



# Provider Guide



## ABOUT

Living Well Noosa is a council funded free and low-cost preventative health initiative aimed at enhancing the health and well-being of those living in the Noosa LGA.

Through accessible programs and resources, we strive to empower individuals to take proactive steps toward better health and wellbeing, fostering a stronger, healthier community for all.



Living Well Noosa takes a holistic approach to wellbeing, addressing physical, mental, and social health. Programming includes a diverse range of activities—from weekly Yoga sessions and art-based workshops to mental resilience training.

All programs are designed to be entry-level and serve as a welcoming first point of contact for community members looking to (re)engage with activities that support their health and wellbeing.

# Provider Options:

## Contracted Provider

The Living Well initiative offers two main opportunities for providers to be involved as either a **Contracted Provider** or a **Promoted Third-Party Provider**.

### Contracted Providers

As a Contracted Provider for Living Well you can:

- Receive funding towards the establishment of your community program (potential renumeration and/or cover of venue hire / permit fees / provision of a free venue for your activity)
- Receive promotional support for your program through Noosa Council's (Council) website, email newsletters, social media, printed materials (posters, flyers and booklets) and community events
- Increase your business profile and community offering
- Explore the personal rewards of Community Programming: you will be helping to improve the health and wellbeing of Noosa Local Government Area (LGA) residents by providing an accessible activity to the community that reduces barriers to entry

### Your responsibilities as a Contracted Provider include:

- Keeping your community program in line with key markers that support a reduced barrier to entry for participants. This will include agreeing on a participation fee for your program with Council and honouring this fee for the duration of your contract.
- Making an applied effort to promote and market the program being offered and work on building a community network that supports intake into the program (this may include using printed marketing and online marketing)
- Managing enquiries, bookings and payments (if applicable) for your program
- Completing medical pre-screening of participants where this is required as part of Good Industry Practice
- Ensuring all necessary insurances, licences and qualifications to conduct your program are kept up-to-date and providing copies of these to Council
- Completing a quarterly report for the Living Well initiative (done online)
- Ensuring new participants to your program complete the Living Well Registration Form
- Ensuring program participants take part in quarterly surveys and other opportunities to provide feedback on community programming

# Provider Options:

## Contracted Provider

### Contracted Provider Funding Opportunities

Council may be able to provide the following funding opportunities to Contracted Providers

#### 1. Renumeration

Living Well may be able to provide 12 weeks of initial renumeration to support a Contracted Provider's efforts in establishing a new community program offering.

During this initial 12-week period; Living Well commits to ensuring Contracted Providers receive a minimum of \$100 for a 1-hour general class/program or \$130 for a 1-hour class/program that involves the need for you to hold more specific qualifications and experience for the program you are running. This determination is at the discretion of Council.

You will be nominated a renumeration amount paid by Council that is based on your average participant numbers and the fees you are charging for the class/program (if applicable)

For example, if you are charging \$5 per participant and your average participant numbers are 10 people per class this would bring you \$50 in renumeration. Council would therefore pay you an additional \$50 to bring your renumeration up to the target minimum renumeration of \$100 per hour class.

#### Post 12 weeks Funding

After 12 weeks a review will be undertaken to determine if the program is gaining enough interest from the community and if it is a viable program to continue to fund.

At this point funding may be fully withdrawn and the program concluded, or adjusted to a lower level, based on the program's participation numbers; with the view to ensure Contracted Providers are still able to receive a minimum of \$100 for a 1-hour general class/program or \$130 for a 1-hour class/program that involves the need for you to hold more specific qualifications and experience for the program you are running.

# Provider Options: Contracted Provider

## **2. Venue Hire / Permit Fees**

Living Well may be able to cover the cost of the venue hire fees (Contracted Provider to invoice for these at the end of each financial quarter) or provide a Council-owned venue or permit at no cost to the provider.

In addition to the above providers will:

- receive promotion of your activity through Council website, email newsletters, social media, printed materials (flyers and booklets) and community events
- be helping to improve the health and wellbeing of Noosa LGA residents by providing an accessible activity to the community that reduces barriers to entry

## **Program Delivery**

Living Well provides ongoing funding for most weekly programs in school terms only with some exceptions depending on the type of program being run (e.g. Pregnancy Aqua runs all year around due to the quick changes that happen in the perinatal body).

