

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 Integrated Care Pty Ltd (ABN 62 149 233 634).

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.

Start Date

The **Start Date** of this Service Agreement shall be the date on which the Participant signs the Service Agreement. MyIntegra will confirm the Start Date in writing to the Participant, on receipt of the signed Service Agreement.

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.

This Service Agreement may span multiple years and cover any automatic extensions of the Participant's existing Plan, any new Plan or any Plan reassessments or Plan renewals. MyIntegra will provide services to the Participant under this Service Agreement until:

- any new Plan (including a renewal, reassessment or extension) does not contain Support Coordination services for the Participant, in which case the Service Agreement will automatically terminate on the expiry of the current Plan; or
- where the Participant or MyIntegra notifies the other party of their intention to terminate the Service Agreement.

Notice to end the Service Agreement may be given by either the Participant or MyIntegra by 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.

MyIntegra acknowledges the right of the Participant to make decisions regarding the supports they receive and upholds the Participant's freedom of choice. In delivering our support coordination services, MyIntegra endeavours to assist and support the Participant to make a decision for themselves, using the tools they need, while striving to safeguard the Participant's autonomy. MyIntegra will not withdraw support from a Participant over a matter of 'dignity of risk' pertaining to their support choices.

In the event of a serious breach of the Service Agreement by either party, the notice period of termination will be waived. MyIntegra would consider a serious breach necessitating termination of service to be issues such as but not limited to continued deliberate misuse of NDIS funds, providing false information, refusal to engage with MyIntegra to resolve issues, and abuse or harassment of our staff.

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 Pricing Arrangements and Price Limits (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 and myintegra.com.au/privacy-policy-easy-read; our Privacy Policy explains how MyIntegra works to protect your personal information, which may include information that is considered 'health information' under the relevant State or Territory's legislation. For example, this may include records relating to your disability. We need to collect your information so that we can contact you and provide you with support and services;

- MyIntegra may collect and retain your personal information that you share with us such as, name, date of birth, residential address and reports and assessments in the form of electronic information in emails, audio from phone calls and letters or reports submitted to us on paper. If we are required by law to disclose any information, we will advise you of this;
- MyIntegra wishes to make privacy and a Participant's rights transparent and accessible. An Easy Read version of our Privacy Policy is available if you would prefer. Please request this from your Support Coordinator. We will endeavour to ensure you clearly understand and agree to what information is being collected by MyIntegra and for what purpose. For this reason, we suggest you ask your Support Coordinator at any time if you have any queries about how our Privacy Policy operates or how your personal information is being collected, used and/or shared by MyIntegra;
- MyIntegra may be required by law to share your collected and retained information with a third party in some special circumstances such as, but not limited to, where there may be a risk of harm to the Participant. If we are required by law to disclose any information, we will advise you of this
- 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;
- provide you with a service that acknowledges and respects your individual values and beliefs should you choose to advise us of these;
- 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);
- listen to your feedback and resolve problems as quickly as is reasonable to do so;
- in case of a natural disaster or event, MyIntegra's special disaster or event protocols may be put in place to enable us to continue to deliver services where possible. You will be notified of these protocols on a needs basis.

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

- provide Participants or their authorised representatives or Nominees with any financial advice or information beyond that which would be reasonably required under the Participant's NDIS plan;
- 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 askizzy.org.au/disability-advocacy-finder

- provide you with case management services; or
- provide you with any transport in a private vehicle owned by MyIntegra or one of its employees.

Conflicts of Interest

A conflict of interest may occur when an organisation like MyIntegra may offer multiple services or when a person working for or with MyIntegra has the potential or perceived potential to gain some form of financial or personal advantage or benefit from their work (or be influenced in the way they do their work).

At MyIntegra, we take conflicts of interest very seriously and have strict guidelines in place to manage any potential or actual conflict of interest. All of our staff are asked to declare any commercial relationships they may have outside of their employment or engagement with MyIntegra, such as with other Providers. If we are asked by you, as a Participant, to provide a recommendation about a Provider, we may refer you to a related company, if their services may be able to meet your needs. However, we will always also offer you other alternative Provider referrals outside of our corporate group at the same time. MyIntegra fully respects your right to choose your Providers and maintain control over your choice of Provider.

MyIntegra may also disclose your personal information to other related entities within our corporate group for our own business purposes, if you consent to this. MyIntegra will not seek to solely promote our own group businesses or provide services that are neither required nor requested by you, as our customer.

COVID-19 and Influenza 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 and influenza 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 or influenza 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.

Serious Communicable Disease 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, influenza or any other serious communicable disease;
- you have recently come into contact with a person who has been diagnosed to have COVID-19, influenza or any other serious communicable disease; 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 up to 30 minutes of the relevant hourly rate (as set out in the Particulars) for each direction travelled.
- MyIntegra will also charge a fee of \$1 per km per km travelled to cover non- labour travel costs to a maximum of 150km return or \$150 per visit. Your support coordinator will discuss with you the number and frequency of visits prior to any visits being undertaken and will seek your agreement. Please note that you may choose not to have face-to-face visits and if this is the case this charge will not be made to your NDIS plan.
- 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
- Apply a cancellation fee when minimum notification periods (timeframes) for cancellation are not met in line with the most current NDIS Pricing Arrangements and Price Limits which is found on the NDIS website. www.ndis.gov.au/providers/pricing-arrangements/pricing-updates.
- Should the NDIA amend any rates associated with MyIntegra's services, MyIntegra will automatically update its fees in accordance with the NDIS Pricing Arrangements and Price Limits. 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 2, 251 Old Northern Rd, Castle Hill NSW 2154

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	

If you wish to record your personal values and beliefs, please provide us with the relevant details:

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Plan Details

NDIS Number	
Plan Start Date	
Plan End Date	

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.

Please sign to acknowledge that you have read and understood our Privacy Policy and provide your consent to MyIntegra collecting, retaining and, if required by law, disclosing your information to authorised third parties.

Print Name

Signature

Date

Schedule of Support

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

Support Item	Support Item Ref No.
Coordination of Supports	07_002_0106_8_3
Specialist Support Coordination	07_004_0132_8_3

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

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.