

# My Plan Manager

## Service Agreement for Plan Management and Capacity Building

### About the plain English version of the Service Agreement

This is a plain-English version of my service agreement with My Plan Manager

My Plan Manager wrote it to help me understand the Service Agreement.

If there is any difference between my Service Agreement and this plain English version, the Service Agreement will be the one we need to follow.

I should ask someone or check with My Plan Manager if I need any help.

#### 1. About This Service Agreement

A Service Agreement is a type of “contract” with My Plan Manager.

The Service Agreement starts on the date it is signed.

The Service Agreement carries on while you stay with My Plan Manager. You don’t have to renew it when your NDIS Plan changes.

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

#### 2. What services are covered

My Plan Manager will provide “Plan Management” services.

These are funded by the NDIS to assist you to pay invoices and manage your budget.

#### 3. Responsibilities of My Plan Manager

##### My Plan Manager can

- Assist me to manage my NDIS budget
- Pay my invoices
- Speak with me about my budget and invoices if they have any questions
- Respect me
- Listen to what I have to say
- Assist me to report any concerns I have about my Providers to the NDIS

#### 4. My responsibilities

- I will let My Plan Manager know if I have any concerns

- I will give My Plan Manager the information they need to pay invoices and manage my budget
- I will let My Plan Manager know if my NDIS Plan changes
- I will not mislead My Plan Manager
- I will be respectful to their staff.

## 5. How do I pay my providers?

### How do I pay my providers?

My providers can send their invoices to My Plan Manager for payment.

I can ask to see the invoices before they are paid if I wish to.

My Plan Manager will check my invoices.

If all is ok, My Plan Manager will let the NDIA know. They will pay my invoices when they receive money from the NDIA.

### How do I pay My Plan Manager?

My Plan Manager will be paid when I start with My Plan Manager. This is called an “establishment fee”.

My Plan Manager will then be paid every month. This is called a “monthly fee” There is money in my plan to do this for me.

## 6. Information about my budget

My Plan Manager will get information about my NDIS budget from the NDIA

My Plan Manager can also get information from my NDIS Plan, but it is up to me if I want to give them a copy of my NDIS Plan.

If my NDIS Plan budget changes I should let My Plan Manager know.

## 7. What happens when my plan changes?

I need to let My Plan Manager know when I get a new NDIS plan.

I need to do this as soon as possible.

This will help to make sure that my providers are paid from the correct NDIS plan.

## 8. What happens if something goes wrong with my providers?

My Plan Manager is not responsible for what my providers do or say.

But I can let My Plan Manager know if I have concerns.

They will try to assist me.

## 9. Ending this Service Agreement

If I want to end this Service Agreement, I will need to give My Plan Manager 28 days' notice.

If My Plan Manager wants to end this Service Agreement, they need to give me 28 days' notice.

This should help to ensure I pay as many invoices as possible before I leave.

## 10. Complaints and disputes

If I want to make a complaint in writing I can email My Plan Manager at [feedback@myplanmanager.com.au](mailto:feedback@myplanmanager.com.au).

I can also make a complaint online using the My Plan Manager website.

I can make a complaint to the NDIS any time I want to if I am not happy

## 11. Goods and services tax (GST)

The fees I pay My Plan Manager include tax. I don't have to do anything about this tax.

## 12. Primary decision-maker, contact and banking details

If I pay for something in my NDIS plan with my own money My Plan Manager can pay the money back to me. I will need to provide my bank details for this to happen.

I should check with My Plan Manager before I buy some things. It is important to make sure I can claim the money back before I spend it.

This form gives My Plan Manager the information they need.

