Your Choice Plan Management
PO Box 5253, SCMC, Nambour QLD 4560
70 Windsor Road, Nambour
9 Maud Street, Maroochydore
Meridan Street, Kawana Waters
Suite 1, 6-8 Perseverance Street, Gympie
8/42 Beerburrum Road, Caboolture
Tel: 1300 497 492 07 5441 4937
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Service Agreement for Plan Management

Name of NDIS participant		
NDIS Reference No		
Plan Approval Date		
Plan End Date		
Date of Birth		
Address		
Phone number		
Email address		
Plan Manager	**Self Managed**	(Please tick if self managing for part of your Plan and specify the budget that you are self managing.)
	Plan Manager	Your Choice Plan Management (Please tick):
	Plan Nominee	
Signatures		
Your signature or Plan Nominee	Name Signature: Date:	
Signature of Your Choice Plan Management representative	Name: Signature: Date:	

1 Your Choice Plan Management

Your Choice Plan Management is part of Your Best Life Disability and Health Services Ltd which is a Registered NDIS Provider of Supports and includes the following businesses:

a) Your Choice Plan Management (YCPM)
b) Children's and Teens' Therapy Services (CATTS)
c) Mindcare Mental Health Services (Mindcare)
d) LevelUp Independent Living (LevelUp)

Your Best Life has several centres in South East Queensland and offers outreach services nationally.

This Service Agreement only relates to your agreement with Your Choice Plan Management.

2 NDIS and NDIA

The National Disability Insurance Scheme (NDIS) was established by the *National Disability Insurance Scheme Act 2013 (Cth)*. The National Disability Insurance Agency (NDIA is the agency established to administer the NDIS.

3 NDIA Plan

A NDIA Plan is a documented plan that the NDIA develops with NDIS Participants. It is used as a basis for providing funding for reasonable and necessary supports.

4 Service Agreement

This Service Agreement is an agreement between Your Choice Plan Management and the NDIS Participant named above. It commences when you sign it and continues until either you or we terminate it under the terms provided for in the Service Agreement.

If your NDIA plan is extended by the NDIS past the current plan termination date this Service Agreement will continue until a new plan is issued by the NDIA.

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

You may choose to provide a copy of your NDIA Plan to us to ensure we have a single point of truth about your NDIS funding categories and amounts. Our NDIS experience can help prevent errors. However, you may choose not to provide a copy and provide written information to us in a form that you choose.

5 Your responsibilities as a client

a) Nominate YCPM as your Plan Manager and advise your Service Providers accordingly
b) Provide positive and negative feedback about our services so we can ensure they continue to meet your needs
c) Tell us immediately if your Plan is suspended, replaced, or you stop being a NDIS participant
d) Pay for services and equipment that you request that are not NDIS funded supports in your NDIS Plan
e) Treat us with courtesy and respect

6 Our responsibilities as your service provider

a) Provide Plan Management services to the amount funded by your NDIA Plan and agreed in Schedule 1
   [Your Choice Plan Management charges the NDIS price stipulated in the Price Guide for Plan Management services. Please note that when prices in the NDIS Price Guide increase or decrease, as they do from time to time, we automatically and immediately adopt these changes. The NDIS advise participants that your NDIS funding amount will be amended accordingly.]
b) Pay your Providers for the supports you purchase under your NDIS Plan
c) Provide you with monthly statements to help you keep track of your NDIA funds
d) Communicate openly, honestly, professionally and in a timely manner
e) Listen to your feedback and resolve problems quickly
f) Treat you and your family with courtesy and respect
g) Consult with you about how your supports are provided
h) Comply with all relevant laws, including the NDIS Act and rules, National Privacy Principles and Australian Consumer Law
i) Protect your privacy and confidential information
j) Keep accurate and up-to-date records of services provided
k) Review the provision of supports annually with you and as otherwise required. All changes will be agreed and documented in a Variation to this Service Agreement.

8 Ending this Service Agreement

If either you or we wish to end this Service Agreement, each agree to give one month notice. If either party seriously breaches this Service Agreement the notice period will not be required.

9 Feedback, complaints, and disputes

You can lodge feedback or make a complaint by:

- phoning the CEO on (07) 5441 7199 or
- emailing enquires@ybl.org.au

You may also request a copy of YBL's Complaints Policy.

If you are not satisfied, you can contact the NDIA on 1800 800110 or www.ndis.gov.au

10 GST

A supply of supports under this Service 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.

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:** • **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