

NDIS Support Coordination Service Agreement

This Service Agreement sets out how MyIntegra will deliver its support coordination services to you.

Questions?

We're here to help. Please contact our friendly team who will be happy to answer your questions.

MyIntegra Support Coordination



1300 937 187



enquiries@myintegra.com.au



myintegra.com.au

NDIS Support Coordination Service Agreement

This agreement has been produced for Participants when entering into a Support Coordination Service Agreement with MyIntegra.

Defined Terms

MyIntegra

MyIntegra is the trading name of Integrated Care Pty Ltd (ABN 62 149 233 634), a registered provider of supports under the National Disability Insurance Scheme Act 2013 (Cth) (the **NDIS Act**).

MyIntegra delivers its support coordination services under this **Service Agreement** exclusively through Integra Choice and Control Pty Ltd (ABN 73 612 510 737).

NDIS/NDIA

The National Disability Insurance Scheme is called the **NDIS** and was established under the NDIS Act. The National Disability Insurance Agency (**NDIA**) is the organisation which manages the NDIS.

The NDIS 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.

Participant

In this Service Agreement, you will be called the **Participant**. This may refer to you, as a Participant in the NDIS, or your NDIA appointed Nominee.

Plan

The **Plan** is the written agreement between the Participant and the NDIA which sets out your goals and needs as a Participant and those supports and resources the NDIA will provide funding for, to help you achieve those goals. The Plan is personal to you, as a Participant and may be revised or reviewed by the NDIA.

Agreement

This Service Agreement, including any supporting documents and all details set out in the Particulars, is between MyIntegra and the Participant.

End Date

The Service Agreement will operate for the duration of time MyIntegra provides support coordination services to you, as the Participant.

When your Plan comes to an end or is reviewed by the NDIA or is otherwise terminated early by giving notice, this date will become the End Date of this Service Agreement.

Where a new or reviewed Plan is issued to you by the NDIA, MyIntegra will request that you enter into a new Service Agreement with us.

Notice to end the Service Agreement may be given by either the Participant or MyIntegra providing the other party with 30 days written notification. This must be done either by pre-paid post or email, sent to the nominated addresses for notice, set out in the Particulars.

In the event of a serious breach of the Service Agreement by either party, the notice period of termination will be waived.

The NDIS and this Service Agreement

This Service Agreement sets out how MyIntegra will deliver its support coordination services to you.

We will verify your Plan details via the NDIS Portal and will provide our services in line with your Plan details recorded in the NDIS Portal.

MyIntegra's Responsibilities

We agree to deliver support coordination services such as:

- reviewing the provision of your supports at not less than quarterly intervals;
- providing supports that meet your needs at your preferred times (where reasonable and possible); and
- providing services in accordance with the service descriptions.

MyIntegra uses service descriptions and pricing structures set out in the published NDIS Price Guide (from time to time) and applies them as directed by the NDIS Act and rules, and the Australian Consumer Law, when delivering its services to you under this Service Agreement.

We also seek to deliver a positive support coordination experience and will:

- protect your privacy and confidential information in accordance with the MyIntegra Privacy Policy, as published and updated on our website: myintegra.com.au/privacy-policy;
- communicate openly and honestly in a timely manner;
- treat you with courtesy and respect and deliver our services in a fair, equitable and transparent manner;

- consult you on decisions regarding how supports are provided;
- facilitate arrangements for your Advocate (as defined under the NDIS) if you are affected by a complaint or incident and wish to be independently supported in that process by an Advocate;
- maintain accurate records regarding the supports delivered to you;
- provide you with information about managing any complaints or disagreements with providers (including the details of their cancellation policy, if relevant); and
- listen to your feedback and resolve problems as quickly as is reasonable to do so.

However, please note that MyIntegra, and its Support Coordinators are not able to:

- act as an Advocate for you, however further information on disability advocacy and finding a disability Advocate can be found at www.ndiscommission.gov.au/participants/disability-advocacy and disabilityadvocacyfinder.dss.gov.au/disability/ndap/;
- provide you with case management services; or
- provide you with any transport in a private vehicle owned by MyIntegra or one of its employees.

