



# PMAbility

Support Coordination Service Agreement Nov 2022

# Table of Contents

I.	<b>Easy English Summary of your Service Agreement</b> .....	2
II.	<b>Your Service Agreement</b> .....	4
	What is a Service Agreement? .....	4
	Parties to Agreement .....	4
	Contact details .....	5
	How is my privacy and confidentiality maintained? .....	5
III.	<b>Mission Statement</b> .....	6
IV.	<b>Our Values</b> .....	6
V.	<b>Description of Business</b> .....	6
	Support Coordination .....	6
	Service Obligations .....	7
	What can you expect from PMAbility? .....	7
	What does PMAbility expect from me? .....	8
	Changes to the Agreement .....	8
	Ending the Agreement .....	8
	Emergency / Disaster response .....	8
	How do I provide feedback or make a complaint? .....	9
	Location .....	9
	Hours of Operation .....	9
	Keep You Informed .....	9
	Goods and services tax (GST) .....	10
VI.	<b>Appendix</b> .....	11
	Schedule of Fees (as at 2022/2023 NDIS Price Guide) .....	11
	Note: .....	11

## Easy English Summary of your Service Agreement

---



A Service Agreement is a document.  
It is for you and your service provider.  
The service provider is the person or organisation that provides you with supports.



The document says that you both agree about the services you are going to receive.  
When you have agreed, you both sign the document. See page 4.



If you would like any more information about Service Agreements, you can contact us.  
Email: [sc@pmability.com.au](mailto:sc@pmability.com.au)  
Or via our website: [PM Ability Contact Us](#)



Your NDIS Plan explains what you want to do and what your goals are.  
And it explains the support you will need to achieve your goals.  
One of the big ideas behind the NDIS is that you have choice and control about the support that you use.  
This service agreement supports the goals in your Plan and helps you get choice and control.



You get to choose who provides your supports. And you get to choose how you receive supports.  
Our job is to help you chose your supports from your Plan funding.



Having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.

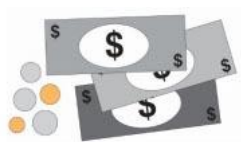
## SUPPORT COORDINATION SERVICE AGREEMENT

Don't forget to keep a copy of this Service Agreement in a safe place. Maybe keep a copy of your Plan with it also.



We cover what supports you will receive.

When where and how you will receive those supports.



We tell you how much the supports will cost and how they will be paid for.

We also let you know how long you can have these supports for.



How you can end or change the Agreement.

We explain this in more detail on page 8.

What can you do if any problems occur? See page 8

We explain this in more detail on page 8.



What is expected of your service provider?

This about our responsibilities.

We explain this in more detail on page 7.



When you sign the Service Agreement, it means that you agree to do the things that are expected of you.

This is about your responsibilities.

We explain this in more detail on page 7 and 8.



Your responsibilities include things like:

Telling PMAbility about the supports that you want, and how you want to receive them.

Being polite and respectful to PMAbility staff who work with you.



Telling PMAbility if you've got any problems.

Telling us if you can't make it to an appointment – you should always give at least 24 hours' notice.

## Your Service Agreement

---

PMAbility is a Support Coordination provider with the NDIS, which is provided to help you to make the best use of your supports in plan.

PMAbility will provide Support Coordination to participants who have plan managed or self-managed funding. Our registration for Support Coordination is still pending.

Support Coordination is provided to help you to make the best use of your supports in plan. Support coordination is a capacity building support which helps you to:

- ✓ Understand and use you NDIS plan to pursue your goals.
- ✓ Connect you with NDIS providers, community, mainstream and other government services.
- ✓ Build your confidence and skills to use and coordinate your supports.

PMAbility offers the following two levels of support coordination that can be included in your plan:

1. Support Connection: This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and pursue your goals.
2. Coordination of Supports: This support will assist you to build the skills you need to understand and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.

### What is a Service Agreement?

A Service Agreement is a document for the Participant and Service Provider. It outlines how they will work together to achieve goals in the NDIS plan. A Participant may choose to have a representative (someone close to them such as a family member or friend, or a Nominee on their NDIS plan) to sign the agreement.

### Parties to Agreement

**Participant or  
Participant's Representative**

*And*

**Provider  
PMAbility (ABN 70472133884)  
Anh Vo  
Principal Consultant**

**This Service Agreement will commence on:** \_\_\_\_\_

**for the period:** \_\_\_\_\_ **to:** \_\_\_\_\_

**A review of the plan will take place on** \_\_\_\_\_

**by the National Disability Insurance Agency (NDIA).**

SUPPORT COORDINATION SERVICE AGREEMENT

Contact details

I, \_\_\_\_\_ the Participant or the Participant's representative can be contacted on:

Phone (A/H): \_\_\_\_\_ Phone (B/H): \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Residential Address:

\_\_\_\_\_  
\_\_\_\_\_

Alternative

Contact Person: \_\_\_\_\_

Phone (A/H): \_\_\_\_\_ Phone (B/H): \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

How is my privacy and confidentiality maintained?

