

SERVICE AGREEMENT



1.1 Parties

This **Service Agreement** is for a participant in the National Disability Insurance Scheme and is made between:

Participant/representative

And

Plan Manage Me (NSW) Pty Ltd

1.2 The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the Participant's National Disability Insurance Scheme (**NDIS**) plan.

The Parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic participation of people with disability, and
- enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

SERVICE AGREEMENT



1.3 Schedule of supports

The Provider agrees to provide the Participant [the supports detailed in the Plan for the period of the Plan.

The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports.

Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the Participant and are not included in the cost of the supports. Examples include entrance fees, event tickets, meals, etc.

1.4 Responsibilities of Provider

The Provider agrees to:

- once agreed, provide supports that meet the Participant's needs at the Participant's preferred times;
- communicate openly and honestly in a timely manner;
- treat the Participant with courtesy and respect;
- give the Participant information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant);
- listen to the Participant's feedback and resolve problems quickly;
- give the Participant a minimum of 24 hours' notice if the Provider has to change a scheduled appointment to provide supports;
- give the Participant the required notice if the Provider needs to end the Service Agreement (see Ending this Service Agreement below for more information);
- protect the Participant's privacy and confidential information;
- provide supports in a manner consistent with all relevant laws, including the [National Disability Insurance Scheme Act 2013](#) and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the Participant; and
- issue regular invoices and statements of the supports delivered to the Participant.

SERVICE AGREEMENT



1.5 Responsibilities of Participant representative

The Participant's representative agrees to:

- inform the Provider about how they wish the supports to be delivered to meet the Participant's needs;
- treat the Provider with courtesy and respect;
- talk to the Provider if the Participant has any concerns about the supports being provided;
- give the Provider a minimum of 24 hours' notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the Provider's cancellation policy will apply;
- give the Provider the required notice if the Participant needs to end the Service Agreement (see Ending this Service Agreement below for more information); and
- let the Provider know immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or the Participant stops being a participant in the NDIS.

1.6 Payments

The Provider may seek payment for their provision of supports throughout the duration of the approved budget review/due dates for amount of the budgeted total: Refer to schedule of supports.

The Participant has nominated the Provider to manage the funding for NDIS supports provided under this Service Agreement.

1.7 Changes to this Service Agreement

If changes to the supports or their delivery are required, the Parties agree to discuss and review this Service Agreement. The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

SERVICE AGREEMENT



1.8 Ending this Service Agreement

Should either Party wish to end this Service Agreement they must give 2 weeks notice.

If either Party seriously breaches this Service Agreement, the requirement of notice will be waived.

1.9 Feedback, complaints and disputes – Refer to Complaints Process & Procedures Policy.

Complaints Policy and Procedure

Plan Manage Me (PMM) is committed to being open and responsive to any complaints offered by our clients, supporters, our employees or by members of the community. We will at all times seek an outcome to a complaint which is satisfactory to all parties.

Please see the following documents for more information:

- Complaints Policy – outlines how PMM will record, consider, resolve and monitor any complaints
- Complaints Procedure – supports the Complaints Policy, and provides steps involved in complaint response
- Complaints Form – Submit a complaint form.

1.10 Goods and services tax (GST)

For the purposes of GST legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under section 33(2) of the *National Disability Insurance Scheme Act 2013 (NDIS Act)*, in the Participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- the Participant's NDIS plan is expected to remain in effect during the period the supports are provided; and
- the Participant's representative will immediately notify the Provider if the Participant's NDIS Plan is replaced by a new plan or the Participant stops being a participant in the NDIS.

SERVICE AGREEMENT



1.11 Contact details

The Provider can be contacted on:

Contact name	Barbara Dobson
Mobile	0448 351 775
Email	barbara@planmanageme.com.au

1.12 Acknowledgement of Agreement

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

- I am an NDIS Participant/Representative wishing to engage with Plan Manage Me (NSW) Pty Ltd as my NDIS Service Provider.
- I have read the agreement above and am aware of my rights and responsibilities as an NDIS Participant.
- I wish for Plan Manage Me (NSW) Pty Ltd to act as Plan Managers for my NDIS Plan.

SERVICE AGREEMENT



1.13 Attachment – Schedule of supports

Support List the name of the support.	Description of support List the details of the support, including scope and volume.	Price and payment information List the price of the support (e.g. per hour / per session / per unit) and whether NDIS funding for the support is managed by the Participant, Participant's Nominee, the NDIA, or a Registered Plan Management Provider.	How the support will be provided List how, when, where, and by whom the support will be provided.
CB DAILY CHOICE AND CONTROL	PLAN MANAGEMENT OF NDIS PLAN FOR THE DURATION OF APPROVED PLAN.		Plan Manage Me will pay all support service invoices on behalf of client as per instructed.

Cancellation Policy:

To be agreed