

03/07/2026

Participant Name:

NDIS Number:

Date of Birth:

Insight Coordination Service Location: Darwin

Local contact: 0447 611 454

Approval of this Service Agreement constitutes consent for the participant to receive services as outlined below. Services are charged per hour for individual sessions at the rate prescribed by the NDIS Price Guide as current at the date of service.

Other services provided in agreement with the participant/guardian/carer are charged per hour, or portion thereof, at the standard hourly rate. Insight Coordination NT aligns our prices with the NDIS Price Guide which is subject to change. Please check the NDIS website or contact Insight Coordination staff for current pricing.

How Services Are Delivered

Service delivery is flexible and will be determined between the provider and the participant and/or guardian/carer throughout the terms of this agreement. Possible methods may include:

- Face-to-face sessions
- Telehealth sessions
- Meetings with the family, carer/s, teacher/s, or other relevant persons including medical professionals
- Non face-to-face supports

Types of Service Activities

Services may include the following activities which are billed at the same unit rate:

- Face-to-face supports:
 - Implementation Report, Progress reports, Risk assessments and all other required Support Coordination supports
 - Direct expenses incurred during the course of support
- Non face-to-face supports:
 - 45 minutes per meeting for Case Note documentation
 - Correspondence by phone, email, or other communication with family, schools, caseworkers, and other specialists
 - Attendance at case conferences, meetings and all other applicable meetings
 - Report writing, examples indicated above
 - Customized preparation and resource development
- Travel as per NDIS travel guidelines:
- Where possible, travel may be reduced when services are delivered to multiple participants in the same region
- Billable Activities required by the NDIS - The following reports are required by the NDIS are to be completed annually. Time taken to undertake completion of these documents will be billed within the agreed funds outlined in this Service Agreement:
 - Support Budgets outlined below

Risk Assessments

A Risk Assessment will be required to be completed by a qualified mental health practitioner for any participant who has been flagged in the referral process. Time spent performing the risk assessment will be billed to the participant within agreed funds outlined in the service plan.

Service Plan

If the participant's NDIS Plan receives an automatic extension, this service agreement will stay in place until the date a new NDIS Plan is approved.

Start Date:

End Date:

Fund management:

		Remoteness Category Cost Table
Home location		
School/other site		

Support	Support Budget	Who	Support Item	Unit Price per hour	Service delivery hours	Total Costs
Therapy Services	Capacity Building – Support Coordinaton	Support Coordination – Level 2	07_002_0106_8_3	\$100.14		
Therapy Services	Capacity Building – Support Coordination	Specialist Support Coordination - Level 3	07_004_0132_8_3	\$190.14		
Therapy Services	Core – Assistance with Daily Life	Capacity Building and Training in Self-Management and Plan Management	01_134_0117_8_1	\$80.06		
Therapy Services	Capacity Building – Improved Daily Living	Skill Development And Training	15_037_0117_1_3	\$70.23		
Therapy Services	Capacity Building – Improved Daily Living	Training For Carers/Parents	15_038_0117_1_3	\$80.06		
Therapy Services	Capacity Building – Support Coordination	Psychosocial Recovery Coaching - Weekday Daytime	07_101_0106_6_3	\$105.43		

Therapy Services	Capacity Building – Support Coordination	Psychosocial Recovery Coaching - Weekday Evening	07_102_0106_6_3	\$116.16		
Therapy Services	Capacity Building – Support Coordination	Psychosocial Recovery Coaching - Weekday Night	07_103_0106_6_3	\$118.31		
Therapy Services	Capacity Building – Support Coordination	Psychosocial Recovery Coaching - Saturday	07_104_0106_6_3	\$148.36		
Therapy Services	Capacity Building – Support Coordination	Psychosocial Recovery Coaching - Sunday	07_105_0106_6_3	\$191.29		
Therapy Services	Capacity Building – Support Coordination	Psychosocial Recovery Coaching - Public Holiday	07_106_0106_6_3	\$234.23		
Therapy Services	Capacity Building – Increased Social and Community Participation	Skills Development and Training	09_009_0117_6_3	\$80.06		
					TOTAL	

Travel

- Travel costs are included in total costs agreed in above service plan.
- Travel costs include staff travel time to and from the participant, and kilometers charging as per NDIS guidelines. Maximum travel time per visit is 60 minutes return for those in MMM1-3 areas and 120 minutes return for those in MMM4-5 areas. Travel time will be billed at the hourly rate.