PMAbility respects a Participant's right to privacy and are committed to safeguarding any personal information provided to us. Please feel free to review our Privacy Statement on our website ([www.pmability.com.au/docs/priv.pdf](http://www.pmability.com.au/docs/priv.pdf)).

Please tick the following statements to indicate that you either agree or not.

Yes  No  I have reviewed and read the Privacy Statement (on website) and I understand the information it contains.

Yes  No  I give PMAbility permission to share my information with certain people in my plan for them to pay for my services.

Yes  No  I agree PMAbility can record my information so that they can provide services to me.

Yes  No  I consent to giving PMAbility access to my support logs if required.

Yes  No  I consent to giving PMAbility access to my monthly statements if required.

## Mission Statement

---

We seek to provide a mechanism for people to manage their funds to a set budget. We provide a customised approach, with visual reminders and graphics representation of their spending patterns.

## Our Values

---

### Respect

We respectfully encourage each person to exercise choice and control and respect the diversity of each individual's needs.

### Empowerment

We actively listen to better understand individual needs and expressed aspirations, maximising independence, and building confidence and capacity

### Integrity

We are open, professional, authentic, and fair in everything we do.

## Description of Business

---

### Support Coordination

With our assistance someone electing to self-manage or plan manage their supports in their NDIS plan will be able to be assisted with Support Coordination. We support the individual's ability to:

- ✓ make informed decisions.
- ✓ understand and meet accountability requirements, and other critical risk areas.
- ✓ expend funds in accordance with the approved plan strategies.

The National Disability Insurance Scheme (NDIS) is changing the way people with disabilities receive government support and funding, giving people more power over the way they can work towards achieving their goals. Starting and managing an NDIS plan can be stressful and confusing. It is our mission to offer individualised supports, in meaningful and transparent ways, so that the initial complexities and ongoing responsibilities of being an NDIS participant don't get in the way of people living their best life.

## SUPPORT COORDINATION SERVICE AGREEMENT

As an NDIS participant, people have three main options: Agency, Self or Plan managed, though a plan may include a combination of these choices. As a plan managed participant, people may choose the services they use, the providers they engage, and how much of their budget they will allocate for them. Every participant maintains total control over when and how those services are delivered. By choosing to be plan managed with PMAbility, participants gain access to leading edge technology and a wide range of supports.

Being agency managed comes with the restriction of only being able to choose registered providers. With a plan manager, participants can choose any relevant service provider, both registered and non-registered – whatever works best for them.

PMAbility's support focuses on strengthening the participant's ability to undertake tasks associated with the management of their supports. This includes building financial skills, organisational skills, and enhancing the participant's ability to direct their supports and/or develop self-management capabilities. Support Coordination is the overall management of the plan and includes assisting the participant to select providers, develop service agreements, reviewing your budget to ensure that things are on track, also assisting you with claiming payment from the NDIA.

### Service Obligations

As part of this service agreement there are certain rights and responsibilities on both parties:

#### *What can you expect from PMAbility?*

- ✓ Treat the Participant with courtesy and respect.
- ✓ Work with the Participant to provide supports in a manner that suits their needs.
- ✓ Consult the Participant on decisions and how supports are provided.
- ✓ Communicate openly and honestly and in a timely manner.
- ✓ Listen to the Participant's feedback and resolve problems quickly.
- ✓ Notify the Participant about the process for managing complaints or disagreements.
- ✓ Keep clear, timely and accurate records on the supports provided.
- ✓ Protect the Participant's private and confidential information.
- ✓ Operate under any relevant privacy requirements.
- ✓ Operate in accordance with NDIS Conflict of Interest Policy and staff / NDIS Code of Conduct.
- ✓ Provide supports consistent with all relevant laws including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law.
- ✓ Review the provision of supports every 3 months.
- ✓ Where possible, give the Participant a minimum of 24 hours' notice if PMAbility must change a scheduled appointment to provide supports and, if notice is not provided, the conditions in "Changes to this Agreement" (as set out below) will apply.
- ✓ Give the Participant the required notice if PMAbility needs to end the Service Agreement (see "Ending this Agreement") as set out below.



## SUPPORT COORDINATION SERVICE AGREEMENT

### ***What does PMAbility expect from me?***

- ✓ Work cooperatively with PMAbility to ensure that services and supports are delivered to meet my needs.
- ✓ Treat PMAbility (and those involved in the delivery of my supports) with courtesy and respect.
- ✓ Notify PMAbility of any changes to my situation that I expect will have an impact on this Agreement.
- ✓ Discuss with PMAbility any concerns I have about the services or supports being provided.
- ✓ Where possible, give PMAbility 24 hours' notice if I cannot make a scheduled appointment. If notice is not provided, the conditions in "Changes to the Agreement" (below) will apply.
- ✓ Give PMAbility the required notice to end the Service Agreement should I wish to cease the Agreement. See "Ending the Agreement" (below).
- ✓ Notify PMAbility immediately if my NDIS plan is suspended, auto extended or replaced by a new NDIS plan, or I stop being a participant in the NDIS.

