



Plan Manager



Service Agreement for NDIS Plan Management

Easy-Read Version

Easy Read Version



This service agreement is between



You _____



Who lives at _____



And us – My Plan Manager

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**

NDIA

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

Your next of kin



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



MY Plan Manager

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



Please read and sign this page

I understand and agree to everything in this agreement



Your first name: _____



Your middle name: _____



Your last name: _____

#####

Your NDIS number: _____



Your date of birth: _____



Your bank details - **BSB:** _____

Account Number: _____

Account Name: _____

Name of Bank: _____



Your signature: _____



The date today: _____

Your parent or primary support person

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**.



Name: _____



Phone number: _____



Email address: _____



Relationship to you: _____

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**.



Name: _____



Phone number: _____



Email address: _____



Relationship to you: _____

My Plan Manager



This section is for **My Plan Manager** to fill in. **We** will give you a copy when this document has been all filled in and signed. **We** will try to start working with **you** as quickly as **we** can.



My Plan Manager contact:



Reads and signs this page



I accept this agreement for:



My Plan Manager staff name:



Signature: _____



Today's date: _____

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.