coast, Cairns and Far North Queensland who has been assessed as eligible for an NDIS plan should have received some contact from the National Disability Insurance Agency (NDIA) by now. Many have already had their planning meetings and will be ready to go from the 1<sup>st</sup> of July. If you have not heard from the NDIA yet, it would be a good idea to lodge an access request. **(Refer to your Autumn Client Update for hints on completing your access request!)**

**The Client Services Team at MDQ are available to help you through your NDIS journey. We can help you with pre-planning and can also support you at your planning meeting if needed.**

**Call MDQ on 3243 9700 if you need help.**

***Make a list of your current supports:*** Include funded supports as well as informal support from family and friends and think about whether these supports are meeting your needs. Make sure that you consider:

- personal care
- domestic assistance
- transport
- social activities
- equipment and assistive devices - If you have a wheelchair, hoist, hi-lo bed or any other equipment, you will need to ask for an allowance to cover servicing and maintenance. If you need equipment to help with mobility, communication or accessing the community, now is the time to ask for it.

***Will you need extra help to use your NDIS funding?*** The NDIS is all about providing choice and control to you, the participant. This can be a daunting task however and if you think that you will need some help you can ask for **Coordination of Supports** to be included in your plan. If you choose Coordination of Supports you will receive additional funding for this service and it will not affect the amount of supports you will receive in your NDIS package. Your support coordinator can help you

- develop a budget for your NDIS funding
- help you engage service providers and develop service agreements
- help you resolve problems with suppliers
- help you if you need a plan review
- help you gain the confidence you need to manage your NDIS package on your own

You can ask for MDQ to be your Coordinator of Supports or use any other NDIS registered provider.

***Do you want someone to help you manage the finances in your NDIS Plan?*** There are several ways you can manage your NDIS funding.

1. **Self Managed** – You can choose to manage your own NDIS funds and use non-registered providers if you choose. You will be responsible for creating service bookings, keeping track of your budget and claiming payments from the NDIS portal.
2. **Plan Management Provider** – A Plan Management Provider can
  - set up the financial management of your plan
  - create service booking on the NDIS portal
  - claim payment from the NDIA portal
  - pay your invoices
  - track your payments and available funds

You will also be able select providers that are not registered with the NDIS if you choose to. If you choose a Plan Management Provider you will receive additional funding for this service and it will not affect the amount of supports you will receive in your NDIS package. You can ask for MDQ to be your Plan Management Provider or use any other NDIS registered provider

3. **NDIA Managed** – The NDIA will pay all of your invoices but you must use NDIS registered providers

**Do you want OT, Physio, Counselling etc to be included in your plan?** Don't forget to ask for Allied Health services if you need them.

**Take along some information about your condition** - chances are that the NDIS Planner will not have any knowledge about your particular condition. We can lead you to simple factsheets about your condition.

**Have some back-up at your planning meeting** - Ask family members, friends or your MDQ Client Services Officer to come to your planning meeting. They may think of things that you hadn't considered and can help you remember all the items discussed.

**Remember that we are here to help** - Our Client Services staff are only too happy to help you prepare and whenever possible will even come along to your Planning Meeting if you would like some support. If you have a rejection from the NDIA we can help with that too. Our staff are very knowledgeable and have been dealing with the NDIA since Queensland's early launch sites started in 2016. All of our NDIS pre-planning services are available free of charge to our clients. Call us on 3243 9700 and if we can't answer your questions straight away we will find the answers and get back to you. You don't have to do it alone!

**MDQ offers Plan Management, Support Coordination, Budgeting, Counselling, Physiotherapy and Occupational Therapy services under your NDIS plan.**

**Don't forget if you want to use any of MDQ's NDIS services, you will need to ask for them at your planning meeting!**

## **Moreton, Sunshine Coast and Gympie – you're next!**

The NDIS is coming to Moreton, Sunshine Coast and Gympie on the 1<sup>st</sup> January 2019. To make sure that you are all ready for your planning meetings we are hosting a series of 'NDIS Ready' workshops across the region in the coming months.

- Wednesday 5<sup>th</sup> Sept – Lake Kawana Community Centre, 114 Sportsman Pde, Bokarina 10:30am-2pm
- Thursday 13<sup>th</sup> Sept – Rothwell Community Hall, 176 Morris Rd, Rothwell 10:30am – 2pm
- Wednesday 19<sup>th</sup> Sept – Bray Hall Community Centre, Cnr Cookes St & O'Lean St, Petrie 10:30am – 2pm

Once all the details are confirmed we will be in touch with clients in these regions with all the information.

Our Client Services staff will also help with individual pre-planning whenever possible to make sure you are confident to go into your planning meeting with the NDIA.



Team MDQ will once again take on the Bridge to Brisbane – do you want to join us? MDQ staff are doing both the 5 and 10km events and we'd love for you to join us. The 5km course is completely wheelchair accessible. We had a fantastic time last year and hope for an even bigger representation at this year's event. Go online to the Bridge to Brisbane website to register and make sure you join Team MDQ.

**Muscular Dystrophy  
Queensland**



**Muscular Dystrophy Queensland Ltd**

Office: 1149 Sandgate Rd, Nundah, Qld, 4012

Post: Locked Bag 3000, Eagle Farm BC, Qld 4009

Phone: 07 3243 9700 / Freecall: 1800 676 364

Email: [info@mdqld.org.au](mailto:info@mdqld.org.au) Web: [www.mdqld.org.au](http://www.mdqld.org.au)

ACN: 621 816 975 ABN: 14 908 553 738