Living Well does not fund programs on public holidays and recommends programs that fall on a public holiday are cancelled due to historical low engagement.

Providers can choose whether to deliver:

- weekly activities
- monthly activities
- quarterly activities
- one-off activities
- school holiday programs
- short courses e.g. a long weekend or a 3-8 week program running once a week

# Provider Options:

## Contracted Provider

### **Reporting & Invoicing**

Reporting and invoicing for Living Well renumeration happens every financial quarter with all reports and invoices for the relevant quarter to be submitted by the last day of the quarter.

- Quarter 1 - 1 July to 30 September
- Quarter 2 - 1 October to 30 December
- Quarter 3 - 1 January to 31 March
- Quarter 4 - 1 April to 30 June

# Provider Options: Promoted Third Party Providers

## Promoted Third Party Providers

Promoted Third Party Providers are providers that are offering a community program that Living Well will support in promoting but do not support in funding. There is no contract in place with Council.

As a Promoted Third-Party Provider, you can

- Receive promotional support for your program through Council's website, email newsletters, social media, printed materials (flyers and booklets) and community events
- Increase your business profile and community offering
- Explore the personal rewards of Community Programming: you will be helping to improve the health and wellbeing of Noosa LGA residents by providing an accessible activity to the community that reduces barriers to entry

Your responsibilities as a promoted Third-Party provider include

- Keeping your community program substantially below private sector cost and in line with other key markers that support a reduced barrier to entry for participants
- Communicate any changes to your program to the Living Well coordinator at Council so that Council communications about your program may be kept up to date
- Where suitable, promote the Living Well initiative to your participants

# Promotion of your program

As either a Contracted Provider or Promoted Third Party Provider, Noosa Council will support the promotion of your community program. This may be via website pages, email newsletters to various databases, Social Media posts and activities and exposure in booklets, flyers and posters that promote Living Well.

There is also an expectation that you will also actively partake in your own promotion to ensure the growth and stability of your program for its own longevity.

## Examples of how to promote your program

- Create Social Media posts and events on your own pages as well as the local community group pages (e.g. Noosa Community Page/ Cooroy Community Page)
- Print Council-approved posters and flyers and display these at relevant locations where potential participants may frequent (e.g. community notice boards, community halls, coffee shops, local businesses)
- Create an email database that you update with news about your activity
- Build relationships with local stakeholders that would be able to refer participants on to your activity

# Community Programming Key Markers

Considerations in markers that support community programming with a reduced barrier to entry for participants

## 1. Accessibility

- Local delivery: Programs are offered in familiar, community-based locations to reduce travel time and increase comfort
- Physical access: Venues are ideally wheelchair and pram accessible, in walkable or bike-friendly distance or close to public transport and have clear signage.
- Digital access: Online materials are mobile-friendly, use plain language, and include captions or transcripts.
- Sensory considerations: consider low-stimulation environments, and sensory-friendly options

## 2. Affordability

- Free or low-cost participation: No or minimal fees, with subsidies or sponsorships available
- No-cost equipment or materials: Provide necessary items or offer loan programs
- Consider building in refreshments and food for longer sessions or programs targeting vulnerable groups

## 3. Cultural Safety & Inclusion

- Considerations for how your program will respect and reflect diverse identities and cultures - potentially co-designed with diverse community members
- Considerations for the inclusion of all abilities
- Considerations for Multilingual support if your program serves an area or demographic that may need this

# Community Programming Key Markers

## 5. Trust & Safety

- Medical / Health screenings to be conducted in alignment with your chosen activity e.g. a physical exercise class should include a screening of health conditions and injuries to ensure your participants can be supported safely
- Trauma-informed approach: creating safe, non-judgmental spaces.
- Clear communication: Transparent expectations, privacy policies, and consent processes.
- Peer support: Opportunities for participants to connect and support each other.

## 6. Community Ownership

- Co-design and feedback loops: Participants help shape the program.
- Celebration of achievements: Acknowledge progress and contributions within your program

## Want to be involved?

If you would like to become involved with the Living Well initiative either as a Contracted Provider or Promoted Third Party Provider then please complete the **Expression of Interest** form [HERE](#) or by scanning the QR code below

