

Support Coordination Service Agreement

This **Service Agreement** is for the delivery of _____ service, for a participant in the National Disability Insurance Scheme, and is made between:

Participant:	_____
	and
Provider:	Elevate Health Australia Pty Ltd (Elevate) 75 Henley Beach Road, MILE END SA 5031 Phone: 1300 114 820

This Service Agreement will commence on ___/___/___ for the requested service as agreed between the participant and Elevate Health Australia and will remain ongoing for my current and future NDIS plans, until I terminate this agreement.

If you require assistance completing this document or you would like to talk with a representative of Elevate Health Australia, please phone 1300 114 820 or email Elevate at admin@elevatehealthaus.com.au and our friendly team would love to help you.

Contact Details

Participant

Title: _____ Surname: _____ Given names: _____
NDIS number: _____ NDIS plan dates from: _____ to _____
Date of birth: _____ Primary disability: _____
Phone number: _____ Email address: _____
Address: _____ State: _____ Postcode: _____

Preferred Contact

Title: _____ Surname: _____ Given names: _____
Phone number: _____ Email address: _____
Address: _____ State: _____ Postcode: _____
Relationship to Participant: _____ Funding is managed by: _____
Plan Manager Details (if required): _____

How did you hear about Elevate?

We would love to know how you found us. Please identify which of the following apply:

Facebook	Personal/Peer Referral	Google/Search Engine
Instagram	Professional Referral	Advertisement
LinkedIn	_____	Other _____

Consent

Signing of this Service Agreement

The purpose of this Service Agreement is to enable Elevate Health Australia Pty Ltd (Elevate) to provide you with services as detailed below, under your NDIS plan.

Elevate provides a holistic approach working with you through services as chosen in fulfilling your short- and long-term goals.

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.

The parties agree to participate in this Service Agreement as per the attached Terms and Conditions and Schedule of Supports.

Participant Authorisation

Participant Name: _____ Representative/Guardian/Plan Nominee: _____

Signature: _____ Full name of signatory: _____ Date: _____

Elevate Authorisation

Service Provider: **Elevate Health Australia** Full name of Elevate Representative: _____

Signature of Elevate Representative: _____ Date: _____

Expectations

Support Services to be provided

The provider, Elevate, agrees to provide you services in line with your needs through Support Coordination as funded in your NDIS Plan and provide reports with recommendations as required to NDIA.

The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports.

Hours as listed on the Schedule of Supports are subject to change in collaboration with you or your representative.

Your Responsibilities

You and/or your representative agree to:

- inform Elevate about how you wish the supports to be delivered to meet your needs;
- treat the provider with courtesy and respect;
- give Elevate a minimum of 24 hours' notice if you cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy may apply (see 'cancellation policy' below);
- talk to Elevate if you have any concerns about the supports being provided;
- give Elevate the required notice if you need to end the Service Agreement (see 'Ending this Service Agreement' below); and
- let Elevate know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or you cease being a participant in the NDIS.

Elevate can be contacted on:

Telephone (B/H): 1300 114 820

Business hours are 8am – 4pm weekdays, excluding public holidays.

Outside of business hours, a voicemail message can be left which we will endeavor to respond to the next business day.

Email: admin@elevatehealthaus.com.au

Postal address:

75 Henley Beach Road,
Mile End, South Australia 5031

Responsibilities of Elevate Health Australia

Elevate agrees to:

- review the provision of supports on each occasion of service with you (minimum 2 monthly);
- once agreed, provide supports services that meet your needs at your preferred times;
- communicate openly and honestly in a timely manner;
- treat you with courtesy and respect;
- consult you on decisions about how supports are provided;
- give you information about feedback, complaints, and disputes, managing private and confidential information, incident reporting, work health and safety and details of our cancellation policy. Please see information below this section;
- listen to your feedback and resolve problems quickly;
- give you a minimum of 24 hours' notice if Elevate must change a scheduled appointment to provide supports services;
- give you the required notice if Elevate needs to end the Service Agreement (see 'Ending this Service Agreement');
- protect your privacy and confidential information (see 'Managing private and confidential information' below);
- 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; keep accurate records on the supports provided to you; and
- issue regular invoices and statements of the supports delivered to you as per the Terms of Business for Registered Providers.

Cancellation Policy

NDIS guidelines advise that if you make a short-notice cancellation, which is **two business days before the service appointment day**, or you do not attend on the day of the appointment Elevate may charge up to 90% of the agreed price for the cancelled appointment.

Ending this Service Agreement

Should either party wish to end this Service Agreement they must give *one months'* notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

Changes to this Service Agreement

If changes 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.

Conflict of Interest

Elevate confirms that we are both a Service Coordinator and a Service Delivery Provider. Service Delivery Agreement: There is no conflict of interest to report where the provision of services is only for service delivery. Example: Occupational Therapy Assessments or ongoing provision of Occupational Therapy services.

In some circumstances, you may choose to access one or more services provided by Elevate. This decision will not be made by the consultant working as the Support Coordinator. You are not required to choose Elevate as a service provider. Elevate will provide you with options of available and suitable service providers to assist you achieve your goals and are more likely to be a good fit for your requirements. It is your sole choice as to which service provider you would like to use.

Incident Reporting

As a provider with the NDIS, Elevate is obligated to report on a range of incidents. The Directors with Elevate will ensure the relevant authorities are notified in the event of a death, serious injury, abuse, or neglect, sexual or physical assault, sexual misconduct, the use of unauthorised regulated restrictive practices, or any other matter that is reportable under the law/NDIS Rules.

Feedback

We value receiving positive and negative feedback about our services. To provide Elevate your feedback, register a complaint or to discuss the provision of services provided by Elevate you can:

Contact Elevate by phone on **1300 114 820** or email admin@elevatehealthaus.com.au or post to
75 Henley Beach Road, MILE END SA 5031

You can request a copy of our complaint procedure by emailing admin@elevatehealthaus.com.au or contacting Elevate on 1300 787 630.

You can also lodge a complaint anonymously using our website www.elevatehealthaus.com.au/feedback

If you are not satisfied by the response provided to you by Elevate, or you do not wish to talk to Elevate, you can contact the NDIS Quality and Safeguards Commission by:

- Calling: 1800 035 544 (free call from landlines) or TTY 133 677 for interpreter arrangement;
- Call the National Relay Service on 1300 555 727 and ask for 1800 035 544; or
- Visit www.ndiscommission.gov.au/about/making-complaint and complete a complaint contact form.

The NDIS Quality and Safeguards Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way;
- NDIS services and supports that were not delivered to an appropriate standard; and
- how an NDIS provider has managed a complaint about services or supports provided to a NDIS Participant.

Governance

Elevate works continuously to update and create policies and procedures that are aligned to the NDIS standards and create efficiency between participants and our business.

Elevate invites participants to participate in the development of our policies and procedures. If you are a NDIS participant and want to take part in Elevate's governance and / or provide ideas and feedback on our policies and procedures, you can contact our State Manager who will assist you:

Melinda Paull
State Manager,
Elevate Health Australia

Office:
1300 114 820
admin@elevatehealthaus.com.au

Postal address:
75 Henley Beach Road,
Mile End, South Australia 5031

Emergency and Disaster Response

During an emergency or disaster, your local emergency services are your first responder. **In the event of an emergency, call 000 immediately.**

Emergency services will issue warnings when an emergency is likely to impact your area and your local emergency services will provide you with information and advice on what to do.

Elevate has an Emergency and Disaster Plan in place and ready to enact if required. This plan provides details of our response to ensure continuity of supports through a disaster or emergency and plans for preparing for and responding to an emergency or disaster, changes that may be required to participant supports, action plans for responding to changes and other interruptions, and how we will communicate this with you and your supports.

To ensure appropriate planning, we will ask you to provide emergency contact details for you and will ensure that we have details pertinent to ensure that you can maintain continuity of supports in the event of an emergency or disaster. If you would like to have input into this plan or have special considerations you feel we should know about, please contact our State Manager to discuss further:

Melinda Paull State Manager, Elevate Health Australia	Office: 1300 114 820 admin@elevatehealthaus.com.au	Postal address: 75 Henley Beach Road, Mile End, South Australia 5031
--	---	--

Note that relevant matters that arise during the course of our work with you will be identified and included within the Emergency and Disaster Response Plan. We will work with you to develop a personal emergency support plan.

Managing Private and Confidential Information

Elevate is committed to respecting the privacy of people with disability and we manage your information in accordance with privacy laws.

You have the right not to have your personal information disclosed to others without giving your informed consent. Personal information is information or an opinion about a person whose identity can be determined from that information or opinion.

