

Please **SAVE** this document on your computer **BEFORE** filling it out

**Date**

**Support Coordination Services Deed in relation to**

**Participant's full name**

**The Participant identified in Item 1 of Schedule 1**

and

**The Support Coordinator identified in Item 2 of Schedule 1**

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## Support Coordination Services Deed

Dated

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### Parties

Name

Address

Short name **Participant**

Name

Address

Short name **Support Coordinator**

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### Background

- A. The **Participant** has a disability, meets the disability requirements and has a plan under the NDIS Act.
- B. The **Public Advocate** provides guardianship and advocacy services to people living with a disability in Victoria. The **Public Advocate** has been appointed by the Victorian Civil and Administrative Tribunal as a **Guardian** of the **Participant**, with powers and duties to make decisions concerning services to be provided to the **Participant**.
- C. The **Support Coordinator** has represented that it has the skills, expertise and experience necessary to provide the **Services** to the **Participant** as required by the **Participant's Plan**, in accordance with the terms and conditions of this Deed.
- D. The **Support Coordinator** has skills, expertise and experience in the provision of the **Services**.
- E. The **Guardian** wishes to engage the **Support Coordinator** to provide the **Services** for the participant under the participant's plan, and the **Support Coordinator** has agreed to be so engaged.
- F. This deed sets out the terms and conditions upon which the **Support Coordinator** will provide the services to the **Participant**.

## Agreed Terms

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### 1. Definitions and interpretation

#### 1.1. Definitions

In this Deed unless expressed or implied to the contrary:

**Authority** means a government or governmental, semi-governmental or judicial entity or authority.

**Automatic Extension End Date** means the date on which the Automatic Extension comes to an end.

**Business Day** means Monday to Friday excluding public holidays in Victoria.

**Consumer Affairs Victoria** as set out in Chapter 6 of the *Australian Consumer Law and Fair Trading Act 2012* (Vic).

**Deed** means this Deed between the **Participant** and the **Support Coordinator** and includes its Schedules and any documents incorporated by reference.

**Disability Services Commissioner** means the person appointed under section 14 of the *Disability Act 2006* (Vic).

**Dispute** means a dispute arising under or in connection with this Deed.

**End Date** means the date specified in item 6 of Schedule 1 or, where this agreement is automatically extended, the end date of the period for which the agreement is extended in the updated Schedule 2.

**Guardian** means the Public Advocate or his or her delegate.

**Guardianship and Administration Act** means the *Guardianship and Administration Act 2019* (Vic).

**NDIS Act** means the *National Disability Insurance Scheme Act 2013*.

**NDIS Quality and Safeguards Commission** as established by Chapter 6A of the *NDIS Act*.

**Personnel** means employees, agents, contractors or subcontractors including representatives.

**Participant** means the **Participant** specified in item 1 of Schedule 1.

**Participant's Plan** means the **Participant's** plan that is prepared in accordance with the NDIS Act and which starts and ends on the dates set out in items 3 and 4 of Schedule 1.

**Public Advocate** means the person appointed under Part 2 of the Guardianship and Administration Act.

**Services** means the services described in Schedule 2.

**Support Coordinator** means the person described in item 2 of Schedule 1.

**Start Date** means the date in item 5 of Schedule 1.

**Term** means the term of this Deed, as determined under clause 2.

## 1.2 Interpretation

1.2.1 This Deed is to be construed in accordance with the laws of Victoria.

1.2.2 In this Deed, except where the context requires otherwise:

- (a) the singular includes the plural and vice versa;
- (b) another grammatical form of a defined word or expression has a corresponding meaning;
- (c) a reference to:
  - (i) a clause, schedule, appendix or annexure is a reference to a clause, schedule, appendix or annexure in or to this Deed all of which are deemed part of this Deed;
  - (ii) a person includes the legal personal representatives, successors and permitted assigns of that person;
  - (iii) any body which no longer exists or has been reconstituted, renamed, replaced or whose powers or functions have been removed or transferred to another body or agency, is a reference to the body which most closely serves the purposes or objects of the first- mentioned body;
  - (iv) a statute includes regulations under it and consolidations, amendments, re-enactments or replacements of any of them;
  - (v) this or any other document includes the document as varied or replaced regardless of any change in the identity of the parties;
- (d) headings and sub-headings are inserted for ease of reference only and do not affect the interpretation of this Deed; and
- (e) where the expression **including** or **includes** is used it means 'including but not limited to' or 'including without limitation'.

1.2.3 If a provision in this Deed is held to be illegal, invalid, void, voidable or unenforceable, that provision must be read down to the extent necessary to ensure that it is not illegal, invalid, void, voidable or unenforceable. If it is not possible to read down a provision as required in this clause, that provision is severable without affecting the validity or enforceability of the remaining part of that provision or the other provisions in this Deed.