### **Changes to the Agreement**

If the Participant, or PMAbility, need to change when, or how, supports are to be provided, both parties agree to give 24 hours' notice where possible. If changes to the supports or their delivery are required, parties agree to discuss and review the Service Agreement. Parties agree that any changes to this Agreement will be in writing, signed and dated by all parties.

According to the NDIS Pricing Arrangements and Price Limits available on the NDIS website at (<https://www.ndis.gov.au/providers/pricing-arrangements>) where a provider has a Short Notice Cancellation (or no show), they are able to claim 100% of the agreed fee associated with the activity from the participant's plan. However, we will inform you of this in an email communication which you will have a chance to reply to before the charge is applied.

### **Ending the Agreement**

Should either party wish to end this Service Agreement, both must agree to give 2 (two) weeks' notice where possible. Ending the Agreement by either party must be done in writing. If either party fails to meet their responsibilities or the terms set out in this agreement, or where there is a risk to the safety of staff or the Participant, then the requirement of notice will be waived. This complies with the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal, or termination of services provisions.

### **Emergency / Disaster response**

Should you need assistance in the event of an emergency or disaster situation like:

- 1) Sudden loss of informal supports, income / employment ceasing / support worker unable to attend, etc.
- 2) Earthquake, bushfire, floods, or storms
- 3) Explosions or accidents
- 4) Epidemics, pandemics, or sickness
- 5) Power outages, disruption to water supply

## SUPPORT COORDINATION SERVICE AGREEMENT

We will cover these situations and the possible risk of service disruption in your Support Plan and the PMAbility Continuity of Support for Participants Policy covers these events and how we will respond.

You will be provided with an emergency contact point that should the Principal Consultant be unavailable for any reason you will be able to get a response from them.

### **How do I provide feedback or make a complaint?**

If the Participant wishes to give feedback to the Provider, the Participant can contact PMAbility by emailing PM Ability (admin@pmability.com.au) or by going through PMAbility's website ([PM Ability Contact Us](#)).

If the Participant is not satisfied or does not wish to contact us in person, the Participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting a NDIA office, or by going to the NDIS website: <https://www.ndis.gov.au/contact/feedback-and-complaints/contact-and-feedback-form> or to complain about your provider (even us) visit website of the NDIS Quality and Safeguards Commission (<https://www.ndiscommission.gov.au/about/complaints>).

### **Location**

The business is run from our headquarters at Beechboro. The primary contact with customers will be online and via electronic communication. The website will be the primary tool for accepting information and providing information back. With secure login accounts customers will receive customised displays of their information that we are handling for them.

### **Hours of Operation**

Due to the online nature and likelihood of when customers are likely to want to review or provide their information, such things as emails / notices and website updates will need to be performed basically 24/7. So, no specific "open for business" hours, as work may well come to us on weekends or evenings when customers are having downtime from their other duties and wanting to provide or review their information. It will be a policy of the business to answer emails sent before 12pm on the same day, otherwise after this before 12pm the next day (week or weekend).

PMAbility is bound to comply with the requirements of the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.

### **Keep You Informed**

It is acknowledged that keeping our name in front of our customers is important and will provide a newsletter and will send out occasional informative articles either via news or a website blog. Posting information on a blog is always a good way to have updated information and activity on your website, which will in return mean search engines like Google will find your website.

We will also take the opportunity to network in person at specific functions or events that will attract customers. The NDIS engagement team also produces a newsletter to Participants and Providers which we might be able to advertise our service in. We might also attend NDIS Provider Expo's where Participants (and NDIS staff) can come and see what we do.

## SUPPORT COORDINATION SERVICE AGREEMENT

### Goods and services tax (GST)

For the purposes of GST legislation, 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, 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.
- ✓ The Participant will immediately notify PMAbility if the Participant's NDIS plan is replaced by a new plan or the Participant stops being a participant in the NDIS.

## Appendix

---

### Schedule of Fees (as at 2022/2023 NDIS Price Guide)

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
07_001_0106_8_3	Support Coordination Level 1: Support Connection	Hour	\$70.87	\$99.22	\$106.31
07_002_0106_8_3	Support Coordination Level 2: Coordination of Supports	Hour	\$100.14	\$140.19	\$150.21

#### Note:

Where a provider has a Short Notice Cancellation (or no show), they can claim 100% of the agreed fee associated with the activity from the participant's plan, subject to this *NDIS Pricing Arrangements and Price Limits* and the terms of the service agreement with the participant.