COVID-19 Measures

MyIntegra's ongoing focus is to ensure a safe environment for our participants and employees so we can continue to deliver our services. In doing so, we will ensure the following:

- all of our team members who are required to be vaccinated against COVID-19 under relevant State, Territory or Federal public health orders or directions are fully vaccinated;
- MyIntegra will deliver its services to participants in accordance with any relevant State, Territory or Federal public health order or directions in place from time to time;
- MyIntegra will embrace delivering our services to participants using various modes of communication, including in-person visits, telehealth services or written communications. However, where COVID-19 transmission risk remains of concern to MyIntegra, we retain the right to exercise our absolute discretion regarding the mode of communication we will utilise to deliver our services in the safest way possible for our participants.

Participant Responsibilities

As the Participant under this Service Agreement, you agree to:

- inform us **immediately** if your Plan is suspended or replaced by a new Plan or you stop being a Participant in the NDIS;
- before engaging providers or receiving any additional supports outside of your Plan's approved services, verify with us the availability of funds in your NDIS budget;
- communicate to MyIntegra as to how you wish the supports to be delivered;
- bring to our attention any concerns you have about the supports being provided;
- treat MyIntegra and all our staff with courtesy and respect;
- MyIntegra disclosing your personal information to third parties in order to assist with the implementation of your Plan, which includes those agencies as set out in the Particulars, and at all times in accordance with the MyIntegra Privacy Policy;
- if required for regulatory or auditing purposes, be contacted to discuss our services and have your records reviewed by relevant third parties;
- receive documents and updates electronically. You may contact us at any time if you do not wish to receive these electronically; and
- receive direct marketing material from us. You may contact us at any time if you do not wish to receive this material.

COVID-19 Participant Obligations

When requesting in-person services under this Service Agreement, you agree to inform MyIntegra **immediately** if:

- you, or a member of your household feel unwell with a sore throat, cough or fever;
- you have recently been exposed to COVID-19 or have visited a listed COVID-19 exposure site;
- you have recently come into contact with a person who has been diagnosed to have COVID-19;
- you are required to self-isolate or quarantine due to COVID-19; or
- you have travelled interstate or overseas recently.

In these circumstances, MyIntegra will contact you to discuss alternative service delivery options to ensure we can still support you.

Fees for Supports

From the Start Date, we will provide and invoice the NDIA, you or your Plan Manager (as the case may be) for the support coordination services we provide to you, at the rates set out in the Particulars under **Supports**.

As part of your Supports, charges may also apply to MyIntegra's delivery of these services, which can include:

- for any travel required to attend or depart from any site or home visit, MyIntegra will charge for 30 minutes of the relevant hourly rate (as set out in the Particulars) for each direction travelled, and will also charge a once only fee of \$50.00 per plan to cover non-labour travel costs;
- for each report required to be submitted to the NDIA, MyIntegra will utilise up to 3 hours to prepare the report and this will be charged at the relevant hourly rate; and
- for any onsite meeting that is cancelled by you with less than 24 hours notice to us, MyIntegra will charge a cancellation fee, calculated as being 30 minutes of the relevant hourly rate.

Should the NDIA amend any rates associated with MyIntegra's services, MyIntegra will automatically update its fees in accordance with the NDIS Price Guide. No action will be required by you.

Goods and Services Tax

For the purposes of the GST Act (A New Tax System (Goods and Services Tax) Act 1999 (Cth)), the 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 NDIS Act, in your Plan currently in effect under section 37 of the NDIS Act;
- your Plan is expected to remain in effect during the period the supports are provided; and
- you will immediately notify us if your Plan is replaced by a new Plan or you stop being a participant in the NDIS.

On this basis, the services provided by MyIntegra under this Service Agreement shall be deemed to be GST-free.

Service Agreement Changes

If any material amendments to this Service Agreement are required, MyIntegra shall notify you in writing of the changes and these shall be considered accepted by you, unless you otherwise notify us in writing, within 7 calendar days.

Feedback, Complaints and Disputes

To provide feedback or make a complaint, you may contact us via the following methods:

- call: 1300 937 187
- email: enquiries@myintegra.com.au
- mail: Suite 209, 4 Columbia Court, Baulkham Hills NSW 2153

In the event that a complaint is not resolved to your satisfaction you may contact the NDIS Quality and Safeguards Commission on 1800 035 544 or via a complaint form on their website at www.ndiscommission.gov.au.

