

Service Agreement for NDIS Plan Management Services

Name of NDIS participant: _____

NDIS Reference No: _____

Plan Approval Date: _____

1 NDIS

The NDIS refers to the National Disability Insurance Scheme which was established by the *National Disability Insurance Scheme Act 2013 (Cth)*. The NDIA refers to the National Disability Insurance Agency which administers the scheme.

2 NDIA Plan

A NDIA Plan is a written plan that the NDIA develops with you. It is used as a basis for your funding.

3 Your Choice Plan Management

Your Choice Plan Management is a Registered Provider of Plan Management Supports under the NDIS.

4 Service Agreement

This Service Agreement (including the Schedule) is an agreement between the Your Choice Plan Management and you. It commences when you sign it and continues until either you or Your Choice Plan Management terminates it under the terms of the agreement. This agreement sets out the services that you request Your Choice Plan Management to provide to you. It is based on your NDIA Plan.

Schedule 1 of this agreement lists the services you will purchase from Your Choice Plan Management using your NDIA funds.

5 Your responsibilities as a client

You agree to:

- Nominate YCPM as your Plan Manager and advise your Service Providers accordingly
- Provide feedback to YCPM to ensure our services continue to meet your needs
- Tell us immediately if your Plan is suspended, replaced, or you stop being a participant in the NDIS
- Pay for services that are not included in your NDIS Plan such as services or equipment in excess of the supports funded by the NDIS.

6 Our responsibilities as your service provider

Your Choice Plan Management will:

- Provide Plan Management services to the amount funded by your NDIA Plan and agreed in Schedule 1
- Pay your Providers for the supports you purchase
- Provide you with monthly statements to help you keep track of your NDIA funds
- Communicate openly, honestly, professionally and in a timely manner
- Treat you and your family with courtesy and respect
- Listen to your feedback and resolve problems quickly
- Protect your privacy and confidential information

- Give you the required notice if YCPM needs to terminate the Service Agreement
- Give you information about managing complaints

7 Ending this Service Agreement

If either party wishes to end this Plan Management Agreement, we agree to give at least 30 days' notice.

8 Feedback, complaints and disputes

YCPM's Complaints Policy is in our Welcome Pack on our website. You can contact us by phoning the CEO on (07) 5441 4937 or emailing hello@ycpm.com.au If you are not satisfied, you can contact the NDIA on 1800 800 110 or www.ndis.gov.au.

9 GST

A supply of supports under this agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 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.

10 Changes

Any changes to the prices as determined by the NDIA will automatically increase or decrease at the time of the change. The NDIA advises that it usually changes participant funding packages to reflect its pricing changes.

11 Your Contact Details

Client or Representative:			
Representative's relationship to Client:			
Mobile Phone Number:		Home Phone Number:	
Email:			
Address:			

12 Signatures

Signed by or on behalf of the NDIS Participant

Name

Signature

Date:

Signed on behalf of YCPM

Name

Signature

Date:

Schedule 1

Your Choice Plan Management will provide the following services/supports:

Support	Description of Support	Price	Total Cost of Support	How Support will be Provided
Type of service (see NDIS Price Guide or NDIA Plan)	Details of the service, including scope and quantity	Price per hour (as per the current updated NDIS Price Guide)	Total cost of support to be provided	Detail: <ul style="list-style-type: none"> • how often supports will be provided • start and end date of support • where support will be provided
YCPM Plan Management	Plan Management and Financial Capacity Building – one-off annual set up costs (14_033_0127_8_3)	\$232.35	\$232.35	One-off annual set up costs
YCPM Plan Management	Plan Management - Financial Administration (recurring monthly fee) (14_034_0127_8_3)	\$104.45 per month	\$1,253.40	\$104.45 Charged monthly