

How can an ECI Provider help?

Once you have found a service provider(s) who have agreed to work with you, the first step will be to develop a Service Agreement together. This agreement covers the types of support to be provided, who will provide this support, how often and for how long. The purpose of the Service Agreement is to enable you to work together to achieve the goals and objectives outlined in the NDIS plan.

You should expect an ECI Provider to cover the following as part of the conversation to build the Service Agreement:

Administrative support

- Assigning a keyworker to your family.
- Coordinating the services your family needs, including assistance to access other providers if required.
- Supporting your family with the transition to childcare, kindergarten and school.
- Ensuring the relevant documentation for the End of Funded Supports Plan Review will be submitted to your NDIA contact one month prior to the review date.
- Liaising with your NDIA contact should other needs arise (e.g. providing written evidence if Support Coordination is needed).

Family skills & support

- Assisting your family to adapt to the emotional and practical challenges involved with raising your child or assist your family to access emotional and practical support for the family.
- Providing support and education for you as parent or carer.

Building routines

- Identifying activities that build on your child's strengths and interests such as playgroups, toy libraries and recreational activities.
- Helping you to build the activities and strategies that will support your child's progress into the family's routine.
- Supporting your child in the natural environments where they spend their time (e.g. home, childcare, kindergarten and other community facilities such as parks, Children's Play Centres), to promote your child's participation and development.

Material support

- Ensuring the equipment required to increase participation is identified in the NDIS plan as reasonable and necessary, and the NDIA process for supply of this equipment is followed.

Building a great Service Agreement means I will know the types of supports which will be provided, who's going to provide them, how often and for how long. All these supports fit with what works for my family.