

Support Coordination / Specialist Support Coordination Service Agreement

Parties

This service agreement is for _____ (a participant in the National Disability Insurance Scheme), **NDIS No:** _____.

This service agreement is made between the above participant and **Marli and Moe (MM Disability Pty Ltd. NDIS registration 4050086757)**

This service agreement will commence on **date:** _____.

Important things to note

*Marli and Moe are mandatory reporters – this means that we are required to report any form of suspected or alleged abuse, neglect, or risk of harm. The report will be made to DCJ, NDIS Quality & Safeguard Commission, Police, Aged Care Quality & Safeguard Commission, or any other relevant service.

*Support Coordination is a capacity building service. We are here to work with you. We aim to support you and/or your representative in connecting with services, developing a stronger understanding of NDIS frameworks, and increasing your confidence and coordinating independently.

*Marli and Moe is not an emergency service or helpline. In case of an Emergency, either physically, mentally or support outside of usual business hours please call –

Police/Ambulance/Fire: 000

Lifeline: 13 11 44 (24/7)

Beyond Blue: 1300 224 636 (24/7)

The NDIS and this service agreement

This service agreement is made for the purpose of providing Support Coordination and/or Specialist Support Coordination (circle appropriate) under the above participant's NDIS plan.

The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- Support the independence and social and economic participation of people with disability, and
- Enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

Responsibilities of Provider

Marli and Moe agrees to tend to the Coordination of supports needs for the services stated in the plan as Support Coordination.

- Review the provision of supports as things change.
- Communicate openly and honestly in a timely manner.
- Treat the Participant with courtesy and respect.
- Consult the Participant on decisions about how supports are provided.
- Give the Participant information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant).
- Listen to the Participant's feedback and resolve problems quickly.
- Give the Participant the required notice if the Provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information).
- Protect the Participant's privacy and confidential information.
- Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law.

Responsibilities of Participant

Representatives agree to:

- Inform the Provider about how they wish the supports to be delivered to meet the Participant's needs.
- Treat the Provider with courtesy and respect.
- Talk to the Provider if the Participant has any concerns about the supports being provided.
- Give the Provider a minimum of 24 hours' notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply.
- Give the Provider the required notice if the Participant needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information), and
- Let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a participant in the NDIS.

Payment

The Provider will Coordinate my supports as stated in my NDIS plan.

After providing these supports, the Marli and Moe will claim payment for supports provided, as follows;

- **NDIA Managed** - Marli and Moe will claim directly from the NDIS Portal (via Service booking) for NDIA managed participants.
- **Plan Managed** - Marli and Moe will send invoices directly to the plan manager for plan managed participants.
- **Self-Managed** - Marli and Moe will send invoices directly to self-managed participant for payment. Accounts are to be settled by the end of the following week.

How is Support Coordination managed? _____.

Participant Initial and Date: _____.

** Please note that the Support Coordination Category can often be managed differently from the rest of the plan categories.*

Changing or Ending this Service Agreement

If changes to the supports or their delivery are required, the Parties agree to discuss and review this Service Agreement. The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

Should either Party wish to end this Service Agreement they must give **1 months'** notice, this notice may be waived upon mutual agreement of participant and Support Coordinator.

If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

Feedback, complaints and disputes

If the Participant wishes to give the Provider feedback or is not happy with the provision of supports and wishes to make a complaint the Participant can contact:

Email info@marliandmoe.com.au

Phone number 1300 797 454

If the participant is not satisfied with our resolution process, the Participant can contact the **National Disability Insurance Scheme by calling 1800 800 110** or the **NDIS Quality and Safeguard Commission on 1800 035 544**.

Schedules of support

Marli and Moe agrees to provide the participant with support coordination as per the below schedule of supports.

Additional expenses (i.e. things that are not included as part of a participants NDIS supports/ allocation) are the responsibility of participant/s representative.

Support	Description of support	Cost per session	Total
Coordination of Supports	Further qualifications/experience required to strengthen a higher needs participant's ability to coordinate their supports & participate in the community. This may include resolving points of crisis & developing resilience in the participant's network.	60 Min @ \$100.14	X 50 = \$5007.70
Specialist Support Coordination	Time limited support coordination, within specialist framework necessitated by high risks in participant's situation, to address barriers and reduce complexity in environment, assisting to connect with supports, build capacity and resilience.	60 Min @ \$190.54	X 10 = \$1905.40
TOTAL COSTING: \$			

Please note:

- For face-to-face appointments, Travel charges of up to 30 minutes each way will be charged, where appropriate as per NDIS Support Catalogue.
- These supports can include non-face-to-face supports/ billable time. Such as but not limited to: report writing, liaison and research etc.
- Prices may vary if participant is located in a 'Remote' location. As per NDIS price guide.
- All prices are subject to change pending review of the NDIS price guide. Prices will be indexed accordingly.

Agreement signatures

The parties agree to terms and conditions of this Service Agreement.

Participant/'s Representative

Print Name:

Relationship to participant (if applicable):

Signature:

Date:

Marli and Moe Representative

Print Name:

Signature:

Date:

Note:

If you have concerns regarding printing/scanning/emailing the forms, alternatively, you may respond to the email stating: *"I accept the Terms and Conditions stated in the Schedule of Supports and consent form, so I wish to proceed with the Support Coordination service"*.