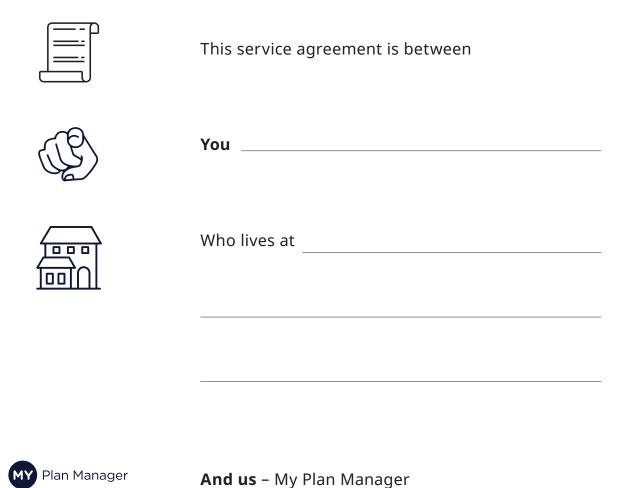






Easy-Read Version

Easy Read Version



How to use this Service Agreement



My Plan Manager wrote this Service Agreement

When you see the words 'we', 'our' or 'us' it means My Plan Manager



When **you** see the words **'you'** or **'your'** it means the person reading this information



When **you** see the words '**NDIS'** it means the **National Disability Insurance Scheme**



When **you** see the words **'NDIA'** it means the **National Disability Insurance Agency**



We have written this service agreement in an easy to read way. We use pictures to explain some ideas. **You** can find the original version of this document here: myplanmanager.com.au/service-agreement.



This is a legal document. When **you** sign this document **you** agree to everything that is written in this document.



You can ask for help to read this service agreement. A friend, family member or support worker may be able to help you.

What's in this document?



What is a service agreement?



The services **we** provide



Responsibilities



What **you** need to do

What **we** need to do



Paying **your** providers



Paying **My Plan Manager**



Your budget



Using **your** own money



What happens if **your** plan changes?



What happens if something goes wrong with **your** providers?



Ending this Service Agreement



Tell **us** what **you** think



Making this agreement



Your parent or primary support person





Contact us



Price list



What is a service agreement?



This service agreement lists the services and supports that **you** will get from **us**.



It tells **you** the supports that **we** will give **you**.



At the end of this document, there is a list of prices.



This service agreement also explains what **you** can expect from **us** and what **we** can expect from **you**.



The Service Agreement starts on the date it is signed by **you** and by **us**.



The Service Agreement runs while **you** stay with **My Plan Manager. You** don't have to make a new Service Agreement when your **NDIS** plan changes.





If you have questions about this service agreement you can talk to My Plan Manager. You can also ask someone else to speak with My Plan Manager for you.

The services we provide



My Plan Manager will provide "Plan Management" services.



This means **we** will help **you** to receive the **NDIS** services that **you** need.



These services are funded by the **NDIS** to help **you** to pay for things **you** receive and to keep track of **your** budget.



A budget is an amount of money that **you** have to spend.

Responsibilities

Responsibilities are things that:



You need to do



We need to do



Both of us need to do together

What we need to do



We will

- Help **you** to manage your **NDIS** budget
- Pay your NDIS bills



A bill is an amount of money that is owed to someone else



- Speak with you about your budget and bills
- Respect you
- Listen to what **you** have to say
- Listen to any worries that you have about your NDIS providers



What you need to do

You will need to:







- Tell **us** if **you** have any worries
- Give us the information we need to pay your bills and manage your budget
- Tell **us** if **your NDIS** plan changes
- Tell the truth
- Be respectful to **our** team

Paying for your Providers



A provider is an organisation that will give you the NDIS supports that you need



Your providers can send their bills to us and we will pay them for you



You can ask to see the bills before they are paid

We will check your bills



If everything is ok, we will let the NDIA know. We will pay your provider bills when we receive the money from the NDIA.

Paying for My Plan Manager



When **you** begin with us **you** will pay a starting cost.



You will then pay us every month. This is called a "monthly cost". There is money in your NDIS plan for this.



We will pay your tax for you. Tax is an amount of money that the government requires people to pay.



The starting and monthly costs includes tax.



You don't have to do anything about this tax.

Your budget



Your budget is the amount of money you have to pay for your disability supports.



We will get information about your NDIS budget from the NDIA



We can also get information from you about your NDIS Plan, but it is up to you if you want to give us a copy of your NDIS plan

If your NDIS plan budget changes you need to tell us

Using your own money



If you pay for something in your NDIS Plan with your own money, we can pay this money back to you.



You need to provide **your** bank details for this to happen.



You will need to write your bank details at the end of this agreement.



You should check with **us** before **you** buy things. This is to make sure **you** can get the money back before you spend it.

What happens if your plan changes?



You need to let us know when you get a new NDIS Plan.



You need to do this as soon as **you** can.



This will help to make sure that **your** Providers are paid from the right plan.

What happens if something goes wrong with your providers?



We are not responsible for what your providers do or say.



You can let us know if you have any worries.



We will try to help you.