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## 2. Term

### 2.1 Term of Deed

This Deed starts on the **Start Date** and continues for the period until the **End Date**.

### 2.2 Automatic Extension

Where the parties have agreed in Schedule 1, the period of this Deed is taken to have been automatically extended from the **End Date** for the same period and will continue to be automatically extended for a maximum of three periods (the original period plus two extensions) or until terminated in accordance with clause 7.

Where the Deed has been automatically extended, the **End Date** of the automatically extended Deed is known as the **Automatic Extension End Date**, and so on for all automatic extensions of the Deed.

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## 3. Services

### 3.1 Acknowledgements

The parties acknowledge and agree:

- 3.1.1 the **Participant** is a person with a disability and, in providing the **Services**, the **Support Coordinator** will have regard to the human rights of the **Participant** as set out in the United Nations Convention on the Rights of Persons with Disabilities and the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*;
- 3.1.2 the **Guardian** signs this Deed on behalf of the **Participant** pursuant to powers vested in the **Guardian** in accordance with the **Guardianship and Administration Act**;
- 3.1.3 the **Guardian** may exercise all of the rights and powers of the **Participant** on behalf of the **Participant** in accordance with the **Guardianship and Administration Act**;
- 3.1.4 this Deed includes expectations as to how the **Guardian** will act to exercise the **Participant's** rights in relation to the **Services**;
- 3.1.5 the rights, duties and responsibilities of the **Guardian** cease upon the cessation of the Public Advocate's appointment as **Guardian**; and
- 3.1.6 this Deed is otherwise unaffected by the cessation of the Public Advocate's appointment as **Guardian** unless the parties vary or terminate it in accordance with its terms.

### 3.2 The Support Coordinator's responsibilities

The **Support Coordinator** agrees to:

- 3.2.1 provide the **Participant** and the **Guardian** with information concerning the provision of the services in formats understood by the participant and the guardian;
- 3.2.2 work with the **Participant** to coordinate supports in a manner that suits the **Participant's** needs;
- 3.2.3 consult the **Participant** and the **Guardian** on decisions about how the **Support Coordinator** will provide the **Services**;
- 3.2.4 treat the **Participant** and the **Guardian** with courtesy and respect at all times;
- 3.2.5 communicate openly and honestly with the **Participant** and the **Guardian** in a timely manner;
- 3.2.6 listen to the **Participant's** and the **Guardian's** feedback and work with them to resolve problems quickly;
- 3.2.7 inform the **Participant** and the **Guardian** about the **Support Coordinator's** internal processes for managing disagreements or complaints;
- 3.2.8 keep records of all support coordination provided to the **Participant** as part of the **Services** provided under this deed;
- 3.2.9 review the **Services** with the **Participant** and the **Guardian** in accordance with clause 4;
- 3.2.10 protect the **Participant's** privacy and confidential information in accordance with privacy laws and any other relevant privacy requirements; and
- 3.2.11 assist the **Participant** and the **Guardian** with evidence-based reviews of the **Participant's Plan**.

### 3.3 Performance standards

The **Support Coordinator** must provide the **Services** to the **Participant** and in doing so, must perform the **Services**:

- 3.3.1 for the purposes of achieving the goals in, and in compliance with, the **Participant's Plan**;
- 3.3.2 in a courteous and respectful manner, with due skill, diligence, care and consistent with the highest professional and industry standards; and
- 3.3.3 in accordance with this Deed including all timeframes specified in Schedule 1, all applicable laws and any reasonable request of the **Guardian** from time to time.

### 3.4 The Guardian's responsibilities

The Guardian agrees to:

- 3.4.1 cooperate with the **Support Coordinator** in order for the **Support Coordinator** to provide the **Services** to meet the **Participant's** needs;
- 3.4.2 be courteous and respectful towards the **Support Coordinator's** personnel at all times;
- 3.4.3 keep the **Support Coordinator** informed of any changes to the **Participant's** situation known to the **Guardian** that may impact on the provision of the **Services**;
- 3.4.4 provide feedback as needed regarding the **Services** to the **Support Coordinator** from time to time;
- 3.4.5 work cooperatively with the **Support Coordinator** to assist the coordination of supports to meet the **Participant's** needs;
- 3.4.6 treat those involved in the provision of the **Services** with courtesy and respect at all times;
- 3.4.7 talk to the **Support Coordinator** if the **Guardian** has any concerns about provision of the **Services**;
- 3.4.8 where known to the **Guardian**, to advise the **Support Coordinator** of:
  - (a) any health issues the **Participant** may have that can or will impact on the **Participant's** supports;
  - (b) any special needs or requirements the **Participant** may have; and
  - (c) any changes to the **Participant's** needs or requirements.

