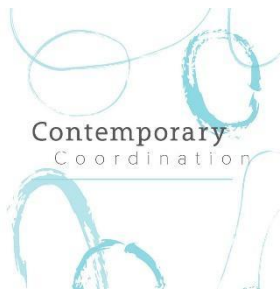


Service Agreement

Contemporary Coordination (the Service Provider)



ABN: 55 404 433 045

NDIS registration: 4050129341

Phone or SMS: 0404 679 135

Email: admin@contemporarycoordination.com

and

Your Details (the Participant)



Name: _____

NDIS number: _____

Nominee details: _____

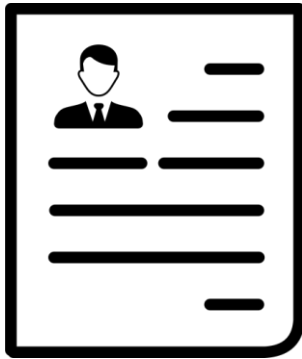


Service Agreement Dates:

Start date: ___/___/___

End date: ___/___/___

You can ask for help to understand this agreement.

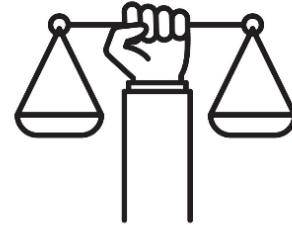


This document will explain:

1. Your rights
2. Your responsibilities
3. Our responsibilities to you
4. Services available
5. Service fees
6. Payment of fees
7. Ways you can receive support
8. How we help in a disaster or emergency
9. Appointment cancellation and fees
10. Complaints
11. How you can cancel services
12. Agreed service and funding

1. Your Rights

- Be treated with respect, courtesy and dignity
- Have legal and human rights respected
- Have your information kept private
- Be supported to make informed choices
- Be communicated with in a way that you can understand
- To choose a friend, family member or advocate to help make NDIS decisions, if you would like help
- Choose the types of services you want to be involved in
- Practice your culture, values and beliefs
- Make life choices, take risks and have relationships
- Have your goals be supported as much as possible



2. Your Responsibilities

- Be polite and respectful
- Tell us if you have a new NDIS plan
- Tell us about the support you want from us
- Tell us if you need to cancel an appointment
- Make sure that all invoices are paid by the due date
- Tell us if you have a problem or are not happy with our service
- Tell us of any important changes, such as moving house or changing your phone number
- Tell us if you want help when speaking with us, such as from a friend or family member

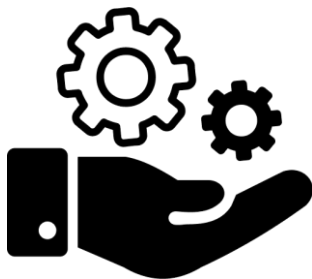


3. Our Responsibilities To You

- Respect your rights
- Listen to you
- Give you choices about your service
- Keep your information private
- If you have a problem or are unhappy with our service, we will tell you what your options are
- Make sure our workers have the right documents to work with you safely
- Work cooperatively with you and in line with the principle of least restrictive practice



4. Services Available at Contemporary Coordination



- Support coordination
- Specialist support coordination
- Psychosocial recovery coaching
- Social work

We recommend that you (or someone helping you) read your NDIS plan to see what funding you have. If you have support coordination or psychosocial recovery

coaching funding then it will be specifically written in the “Capacity Building” budget of your plan.



5. Service Fees

Our service fees are the rates in the “NDIS Pricing Arrangements and Price Limits” document. The NDIS changes this document each year. We will tell you when our fees change.

The fees in the 2024-2025 document are:

Support coordination	\$100.14 per hour
Specialist support coordination	\$190.54 per hour
Psychosocial recovery coaching	\$101.42 per hour in the daytime
Social work	\$193.99 per hour

Services will be billed in 15 minute increments.

We will charge a travel fee if we visit you face to face.

If you live in Adelaide, this fee is up to 30 minutes each way.

If you live in the country, this fee may be higher and will be explained to you.



6. Payment of Fees

You must tell us who is responsible for paying your NDIS invoices before starting services. We will send invoices directly to the person responsible.

Invoices must be paid within 7 days. If an invoice is not paid after 2 weeks, we may pause or stop your services until it is paid.

If there is an issue with paying an invoice, you must tell us as soon as possible. Please contact us at accounts@contemporarycoordination.com with any issues about invoices.

7. Ways You Can Receive Support

We will only charge for the time we spend assisting you. This might include speaking with you and service providers, researching, referrals and paperwork, liaising with NDIS and travelling to visit you.

Services can be provided in many ways:



- Face to face at your home or in the community
- Video calls
- Phone calls
- SMS
- Emails
- Letters



8. How We Help In A Disaster Or Emergency

We will do our best to link you with the right services if you are impacted by a disaster or emergency. If you are living in an area impacted by a major disaster, we will contact you to offer help to access emergency support.

We will create a support plan with you that states how you wish to be supported in a disaster or emergency. We are not a crisis service. Our role is to link you with services that can help you.

If your regular worker is unavailable, we will ensure you have continuity of services and have access to support from us during business hours.



9. Appointment Cancellation and Fees

You should tell your worker if you need to cancel an appointment with us. If you cancel an appointment with less than 24 hours notice, 100% of service fees may be charged. You are able to change your appointment from face to face to a video or phone call.

We will provide as much notice as possible if we cancel an appointment. You will not be charged if we cancel an appointment.



10. Complaints

We would like to know if you are unhappy with your services. You can tell us casually what the issue is, or you can make a formal complaint.

We value your feedback and want to provide the best possible service to you and others.

If you would like to make a formal complaint, we have a process to follow which we will explain to you. We will listen to your feedback and you will not be treated poorly if you complain.

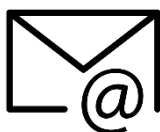
You can get help to speak with us about your complaint, including help from family and friends.



You can make a complaint by:
Telling your worker



Phone: 0404 679 135
and ask to speak with our Director Rachel



Email: rachel@contemporarycoordination.com



Anonymously via our website

www.contemporarycoordination.com

You can also use the Complaints Form on our website, or request this from your worker.

We will review any formal complaints within two business days.

We will work with you to try and resolve any issues.



If you are unhappy with how we respond to your complaint then you can speak with the NDIS Quality and Safeguards Commission on 1800 035 544.

We can provide you with a resource to assist you when making a complaint, including details about the NDIS Quality and Safeguards Commission and a list of advocates who may be able to assist. This resource is also available on our website.

You can read more information about complaining to the commission here:

www.ndiscommission.gov.au/about/complaints



11. How You Can Cancel Services

Cancelling your services means completely stopping your support from us. This can also be called “ceasing services”.

If you want to cease services, you must give us 2 weeks notice. This allows us enough time to finish all paperwork. We can provide a handover to your new service if you would like us to. You can tell us that you want to cancel services by phone, text, email or in person.

If we need to cease services with you, we will give you at least 2 weeks notice. Support can be provided to find a new service if you wish.

We will only cancel services if this service agreement is not followed, if you mistreat workers, if invoices are not or cannot be paid, or if we no longer have a suitable worker to help you. Services will not be cancelled based on your right to make life choices and take personal risks.

Notice will be provided in writing.

12. Agreed Service and Funding

Service	Hourly rate	Agreed hours	Estimated cost



13. Signatures

You must make sure you have the correct funding before signing this agreement.