

Your Service agreement with Cooinda.

There are 2 parts to Cooinda's Service agreements.

Cooinda Service Agreement Guidelines and Information (This document)	Service Agreement Schedule
Contains: General Information relating to Service agreements. • Responsibility of the Provider • Responsibilities of the Participant/participant's Representative • Claiming & Payments • Transport types & fees • Changing or ending this Service Agreement • Contact, Feedback, Complaints and Disputes • Goods & Services Tax • Programs of Support	Contains: Individual specific information about your support. • Details of participant and/or their representative • Participant plan dates and goals • How your Plan is managed • Additional expenses • Emergency Supports • Your Schedule of Supports including hours, ratios and costs. • Transport charges • Agreement Signatures
This document can be updated when there are changes to NDIS rules.	This document can be updated if supports change.

Cooinda Service Agreement Guidelines and Information

These guidelines apply to all Cooinda Service agreements and provide overall and general information that accompanies an individual specific **Service Agreement Schedule** that includes agreement dates, costs, goals and claiming information. This schedule will be provided to you with any new plan or change of support.

Responsibilities of the Provider

The provider agrees to:

The provider promises to:

- Check in with the participant about the supports every 3 months.
- Give supports at times that suit the participant and meet their needs.
- Be open, honest, and reply quickly.
- Be polite and respectful.
- Talk with the participant before making decisions about the supports.
- Explain how to make a complaint or deal with problems, and share any rules about cancelling appointments.
- Listen to the participant's feedback and fix problems quickly.
- Let the participant know at least 24 hours before if an appointment needs to change.
- Give proper notice if they want to stop the agreement.
- Keep the participant's personal information private.
- Follow the law, including the NDIS Act and Australian Consumer Law.
- Keep clear records of the supports given.
- Send regular bills and reports showing the supports provided.

Responsibilities of the Participant/Participant's Representative

The participant/participant's representative agrees to:

- Tell the provider how they want their supports delivered to meet their needs.
- Be polite and respectful to the provider.
- Talk to the provider if they have any worries about the supports.
- Let the provider know at least 2 business days before if they can't make it to an appointment or shift. (See Page 8 for cancellation rules for Programs of Support.)
- Understand that if they don't give enough notice, the provider can charge the full cost (100%) of the missed appointment. There is no limit to how many times this can happen.
- Give proper notice if they want to end the Service Agreement. (See the section called 'Ending this Service Agreement' for more info.)
- Tell the provider straight away if their NDIS plan changes, stops, or is replaced.
- Agree that the provider can collect personal information to help deliver the services.

Claiming and Payments

The attached schedules will include how your NIDS Funds are managed. This may be the NDIA, a Plan Manager or Self-managed. It will also indicate how transport is funded and managed.

Transport fees.

Transport funding is often provided in your NDIS as a contribution to your transport costs.

The dollar amount provided for transport is included in the following schedule of supports.

These transport costs may be used for individual transport (charged up to the current NDIS rate from the NDIS Price Guide), group transport (shared between multiple participants) or capped cost transport (a reduced set fee set by Cooinda to individual trips).

As your NDIS Core funds are flexible (excluding Stated Supports), should you require above the funds allocated in your NDIS Budget for Transport or Activity Based Transport, you agree that Cooinda can claim the same amounts based on contributions calculated from alternate Core funds.

If you would like more information on how transport costs are calculated, please ask the Cooinda Manager of Finance Department.

Changing or ending this Service Agreement

If you wish to end this agreement, you must give 1 month notice unless an alternative time or period is mutually agreed. To make changes to this agreement or to the schedule of supports, please discuss or meet with Cooinda to review and make such changes. The agreement can then be updated and endorsed by both parties.

Contact, Feedback, Complaints and Disputes

If you wish to contact Cooinda, give the us feedback, or are not happy with the provision of supports and wish to make a complaint, you can do so by contacting Cooinda Terang Inc. by phone, email, in person or in writing to:

Office address 35 Dow Street Terang
Postal address PO Box 100 Terang 3264

Chief Executive Officer:	General Manager:
Janice Harris	Phil Hose
Ph: 03 55 921533	Ph: 03 55 921533
Email: ceo@cooindaterang.org.au	Email: phose@cooindaterang.org.au

If you are not satisfied or do not want to talk to Cooinda, you can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [ndis.gov.au](https://www.ndis.gov.au) for further information.

Goods and Services Tax (GST)

Supports outlined in this service agreement are free from GST.

Programs of Support

Programs of support are used where a regular agreed claim is done for regular supports and is utilized for:

- **Supported Independent Living (SIL)** supports,
- and for regular **Day Program/Group** supports.

Supported Independent Living Supports (SIL Supports).

SIL supports are for self-care, hygiene, domestic support, meal assistance, sleepovers and shared house activities and supports.