### 3.5 Privacy

The **Support Coordinator** must:

- 3.5.1 collect, use, disclose and otherwise handle Personal Information (as that term is defined in the *Privacy Act 1988 (Cth)* and the *Privacy and Data Protection Act 2014 (Vic)*) and health information (as that term is defined in the *Health Records Act 2001 (Vic)*) collected by or on behalf of the **Support Coordinator** in connection with the **Services** or this Deed only for the purpose of performing its obligations under this Deed and only in compliance with the *Privacy Act 1988 (Cth)*, the *Privacy and Data Protection Act 2014 (Vic)*, the *Health Records Act 2001 (Vic)* and the *NDIS Act 2013*;
- 3.5.2 notify the **Participant** and the **Guardian** in writing of any actual or suspected breach of its obligations under this clause 3.4; and
- 3.5.3 provide the **Participant** and the **Guardian** with a copy of its privacy policies and procedures, within 30 days of the Start Date or such other date as agreed by the parties.



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#### 4. Review prior to the end of the participant's plan

- 4.1.1 Six weeks prior to the review date of the **Participant's** plan (set out in item 4 of Schedule 1), the parties and the Guardian agree to review the **Participant's Plan** being coordinated by the **Support Coordinator** to consider –
- (a) the creation of a new plan for the participant by changing the **Participant's** statement of goals and aspirations;
  - (b) the appropriateness and effectiveness of the **Services**;
  - (c) the utility of continued support coordination by the **Support Coordinator**; and
  - (d) any other relevant matters.
- 4.1.2 The **Support Coordinator** will assist the **Participant** to prepare for the scheduled plan review.

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#### 5. Insurance

- 5.1 The **Support Coordinator** warrants that, during the Term and for the period after the Term as specified in Item 7 of Schedule 1, it will maintain adequate levels of the insurance policies set out in Item 7 of Schedule 1.
- 5.2 On request, the **Support Coordinator** must provide the **Participant** with certificates of currency evidencing its compliance with this clause.

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#### 6. Complaints and Dispute resolution

- 6.1 The parties must attempt to resolve all complaints and disputes under this clause before starting any court proceedings, other than court proceedings for interlocutory relief.
- 6.2 The **Support Coordinator** must inform the **Participant** of its complaints and dispute handling processes. The parties agree to use these processes to try to resolve any complaint or dispute.
- 6.3 If, following the processes in good faith, the parties have not resolved the complaint or dispute, the **Participant** may refer the complaint or dispute to the **NDIS Quality & Safeguards Commission, Consumer Affairs Victoria** or the **Disability Services Commissioner**, for determination or resolution.
- 6.4 Despite the existence of a complaint or dispute, the parties must continue to perform their obligations under this Deed.

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## **7. Termination**

### **7.1 Termination for convenience**

The **Participant** may terminate this Deed at any time without cause and without needing to provide reasons by giving the **Support Coordinator** 30 days' notice.

### **7.2 Termination by the Participant**

The **Participant** may terminate this Deed immediately by notice to the **Support Coordinator** if:

7.2.1 the **Support Coordinator** commits a breach of this Deed which, in the opinion of the **Participant**, cannot be remedied;

7.2.2 the **Support Coordinator** commits a breach of this Deed and the **Support Coordinator**:

(a) fails to commence action to remedy the breach within 1 Business Day after the **Participant** has served notice requiring it to do so; or

(b) having commenced action to remedy the breach, fails to complete that action as soon as possible and in any event, within 5 Business Days of the **Participant's** notice.

### **7.3 Support Coordinator to confirm termination with Guardian**

Where the **Support Coordinator** has received a notice to terminate from the **Participant**, the **Support Coordinator** must contact the **Guardian** and ensure that the **Guardian** is aware of the purported termination, prior to ceasing to provide the Services to the **Participant**.

### **7.4 Termination by the Support Coordinator**

The **Support Coordinator** may terminate this Deed at any time by giving the **Participant** and **Guardian** 30 days' notice.

### **7.5 Effect of termination or expiry**

Termination or expiry of this Deed will not affect:

7.5.1 any accrued rights or remedies of either party; or

7.5.2 the operation of clauses 3.5, 8 and this clause 7.5 or any other provision which, by its nature, is intended to survive termination or expiry of this Deed.

### **7.6 Termination as a consequence of changes to the Participant's NDIS Plan**

This agreement will terminate where funding for the services agreed to under this Deed ceases in the **Participant's** plan.

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## **8. General**

### **8.1 Amendment**

Except as provided for in clause 8.1.1, this Deed may only be varied or replaced by a document executed by the parties.

8.1.1 Where this agreement is automatically extended as set out in clause 2 and schedule 1, the **Support Coordinator** shall provide the **Participant** with an update of Schedule 2 within 14 days of the **Automatic Extension End Date**.