Outreach Travel Costs: Travel costs including airfare, accommodation, and vehicle hire may be billed at the hourly rate of the travelling coordinator in line with the NDIS Price Guide. Costs will be pooled between participants in a similar area to reduce costs to each individual.

Cancellation Policy

If you are unable to attend an appointment you must give 2 business days notice for any local metro, regional and remote scheduled appointments or 5 business days for any scheduled Outreach appointments. A cancellation fee of 100% of the amount of the intended session will be charged.

Participant Rights & Responsibilities

- Ask questions if you are unsure about any part of your coordination service
- Provide accurate information so we can best meet you and your family's individual needs
- Treat all staff and other people accessing Insight Support Coordination NT services in a safe and respectful manner
- Cancel your appointments if you are sick or feeling unwell (refer to Cancellation Policy)
- Not be under the influence of alcohol, drugs, or other substance when liaising with Insight Support Coordination NT staff.
- Adhere to the payment terms (see page 3) and inform Insight Support Coordination NT if the allocated budget in the NDIS plan has been exceeded prior to the provision of supports
- Inform the provider of any reason to change or end the service agreement (see page 3)

Provider Rights & Responsibilities

- Deliver supports in accordance with the established service agreement
- Work with the participant and their family to provide supports that suit their needs and how the agreed supports will be provided
- Insight Support Coordination NT has the right to cancel your appointment if it is evident you are sick (refer to Participant Responsibilities)
- Insight Support Coordination NT has the right to cancel your appointment if a staff member feels unsafe attending the site of the session for any reason
- Not charge more than the price caps set in the NDIA Price Guide
- Declare relevant prices to participants before delivering a service
- Inform the participant of any reason to change or end the service agreement
- Review the service agreement upon completion if necessary

Conflict of Interest Disclosure

Insight Support Coordination NT acknowledges you have freedom of choice and control in selecting providers to engage with for coordination services. Insight Support Coordination NT will act in your best interest, providing you with clear information about all services available to you, which may include services with declared conflicts of interests at times. We will not give preferential treatment to those who select any declared conflicts of interest, nor will we encourage participants to choose any declared conflicts of interest.

Approval of this service agreement signifies you are aware of a potential or perceived conflict/s of interest, have been informed of multiple options, and have had full choice and control in the decision-making process.

Discontinuing Services

- The participant or Insight Support Coordination NT may end this Service Agreement by telling the other party that they want to discontinue services
- Either party (participant or Insight Support Coordination NT must give 14 days' notice to end the service agreement

Payment Terms

Private & Self-Managed NDIS Participants

Payments must be paid within 7 days of the invoice date. Failure to do so will result in therapy services being suspended until payments are cleared. If there are any issues or extenuating circumstances resulting in delayed payment, please contact Insight Support Coordination NT staff.

Plan-Managed Participants

Payments must be paid within 7 days of the invoice date. Failure to do so will result in therapy services being suspended until payments are cleared. If there are any issues or extenuating circumstances resulting in delayed payment, please contact Insight Support Coordination NT staff.

Feedback or Complaints

Insight Support Coordination NT is committed to continuous improvement, and your feedback is important to us. Feedback ensures we can further refine and develop our processes. Please see below methods of providing feedback:

- Contact feedback@insightco.com.au or your local support coordinator
- If you don't think Insight Support Coordination NT can address your concerns, and you are an NDIS participant, you can email feedback@ndis.gov.au or give feedback directly to the NDIS commission at www.ndiscommission.gov.au/about/complaints

Welcome to Insight Coordination Services! We look forward to having you on board!

Participant/Legal
Guardian Name: _____ Date: _____

Participant/Legal
Guardian Signature: _____ Date: _____

**Digital Signatures will instead appear below:*