This costing uses the SIL funding when included in your NDIS Plan.

Each participant has an individualized budget, but it is based on the summary of total hours for the participant and takes into account the shared ratios of each shift type to show the total number of actual hours of support they receive.

SIL funding also includes 'Irregular Support' which are funds reserved for use when a participant needs some extra supports, such as if they are ill.

If using SIL funding, a SIL Roster of Care is attached that shows these hours and support ratios.

SIL supports are claimed on a weekly basis, calculated from the annual funding divided over 52 weeks.

Day Programs/Groups – Programs of Support and Apportioned Pricing

When a participant has a regular Day Program schedule that relates to their NDIS Plan Goals, these supports will also be claimed on a regular agreed and set basis.

Day Program will be delivered in 12-week blocks and reviewed at the end of each 24-week period to assess how participants are going, enjoying the groups and achieving their goals, or not. This then allows programs to be changed, different choices by participants and tracking of goals.

During each 24-week period, supports will be claimed on a weekly basis for the agreed amount.

If using Day Program / Groups, this agreement includes a schedule of day program or group supports showing hours of program, program ratios and costs

Cancellation rules for Program of Support.

Supports quoted in this agreement form part of the **'Program of Supports'** (PoS) offered to participants.

Programs of Supports here relates to group-based activities and Supported Independent Living supports.

Programs of Support will be reviewed with you or the participant at least every 6 months.

If providers and participants agree on a PoS, the provider can claim a regular weekly amount for delivering the agreed supports for the duration of the PoS.

Under the PoS, the Short Notice cancellation rules shown elsewhere in the agreement do not apply: Providers may claim for supports that a participant has agreed to attend, whether or not they actually do attend, unless a participant has given a minimum of 2 weeks' notice that they will be absent or wish to exit the program.

If a participant stops attending an agreed POS and no notice is given, maximum claiming possible is 4 weeks. After this time, it is considered an unplanned exit.

Using your NDIS Plan

The NDIS legislation was changed in 2024 to be more specific about what the NDIS will and will not fund.

The NDIS have published lists of what are and are not NDIS supports. These can be found on the webpages linked below, and are known as the 'In' and 'Out' lists. <https://ourguidelines.ndis.gov.au/would-we-fund-it/what-does-ndis-fund>

or at his link:

<https://ourguidelines.ndis.gov.au/your-plan-menu/your-plan/what-supports-can-you-buy-your-ndis-funding>

Below is a brief summary of what they do and do not fund.

What does the NDIS fund?

We would typically fund a requested support if it meets ALL of the following criteria:

- it is for your impairments that meet the disability or early intervention requirements, or both
- it will help with your individual goals and aspirations
- it will help your social and/or economic participation
- it is value for money, which means that:
 - the cost of the support is similar to or cheaper than alternative options that can provide you with the same outcome (NDIS Supports for Participants Rule 3.1(a)); and/or
 - purchasing the support is likely to reduce the costs of funding for other supports in the long term (NDIS Supports for Participants Rule 3.1(c)).
- it is effective and beneficial for you
- it helps to maintain your informal supports
- it is an NDIS support.

What is not an NDIS support?

- Under the law for the NDIS, there are things we can't fund or provide. We can't fund services, items and equipment that are not NDIS supports. You also can't spend your funding on things that aren't NDIS supports.
- But in some specific circumstances, we can fund supports that aren't NDIS supports. We call these replacement supports.

Endorsement of provider

Provider endorsement in the NDIS refers to when a participant formally approves or selects a registered provider to deliver specific supports funded under their NDIS plan.

This is often required for certain types of support, such as those delivered under a Program of Support or in Supported Independent Living (SIL) arrangements, but is not mandatory for other support types.

Endorsement helps ensure that the provider has the participant's consent to deliver services and claim funds from the plan, and helps make claiming faster for the provider. Cooinda can still provide supports if not endorsed, but each claim must then be approved by you or your nominee.

Self-managing participants do not need to record my providers for their plan.

In short: It's the participant's way of saying "yes" to a provider delivering certain NDIS supports.

How to Endorse a provider.

Only the plan participant or nominee can register an Endorsed Provider, by letting the NDIS know who they wish to use.

To do so you need to have the following details:

- Cooinda's NDIS provider registration number 4050003820
- Australian Business Number (ABN) 76787282761
- Legal and trading name Cooinda Terang Inc

Remember this is not just for the support you receive, but if applicable, for Cooinda Plan Management and Support Coordination.

Speak to us at Cooinda or to your NDIS Planner if you need assistance with this.

Any questions

Navigating the NDIS and Service agreements can be a challenging experience. If you have any questions, please get in touch with us at Cooinda, or speak with your Support Coordinator or NDIS Planner.

The document that accompanies this booklet is the Service Agreement Schedule, and outlines the specific supports, costs and payments.