

Support Coordination Agreement

Participant Name:	
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Plan Start Date	
Plan End Date	

Dear

Thank you for taking the time to meet with me,
your Support Coordinator from Headway Gippsland Inc.

Within your NDIS Plan you have been provided with:

- _____ hours of Support Coordination or
- _____ hours per month.

This allocation is to be used over the _____ months of your Plan, don't forget time spent liaising with other providers, which could include but is not limited to organising a cleaner, gardener, occupational therapist, physiotherapist etc. all count in your allocation.

As Support Coordination can vary from person to person it is about what it is you need to achieve your goals in your NDIS Plan, we have listed some of the areas below.

I have taken the time to select the areas we are going to focus on, as per our discussions, over the next 3 to 6 months after this time we will review your goals for the next six months.

If at any time this doesn't meet your needs, we need to communicate with one another and redefine the goals that you would like support with to achieve.

☐ Staffing Support

(this could be finding you staff members, booking shifts, liaising with staffing providers)

☐ Home Modifications

(this could be organising your OT assessment, putting your paperwork through SWEP, following up applications)

☐ Therapy Services

(this could include finding and sourcing a therapist, organise appointment with therapist)

☐ Travel

(this could be assisting you to find transport options that meet your budget)

☐ General Understanding of Your NDIS Plan

(this may include assisting you to organise a review of your plan if necessary, understanding the amounts in your plan and areas where these can be spent)

☐ Community Connectedness

(this may include finding out options/ activities which may be of interest to you and your NDIS goals)

☐ Accommodation

(this may include looking for appropriate housing, applying for different housing or it may be support to find the right housing for you)

☐ Planning/Budgeting

(this may include looking at the amounts of money you have allocated in your Plan and determine a budget to support your NDIS goals)

☐ Equipment

(this may include looking for your equipment needs, liaising with you and your equipment supplier)

☐ Skill Development/Support Groups

(this may include appropriate staff to assist you learn the skills your are seeking, this could be finding a job, working as a volunteer, being involved in your local community, learning cooking skills)

Additional information:

Important Information About Support Coordination:

- **Billable Tasks:** All work done by your Support Coordinator related to your plan, including linking you with services, managing your budget, and communicating with you, NDIS, LAC, and providers (via phone, email, or meetings) is billable. This also includes travel and writing reports required by NDIS.
- **Notes:** Your Support Coordinator will keep detailed notes of all communications and follow-ups, unless you specifically ask not to record something.
- **Support During Leave:** If your Support Coordinator is on leave or not working (e.g., part-time), you can contact the Support Coordination Assistant for help or urgent issues.
- **Running Out of Funds:** If you run out of NDIS funds, we will inform your Local Area Coordinator (LAC), who will help manage your plan. If you don't have an LAC, we will assist you in contacting the NDIS regarding this.
- As much as possible we will work with you to keep within the allocation of support coordination hours, and if justifiable evidence to show a change of situation application is required we will work with you to lodge this – however these can't be lodged just for Support Coordination funding, so it is important to keep in mind the need to stay within allocated Support Coordination hours.

- In the cases where plan extensions are applied, service from Headway Gippsland will continue under the existing Service Agreement and Schedule of Supports until the new plan becomes available. Services will continue to be charged at the applicable NDIS rate as per the existing Service Agreement unless advised otherwise by the participant/nominee

The best way to contact me is either:

- my email or mobile, which is
- the office, which is 03 5127 7166

My usual office days are:

- | | | |
|----------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Wednesday | <input type="checkbox"/> Friday |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Thursday | |

I acknowledge the receipt of Headway Gippsland Inc. documents listed below.

To be signed & returned:

- ☐ Service Agreement
- ☐ Schedule of Supports
- ☐ Support Coordination Agreement
- ☐ Conflict of Interest (if applicable)

Participant to keep:

- ☐ About Us (easy English)
- ☐ Compliments (easy English)
- ☐ Freedom from Abuse & Neglect
- ☐ Participant Handbook
- ☐ Local Service Provider Form
- ☐ The participant has already received these documents previously

Agreement Signatures

The parties agree to the terms and conditions of this Service Agreement.

Name of Participant or
Participant's Nominee
(as per NDIS Plan)

Name of authorised person from
Headway Gippsland

Signature of Participant or
Participant's Nominee
(as per NDIS Plan)

Signature of authorised person from
Headway Gippsland

Date

Date