### **8.2 Entire understanding**

This Deed contains the entire understanding between the parties as to the subject matter contained in it. All previous agreements, representations, warranties, explanations and commitments, expressed or implied, affecting this subject matter are superseded by this Deed and have no effect.

### **8.3 Consents and approvals**

If the doing of any act, matter or thing under this Deed is dependent on the consent or approval of the **Participant** or is within the discretion of the **Participant**, then consent or approval may be given, or the discretion exercised conditionally or unconditionally or withheld by the **Participant** in its absolute discretion unless express provision to the contrary is made.

### **8.4 Duty to cooperate**

Each party must do everything reasonably necessary to give full effect to this agreement.

### **8.5 Legal costs and expenses**

Each party must pay its own legal costs and expenses in relation to the negotiation, preparation and execution of this Deed and other documents referred to in it, unless expressly stated otherwise.

### **8.6 Waiver and exercise of rights**

A right relating to this Deed may only be waived by a written notice signed by the party waiving the right. A single or partial exercise or waiver of a right relating to this Deed does not prevent any other exercise of that right or the exercise of any other right.

### **8.7 Rights and remedies**

The rights and remedies conferred on a party by this Deed are in addition to all other rights and remedies of that party.

### **8.8 Assignment**

The **Support Coordinator** must not assign, novate or otherwise transfer any of its rights or obligations under this Deed without the prior written consent of the **Participant**.

### **8.9 No relationship**

Nothing in this Deed will be construed or deemed to constitute a partnership, joint venture or employee, employer or representative relationship between any of the parties. Nothing in this Deed will be deemed to authorise or empower any of the parties to act as agent for or with any other party.

### **8.10 Rule of construction**

In the interpretation of this Deed, no rule of construction applies to the disadvantage of the party preparing the document on the basis that it prepared or put forward this Deed or any part of it.

### **8.11 Counterparts**

This Deed may be executed in any number of counterparts all of which taken together constitute one instrument.

### **8.12 Notices**

Any notices required to be served by any party to the other party must be in writing and may be via email.

### **8.13 Governing law and jurisdiction**

This agreement is governed by the laws of the State of Victoria. The parties submit to the non-exclusive jurisdiction of the courts and tribunals of Victoria and courts entitled to hear appeals from those courts.

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## Signing Page

Executed by the parties as a Deed

**SIGNED** for and on behalf of the  
**Participant** by the **Guardian** in  
the presence of:

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Signature

Name of **Guardian** signing

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Witness signature

Name of Guardian's witness

**SIGNED** for and on behalf of

Name of **Organisation**

---

Signature

**ABN**

by an authorised representative  
in the presence of

Name of Support Coordinator signing

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Witness signature

Name of witness

## Schedule 1 Deed details

It is agreed that:

(Please select one of the following)

This Deed is to be automatically extended in accordance with clause 2.2

OR

This Deed will terminate on the **End Date** of service as indicated below.

Item	Description	Details	
1.	<b>Participant</b>		
2.	<b>Support Coordinator name</b>  ABN  Service Provider address		
3.	NDIS Plan start date		
4.	NDIS Plan end / review date		
5.	Start date (of service)		
6.	End date (of service)	(The end date cannot be after the end date of the NDIS Plan)	
7.	Insurance	<b>Public liability</b> Period to be maintained after Term: NA  <b>Professional indemnity</b> Period to be maintained after Term: 7 years  <b>Workers compensation</b>	
8.	Notices		
	<b>The Participant</b>	Address:	
		Email (if applicable)	
		<b>Guardian details</b>  Name  Email address  Phone number	     1300 309 337

	<b>Support Coordinator</b>	Address	
		Email	
		Representative name	

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## Schedule 2

### Schedule of Support Coordination Services

#### Provider Notifications:

GST

This is a supply of one or more reasonable and necessary supports specified in the Schedule of Services included, under section 33 (2) of the National Disability Insurance Scheme Act 2013 (NDIS Act) pursuant to the Participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

Temporary Transfer Payment (TTP)

The provider informs the Participant that they are compliant with the TTP terms set out in the NDIS Price Guide and therefore entitled to use the TTP support items (and price limits).

Please tick the relevant box below to indicate which level of support coordination is being provided:

Support connection

Coordination of supports

Specialist support coordination

Description of support	Price and payment information	
List the details of the support, including the name of the support and line item from the price guide	List the price of the support (e.g. per hour / per session / per unit)	
	Number of hours	
	Hourly rate \$	
	Total for period \$	



Please tick the relevant box below to indicate how the NDIS Plan is managed:

Managed by the Participant

Managed by the Participant's Nominee

Managed by the NDIA

Managed by a Registered Plan Management Provider