### NDIS Plan Details

<b>NDIS Participant's Full Name</b>			
	<small>First Name</small>	<small>Middle Name</small>	<small>Surname</small>
<b>NDIS Number</b>		<b>Date of Birth</b>	
<b>Plan Dates*</b>	From: _____ to: _____		
<b>NDIS Participant's Address</b>	State _____ Postcode _____		

**\*Note: Future dates will be covered by this Service Agreement unless otherwise advised by the client or their nominated representative**

### Primary Decision-Maker Details

*Please note the Primary Decision Maker cannot be the Participant's Support Coordinator or Provider of Supports unless so authorised by the NDIA or a government agency (e.g. Public Trustee). Contact My Plan Manager for further assistance if required by calling 1800 861 272.*

<b>Name</b>		
<b>Contact Number/s</b>		
<b>Email Address</b>		
<b>Relationship to Participant if Primary Decision-Maker is not the Client/Participant</b>		An invitation will be sent to the primary email address with a link to setup access to the participant on our mobile and online apps

### Secondary Contact Details

<b>Secondary Contact Name</b>			
<b>Contact Number/s</b>			
<b>Email Address</b>			
<b>Relationship to Participant</b>			
<b>If Secondary Contact is a Support Co-Ordinator please provide additional information where applicable</b>	Company Name: Registered NDIS Provider Number: ABN: Company Email: Address: _____ State _____ Postcode _____		

**Participant/nominated representative bank details for reimbursement**

<b>Account Holder's Name</b>			
<b>Account Name</b>			
<b>Bank</b>		<b>Branch</b>	
<b>BSB</b>		<b>Account No.</b>	

**My Plan Manager can be contacted on:**

<b>Phone</b>	1800 861 272
<b>Email Address</b>	<a href="mailto:enquiry@myplanmanager.com.au">enquiry@myplanmanager.com.au</a>
<b>Address</b>	25 Franklin St, Adelaide SA 5000

Please ensure you read all the pages of this Service Agreement.

Please provide all the information asked for.

Please return the signed Service Agreement to: [enquiry@myplanmanager.com.au](mailto:enquiry@myplanmanager.com.au).

My Plan Manager will contact you regarding the completion of the sign up or if something is not clear.

### 13. Schedule of Support

Support Item	Description of Support	Price Limit
Plan Management and Financial Capacity Building - Set Up Costs (14_033_0127_8_3) or Financial and Service Intermediary - Set Up Costs (14_032_0127_8_3)	An establishment fee for setting up Plan Management Services.	\$232.35 set-up cost*  Remote \$325.29*  Very Remote \$348.54*
Plan Management - Financial Administration (14_034_0127_8_3)	A monthly fee for the Plan Management	\$104.45* per month  Remote \$146.23* per month  Very Remote \$156.67* per month
TOTAL Based on 12 months of Plan Management (listed as Improved Life Choices with setup fees included).	<b>Total</b> (12 months + \$232.35 set-up cost)  <b>Remote Total</b> (12 months + \$325.29 set-up cost)  <b>Very Remote Total</b> (12 months + \$348.54 set-up cost)  *Total costs may differ depending on what is included in your plan and/or your location.	\$1485.75*  \$2080.05*  \$2228.58*

Please note any changes will be in accordance with NDIA pricing guide.

*Disclaimer:*

*My Plan Manager has tried its best to make sure what is written in this Service Agreement is right.*

*If you are unclear you should contact My Plan Manager*

*We will try not to delay the start of this Service Agreement. We will let you know if there are any problems.*

## 14. Some other things I can buy from My Plan Manager

I can also buy supports that help me build my capacity to be more independent.

### 14.1. Kinora:

One of these other supports is called “Kinora”.

I can use Kinora to connect with other people and find out about things.

This could help me make better decisions and be more independent.

There are also NDIS Coaches who can answer my questions.

There are rules for Kinora that I need to follow. These are included in Kinora “Terms of Use” and Kinora “Community Guidelines”.

Additional Individual Capacity Building Services – Kinora		
Support Item	Description of Support	Price Limits
Self-Management Capacity Building (01_134_0117_8_1) OR	<b>Kinora: Community Platform to build capacity by developing independence and preparation for potential self-management through increased community peer participation, awareness and NDIS coaching.</b>	\$14.99 per month per user
Participation in Community, