

## Service Agreement - Support Coordination

This agreement is made between

Full Name of NDIS Participant	
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and Create A Sense of Place (Provider), to provide Coordination of Supports

This agreement will commence on (date)	
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for a duration of the NDIS plan, unless stated otherwise.

Plan Start date	
Plan End date	

Who is your Create A Sense of Place Coordinator?	
Their phone number	
Their email address	

### Who is completing this form:

Are you completing this form for yourself as the participant?	Yes / No
If not, what is your relationship to the participant?	
Full name of person completing form	
Contact Phone number	
Email address of person completing form	

A copy of this agreement will be emailed to you.

### NDIS Participant Details

Participant First Name	
Participant Last Name	
D.O.B	
NDIS number (This is a 9 digit number usually starting with 43)	
Address	
Phone	
Email	

Is the Participant under the age of 18?	Yes / No
Parent Contact name	
Parent phone number	
Is Guardianship in place?	Yes / No
Type of Guardianship?	
Guardian contact information	

### NDIS Participant Supporting Details

This helps us to get to know you, and understand how to best support you.

My Goals	
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More About Me	
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How to Best Support Me	
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<p>How do I pay for my supports? (please circle)</p>	<p>My funding is self-managed, and Create a Sense of Place will send an invoice directly to me via email.</p> <p>The NDIA manage my support funding, and Create a Sense of Place will claim from the NDIS MyPlace portal</p> <p>I have engaged a Financial Intermediary provider (Plan Managed), and all invoices are to be sent to them via email.</p>
<p>Email address for invoices</p>	
<p>Plan Manager Name</p>	

## Important Information

### What happens if I don't pay?

Create A Sense of Place reserves the right to immediately cease any services offered, if payment cannot be made. An 'account overdue' notice will be issued on any overdue account. Outstanding monies must be immediately paid following receipt of this notice.

### How do I change my service agreement?

Changes can be made at any stage during the course of this agreement and will take 14 days to implement;

Changes need to be communicated in writing to Create A Sense of Place;

This agreement can end without a notice period if either you or the Service Provider break the terms of the agreement.

## **Complaints and Feedback**

In the first instance, if you feel comfortable you can contact Create A Sense of Place and discuss any issues directly on 1300 222 767;

If you do not feel comfortable contacting Create A Sense of Place about any concerns, then you may wish to contact the third party or advocate directly such as the Quality and Safeguards Commission on 1800 035 544, the NDIS 1800 800 110 or Disability Advocacy on 1300 365 085.

Create A Sense of Place encourages clients and/or their nominee to provide feedback about the service to ensure continuous improvement of the service.

We will email you a copy of our Participant Handbook which provides you with further information about you rights.

## **Privacy and Confidentiality**

Create a Sense of Place will record personal information at the consent of the individual for the purposes of intake and referral, client files, record keeping, reports, social media, NDIS portal and auditing purposes. You may have access to your information at any time. All participant information is kept private through the use of our database, which use ASD cloud services and Microsoft Azure, which meets the Australian Standards. Access to our database is password protected, and only relevant people have access.

## **Cancellation/non-attendance**

Should either party be unable to attend an appointment, we agree to provide reasonable notice (at least 24 hours) prior to the scheduled appointment to notify the other party. At times this may not be able to be maintained due to unforeseen circumstances (for example sickness of a child). We may charge up to 90% of the hourly

rate when a participant/nominee has cancelled a meeting after 3pm the day prior, or the participant/nominee has not shown up to a scheduled meeting. As stated in the NDIS Price guide.

### **Plan Extensions**

Should you plan be automatically extended by the NDIA, this current service agreement will cover the extended period if required. However, if you choose not to continue services in this time, the usual cancellation of services policy mentioned above applies.

## **Working Together**

### **Provider's responsibilities**

Create A Sense of Place agrees to:

- Review the service, goals and achievements with Participant and/or nominee every 6 months;
- Work with Participant and/or nominee to provide supports that fit his needs, at their preferred time and location;
- Treat Participant and/or nominee with courtesy and respect;
- Consult Participant and/or nominee on decisions and supports will be provided;
- Listen to feedback and resolve any problems quickly;
- Keep clear records of the services provided.
- Provide all participants with our 'Rights, Privacy Complaints and Feedback' information sheet.

**Participant’s responsibilities**

I,

Participant's name	
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agree to:

- Work with Create A Sense of Place to ensure that the services and supports delivered meet my needs, or those of the participant;
- Treat Create A Sense of Place representatives with courtesy and respect;
- Talk to Create A Sense of Place if I have any concerns about the services or supports being provided;
- Give Create A Sense of Place reasonable notice (outlined on previous page) if I need to cancel an appointment.
- Give Create A Sense of Place reasonable notice (outlined on previous page) should I wish to cease this agreement.

As a provider of services or supports, Create A Sense of Place agrees to provide the following supports for the above named participant for the period of the plan. The prices of the supports are also outlined below:

**NDIS Support**

Support Coordination (support connection, coordination of supports & specialist coordination)

**Pricing and Payment**

You are allocating Create A Sense of Place the following amount of funding

You are allocating Create A Sense of Place the following amount of funding	
which equates to approx the following hours	



These prices are set by the NDIS and increase each financial year. From 1st July each year, we will claim at the new rates set by the NDIS for the duration of your plan. The NDIA will automatically increase your budget to align with the new prices.

We will communicate progress and outcomes with you using your preferred method of contact.

We may charge up to 90% of the hourly rate when a participant/nominee has cancelled a meeting after 3pm the day prior, or the participant/nominee has not shown up to a scheduled meeting. As stated in the NDIS Price guide.

We will raise an invoice for every claim made, and you may have access to this information at any time.

You can also view your participant statements made on your My Place Portal.

### **How the support will be provided**

Create A Sense of Place will provide Coordination of Supports that support your goals and aspirations, in line with the NDIS pricing guidelines. Coordination of Supports role includes but not limited to:

- Planning
- Sourcing appropriate services and providers
- Connecting you to services/activities of your choice
- Resolving points of crisis
- Research
- Portal Training
- Ensuring all providers are working with you to achieve your goals
- Helping you with the NDIS portal
- Liaising with all involved services providers, NDIA and other departments

A lot of our time is spent coordinating behind the scene, but we are always here for face to face support when you need, and if it fits within your funding parameters. We will always keep you updated as things arise, and check in with you on a regular basis.

**\*This service agreement will cover any plan extensions unless otherwise advised**

## Consent

I,

Participant's name	
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state that information given to Create A Sense of Place is true and correct. I understand that all information provided will remain private and confidential.

### Agreement Signatures

All parties agree to the terms and conditions of this agreement.

Name of NDIS Participant	
Name of Person completing this form (if not participant)	
Relationship to the participant	
Signature	
Date	
We acknowledge we were given the 'Rights, Privacy, Complaints and Feedback' Participant Handbook.	Yes / No

Please enter the email addresses of people who you would like to receive a copy of this service agreement

Email 1 - Participant email	
Name and relationship	
Email 2 - Participant Nominee	

Create   
A Sense of Place

Name and relationship	
Email 3 - Create A Sense of Place team member (just copy and paste the email address used by your coordinator to send this form to you)	
Name and relationship	

On Behalf of Create a Sense of Place:

Representative Name	
Position	
Representative Email	
Signature	
Date	

Everything will be emailed to the addresses above, along with your Participant Handbook.

Thank you for taking the time to complete this agreement.