



NDIS PARTICIPANT WELCOME PACK




WHAT WE DO

- Behaviour support 
- Allied health services including developmental education and speech pathology
- Support planning
- Consultations for individuals, families, and carers

We are here to listen, support you, and help you make choices that matter to you.

WHO WE ARE


Koa Community is a collective of highly skilled, independent practitioners working together to deliver specialist support services across the disability sector.


Built on a contractor model, our community thrives on collaboration, professional autonomy, and a shared commitment to practice excellence. 

We believe that strength comes from both individuality and unity—our name, ‘Koa’, reflects the warrior spirit, and our model champions the power of coming together to support those we serve.

WHAT TO EXPECT


When you start services with us, your worker will:

- ✓ Create a Service Plan with you
- ✓ Complete a Risk Assessment 
- ✓ Do a Home Safety Checklist (if applicable)

You can request a copy of your Service Plan, Risk Assessment and Home Visit Safety Checklist. You can change your services any time — just talk to us. 

YOUR RIGHTS

You have the right to:

- Make choices about the service we provide
- Be treated with respect 
- Be safe
- Be involved in all decisions
- Complain or give feedback
- Choose who supports you
- Have your culture and values and beliefs respected
- Have your information kept private
- Access an advocate (an advocate is a person who can help you stand up for your rights)

YOUR PRIVACY

Your information is private and safe with us. We follow all laws to protect your personal and health information. We will never share your information without your permission, unless the law says we must (for safety reasons).

COMPLAINTS AND FEEDBACK

We welcome feedback to ensure the services you receive are good. Your services will not be affected if you make a complaint.

A friend, family member, support co-ordinator or advocate can help you provide feedback.

You can also contact the NDIS Commission if you are unhappy with your services. You can call them on  1800 035 544 or TTY 133 677 or visit their website and fill out a complaint form (<https://www.ndiscommission.gov.au/about/complaints>).

If you wish to make a complaint or provide feedback, please email jon@koacommunity.com or send a letter to PO BOX 8, Greenwith SA 5125

CONTACT US

Koa Community

 Office: PO BOX 8, Greenwith SA 5125

 Email: admin@koacommunity.com

Ready to Get Started? Please sign and return your Service Agreement before your first session.

We look forward to working with you!