Personal information can include gender, age, home address or phone numbers, email, language, level of education, training, and family status. Health information can include health history, health conditions, test results, physical examination findings, diagnosis, clinical opinions, and functional assessments. Work information can include occupation / profession, work hours, name of business contact, job descriptions, and place of employment.

How do we collect personal information?

Elevate collects personal information by way of forms filled out by us during face-to-face meetings, interviews, and telephone conversations we have with you. Personal information may also be received from a third party, for example in a report provided by a doctor or training provider or your support coordinator.

We might disclose personal information to the following:

- A supplier of equipment
- An employer (if involved) including your manager and / or supervisor
- Your treatment team such as treating doctor, specialist, physiotherapist, and / or psychologist
- Other service companies or individuals who we communicate with in providing services
- Any other party that authority has been provided to disclose

Sensitive information

Personal information which we collect can be 'sensitive information' which can include information relating to a person's racial or ethnic origin, political opinions, health information, religion, trade union or other professional or trade association membership, sexual preferences, and criminal record.

Sensitive information will be used and disclosed only for the purpose for which it was provided or a directly related secondary purpose, unless you agree otherwise, or where certain other limited circumstances apply (for example, where required by law).

Information Sharing Guidelines (for promoting safety and wellbeing)

Specific to South Australia, as a provider we have an obligation to share information when we believe that in doing so it is likely to:

- Divert a person from offending or harming themselves;
- Protect a person or groups or people from potential harm, abuse, or neglect;
- Protect service providers in situations of danger;
- Help service providers more effectively address risks to safety and wellbeing;
- Alert other service providers to an individual's need for assistance.

The NDIS Safety and Quality Commission also stipulates that there are certain circumstances where NDIS providers should disclose information about a person without consent from the person involved. This might include mandatory reporting requirements on child protection matters, and obligations to report incidences of violence, exploitation, neglect and abuse, and sexual misconduct to the NDIS Commission and police.

Complaints about privacy

Should you have a complaint about how Elevate has managed your information, please refer to the complaints process above this section.

Your information and privacy

Any personal information held by Elevate is protected under the National Disability Insurance Scheme Act 2013 and the Privacy Act 1988.

Payments and Invoicing

Payment:

Elevate will seek payment after the delivery of the agreed support services in one of the following ways:

- If you have chosen to self-manage or have a nominee manage your funding for the NDIS services provided under this Service Agreement:
 - Elevate will send you or your Nominee an invoice for those services to be paid as per the terms of the invoice i.e. by EFT within 7 days.
- If you have nominated the NDIA to manage the funding for services provided under this Service Agreement:
 - Elevate will claim payment for those supports from the NDIA.
- If you have nominated a Plan Manager to manage the funding for NDIS services provided under this Service Agreement:
 - Elevate will claim payment for those services from your plan management provider.

Please note that any reports that Elevate prepares will not be released until funds have been paid in full.

Price Guide:

As a provider, Elevate utilises the NDIS Price Guide to set our fees for our services including travel. In consultation with the participant, travel costs will be negotiated in the event of non-face to face meetings. Where possible we share travel costs. Please note that the NDIS Price Guide is reviewed regularly, and prices may be changed accordingly. Elevate will advise you of any changes.

Goods and Services Tax (GST)

For the purposes of GST legislation, the Parties confirm that:

- a supply of support services 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 your NDIS plan currently in effect under section 37 of the NDIS Act;
- your NDIS plan is expected to remain in effect during the period the supports are provided; and
- you or your representative will immediately notify Elevate if your NDIS Plan is replaced by a new plan, or you cease being a participant in the NDIS.

Invoices to be sent to:

Name: _____ Company (if applicable): _____

Phone number: _____ Email address: _____

NDIS funding managed by: Myself My Nominee NDIA Registered Plan Management Provider

Schedule of Supports - Service Provision

Category: Support Coordination

Line Item	Service Details	Hourly Rate	Hours required	Total Funding
Coordination of Supports (Level 2)		\$100.14 p/hr		

Category: Specialist Support Coordination

Line Item	Service Details	Hourly Rate	Hours required	Total Funding
Specialist Support Coordination (Level 3)		\$190.54 p/hr		

Total funding allocated for this budget				\$
---	--	--	--	----

Total Funding Allocation

Total Agreed Funding Allocation *				\$

*Please note that hours as listed for agreed goals on the Schedule of Supports are subject to change in collaboration with you or your representative.