Further information is also available at www.ndis.gov.au

Particulars

Participant Details

Participant Name

Nominee Name

Postal Address

Email Address

Phone Number

Mobile Number

Plan Details

NDIA Plan

Start Date

End Date

Participant Goals of Support Coordination only

MyIntegra will provide an integrated service of supports with other agencies, including;
(list details below)

to ensure a coordinated approach to support service delivery, with all parties focused on the achievement of the Participant's goals. This may include the disclosure of your personal information where necessary, but at all times in accordance with the MyIntegra Privacy Policy.

Schedule of Support

MyIntegra will provide the following Supports, as follows and at the rates set out below or as varied by this Service Agreement under the section **Fees for Supports**:

Support Item	Support Item Ref No.	Per Unit Cost	Hours	Total Cost
Support Connection	07_001_0106_8_3	\$65.09		
Coordination of Supports	07_002_0106_8_3	\$100.14		
Specialist Support Coordination	07_004_0132_8_3	\$190.54		
Training in Plan and Financial Management	07_003_0117_8_3	\$65.09		

Payments

MyIntegra will seek payment for the provision of any Supports provided under this Service Agreement after the Participant confirms delivery of the services, as per the following:

(please select the option that funds the above support items only in your Plan)

Where the Plan's funding for Supports to be provided under this Service Agreement is managed by the Participant:

The Participant has chosen to self-manage the Plan funding for Supports provided under this Service Agreement. On the Participant's receipt of such Supports, MyIntegra will invoice the Participant, whom is responsible for direct payment of the invoice. The Participant will pay the invoice by electronic transfer within 7 calendar days of the date of the invoice.

Where the Plan's funding for Supports to be provided under this Service Agreement is managed by the NDIA:

The Participant has nominated the NDIA to manage the Plan funding for Supports provided under this Service Agreement. On the Participant's receipt of such Supports, the provider shall claim payment directly from the NDIA.

Where the Plan's funding for Supports to be provided under this Service Agreement is managed by a registered plan management provider:

The Participant has nominated a plan manager to manage the Plan funding for Supports provided under this Service Agreement. On the Participant's receipt of such Supports, MyIntegra will seek invoice payment directly on a monthly basis from the NDIA directly or from the appointed plan manager as per the following details:

Plan Manager Name

Plan Manager Phone

Plan Manager Email

To acknowledge your acceptance of these terms and conditions, please complete the Services Agreement signature panel (as set out below) and return the signed version to your MyIntegra appointed Support Coordinator.

Acknowledgement:

The Participant agrees to the terms and conditions of this Service Agreement.

The Participant has had the contents of the MyIntegra Service Charter, Rights and Obligations and Complaints Management Process explained to them, by their MyIntegra appointed Support Coordinator (details below).

Signed by:

Participant / Nominee Signature

Participant / Nominee Name

Date

MyIntegra:

Signature

Support Coordinator Name

Support Coordinator Mobile

Date

Disclaimer

Information provided by MyIntegra is done so in good faith, to the best of our knowledge and is considered to be correct at the time of communication, however, changes may affect this accuracy and MyIntegra gives no assurances as to the accuracy of any information or advice given.

Any advice provided by MyIntegra outside of the scope of services set out in this Service Agreement shall be considered general in nature. MyIntegra shall not be liable for any failure of, or delay in the performance of this Service Agreement for the period that such failure or delay is:

- beyond the reasonable control of a party;*
- materially affects MyIntegra's performance of any of its obligations under this Service Agreement; and*
- could not reasonably have been foreseen or provided for (such as government acts prohibiting or impeding any party from performing its respective obligations under the Service Agreement).*

Nothing in this Service Agreement negates or diminishes the statutory guarantees of the supply of services to the Participant in accordance with the Australian Consumer Law.

MyIntegra accepts in good faith the information provided by the Participant to be true and accurate and that claims presented by MyIntegra are a true reflection of goods and services provided to the Participant pursuant to the NDIS Guidelines under the National Disability Insurance Scheme Act (Cth) 2013.