Ending this Service Agreement









If you want to end this Service Agreement, you need to tell us 28 days before you want to stop working with us.

If **we** want to end this Service Agreement, we need to tell you 28 days before we want to stop working with you.

We will pay for as many of your bills as we can before you leave.

Tell us what you think



It is important that we know how you feel about our service.

You can:



Tell **us** how things are going



Tell **us** if something is wrong



You can email us at feedback@myplanmanager.com.au



You can also tell us what you think on our website: myplanmanager.com.au



If you don't want to talk to us, you can contact the **NDIS Commission**:

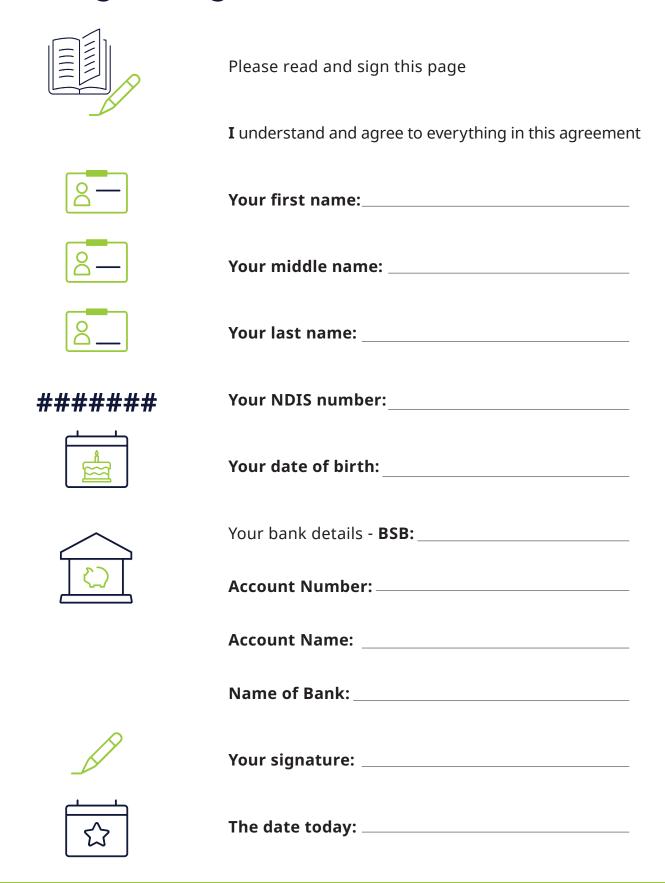


1800 035 544



contactcentre@ndiscommission.gov.au

Making this agreement



Your parent or primary support person

Phone number: _____ Email address: _____ Relationship to you:

This is a person **you** trust who can make decisions for you if you want them to. You don't need to complete

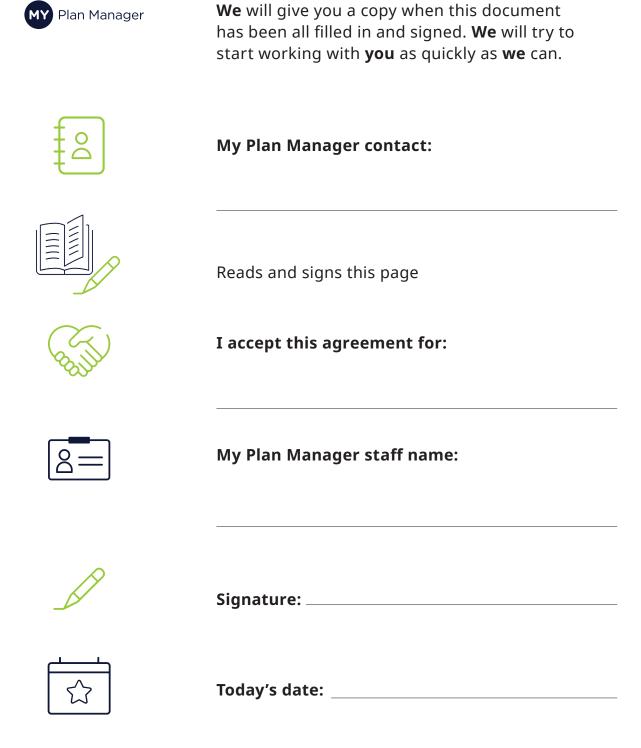
this if you can make the decisions by yourself.

Your next of kin or other support person

This is someone who **we** can contact to support you with your plan, or call if there is an emergency or if we can't contact you.

8=	Name:
	Phone number:
	Email address:
	Relationship to you:

My Plan Manager



This section is for My Plan Manager to fill in.

Contact us



Phone: **1800 861 272**



Email address: enquiry@myplanmanager.com.au



Website: www.myplanmanager.com.au



Office: 25 Franklin Street, Adelaide, SA, 5000

Price list



When you start working with us, you will pay \$232.35



Then, each month, you will pay \$104.45



The costs may be a bit more if **you** live in a location away from the city or in a small town



The **NDIS** will provide the money to pay these costs.



What **you** pay may change when **our** prices change. **We** will let you know if any of **our** prices change.