

# Service Agreement

This service agreement is between:

## **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:

Date of birth:

Nominee details:

## **Service agreement dates**

Start date:

End date:

## **Service requested:**

- Support coordination
- Specialist support coordination
- Psychosocial recovery coaching

# 1. Confidentiality and Privacy

We collect and store information that is relevant and helpful for us to provide you with a quality service. We store your information securely online and only our authorised team members have access to your information. Information collected includes but is not limited to: name, date of birth, NDIS details, contact details, funding information, diagnosis and medical information, details of those who support you, social history, risks and incidents. If you have specific details you do not want listed on your file, this should be discussed directly with your worker. If we have your permission, we may record your information using a secure transcribing software for the purpose of note taking or documentation.

We follow the Australian Privacy Act (1988) and our Privacy and Confidentiality policy. You can find a copy of our full Privacy and Confidentiality policy on our website.

## 2. Your Rights

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

You can read the full version of participant rights in our Participant Handbook.

### 3. Your Responsibilities

- To be polite and respectful
- To tell us if you have a new NDIS plan or are no longer a NDIS participant
- To tell us the support you want from us
- To tell us if you need to cancel an appointment
- To make sure that all invoices are paid by the due date
- To tell us if you have a problem or are not happy with our service
- To tell us of any important changes, such as moving house, changing your phone number or if you are no longer have a NDIS plan
- To tell us if you want help when speaking with us, such as from a friend or family member

### 4. Our Responsibilities

- To respect your rights
- To listen to you
- To give you choices about your service
- To keep your information private
- To make sure our workers have the right documents to work with you safely
- To work cooperatively with you and in line with the principle of least restrictive practice
- To manage any complaints or incidents in line with our policies and procedures

You can read our Code of Conduct in our Participant Handbook.

## 5. Ways You Can Receive Support

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

Services can be provided in many ways, including:

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

## 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.

When a service has been delivered and an invoice is intentionally not paid, you may become personally liable for payment. This may only occur in situations where misleading information is provided about available funding or in situations where participants are intentionally withholding payment without due reason.

If there is an issue with paying an invoice, you must tell us as soon as possible.

Please contact us at [accounts@contemporarycoordination.com](mailto:accounts@contemporarycoordination.com)

## 7. Service Fees

Our service fees are the rates in the “NDIS Pricing Arrangements and Price Limits” document. The NDIS changes this document each year in July. The fees may be different depending on where you live. This is determined by the Monash Medical Model (MMM) and NDIS. There are some helpful websites at the end of this agreement if you would like to learn more about this. We will change our hourly rates each year, in line with any NDIS pricing limit increases.

Services will be billed in 15 minute increments.

The fees in the 2025-2026 document for metropolitan (Adelaide) and regional (including Copper Coast and Port Pirie) participants are:

Support coordination (per hour) 07_002_0106_8_3	\$100.14
Specialist support coordination (per hour) 07_004_0132_8_3	\$190.54
Psychosocial recovery coaching (daytime fee per hour) 07_101_0106_6_3	\$105.43

The 2025-2026 hourly fees for remote and very remote participants are:

	Remote (MMM 6)	Very remote (MMM 7)
Support coordination (per hour)	\$140.19	\$150.21
Specialist support coordination (per hour)	\$266.75	\$285.80
Psychosocial recovery coaching (daytime fee per hour)	\$141.99	\$152.13

We will charge a travel fee if we visit you face to face. The fees charged are based on the actual travel completed by the worker. The maximum travel fees are:

- Up to 30 minutes each way for Metropolitan (MMM 1) and Regional centres (MMM 2-3)
- Up to 60 minutes each way for Regional areas (MMM 4-5)
- Unlimited travel for Remote areas (MMM 6) and Very remote areas (MMM 7)

There is helpful information at the end of this agreement to determine what fees you may be charged.

## 8. 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.

## 9. Goods and Services Tax (GST)

Services provided under this agreement are GST free. For the purposes of GST legislation, both parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS plan is expected to remain in effect during the period the supports are provided;

- And the participant/participant's representative will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

## 10. 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. There may be some situations where we cannot offer support, such as after hours or if all our workers are also impacted by the disaster. If this happens, we will tell you if there will be any disruption to your service.

We can 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.

## 11. 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. We can provide you with a resource to assist you when

making a complaint, including a list of advocates who may be able to assist. This resource is also available on our website.

Ways that you can make a complaint:

- Tell your worker
- Phone or text 0404 679 135 and ask to speak with our Director Rachel
- Email [rachel@contemporarycoordination.com](mailto:rachel@contemporarycoordination.com)
- Anonymously via our website [www.contemporarycoordination.com](http://www.contemporarycoordination.com)
- Using the Complaints Form on our website, or request the form 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. You can read more information about complaining to the commission here: [www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)

## 12. 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, if you are no longer a NDIS participant 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.

## 13. Funding Periods

The NDIS have introduced “funding periods” for all NDIS plans created after May 2025. This means that participants will have access to funding at different points in their plan. A funding period is typically 3 months. This means that sometimes you may need to wait until the next funding period starts before you can receive support. Your funding periods are listed on your plan, and you can also view them in your My NDIS Participant Portal.

If your funding periods are consistent throughout the plan, please list the details:

- Months per funding period:
- Hours available per funding period:

If your funding periods are not consistent, please list them below:

Funding period dates	Funding released

## 14. Agreed Service and Funding

Service	Hourly rate	Agreed hours	Total cost

## 15. Service Agreement Signatures

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

I, the Participant/Participant Nominee/Child Representative, understand and agree to the information set out in this Service Agreement:

Name:

Signature:

Date:

As an authorised officer for Contemporary Coordination, I agree that Contemporary Coordination will provide services in agreement with this service agreement:

Name:

Signature:

Date:

# Consent to Share Information

We need your consent to share information with other people or organisations. This permission can be given verbally or in writing. If you would like to access your participant file, you can request a complete or partial copy of your records.

There are some situations that we would need to share your information regardless of your consent. These situations include if someone is being abused or neglected; if we are required by law; if the National Disability Insurance Scheme (NDIS) requests it as part of an investigation or audit; or when not disclosing the information would mean there is a significant risk to someone's safety or life. In such situations, you will be notified that a third party will need to be informed, unless it would put someone at greater risk to share this information with you.

- I give consent for Contemporary Coordination to speak with NDIS, my Local Area Coordinator and/or my Early Intervention partner
- I give consent for Contemporary Coordination to speak with my plan manager
- I give consent for Contemporary Coordination to speak with all of my existing, previous, potential and future services,  
*or*
- I give consent for Contemporary Coordination to speak with the selected services below:
  - NDIS / Local Area Coordinator / Early Intervention Partner
  - Plan manager:
  - Therapy and capacity building services:
  - Support work services:
  - Cleaning / gardening / yard maintenance:
  - SIL:

- SDA:
- Equipment providers:
- Medical services:
- Family or friends:
- School:
- Other:

Signature:

Date:

# Conflict of interest

A conflict of interest occurs when a worker's personal interests — financial, social, or professional — could inappropriately influence their professional decision-making. If there is found to be a conflict of interest when providing services to you, this will be discussed with you. Any conflicts of interest will be reviewed at the issuing of a new service agreement, or more regularly if appropriate.

Both parties confirm that:

- There is no conflict of interest to declare, or
- There is a conflict of interest to declare, provide details below:

Description of situation:

Conflict of interest declared:

- |                                       |  |
|---------------------------------------|--|
| <input type="checkbox"/> Financial    | <input type="checkbox"/> Actual (review in 3 months)     |
| <input type="checkbox"/> Social       | <input type="checkbox"/> Potential (review in 12 months) |
| <input type="checkbox"/> Professional | <input type="checkbox"/> Perceived (review at time of    |
| <input type="checkbox"/> Other:       | next service agreement)                                  |

Mitigation strategies:

- The participant has been offered options of alternative workers and companies
- Other:

I declare that the above is accurate and true, and I agree to the mitigation strategies (if applicable):

Signature of participant/nominee:

Authorised Contemporary Coordination representative name:

Authorised Contemporary Coordination signature:

Review date:

# Helpful information about how NDIS prices change based on locations:

1. This website shows the current NDIS service prices. It also gives us more information on how they change fees based on locations:

<https://www.ndis.gov.au/providers/pricing-arrangements>

Locations are classified Metropolitan (MMM 1), Regional Centres (MMM 2-3), Regional Areas (MMM 4-5), Remote (MMM 6) and very Remote (MMM 7).

2. This website shows Australian cities and towns with their MMM rates:

[https://www.health.gov.au/sites/default/files/documents/2019/12/modified-monash-model-mmm-suburb-and-locality-classification-home-care-subsidy-modified-monash-model-suburb-and-locality-classification-home-care-subsidy\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2019/12/modified-monash-model-mmm-suburb-and-locality-classification-home-care-subsidy-modified-monash-model-suburb-and-locality-classification-home-care-subsidy_0.pdf)

Here are some examples of MMM classifications:

Metropolitan (MMM 1)	Adelaide, McLaren Vale, Gawler
Regional centres (MMM 2-3)	Mount Barker, Victor Harbour, Murray Bridge, Whyalla, Lobethal
Regional areas (MMM 4-5)	Strathalbyn, Mount Pleasant, Kadina, Minlaton, Port Pirie, Clare, Tanunda, Cape Jervis, Renmark, Bordertown, Port Augusta, Hawker
Remote areas (MMM 6)	Yorketown, Port Lincoln, Roxby Downs
Very remote areas (MMM 7)	Coober Pedy, Kangaroo Island, Ceduna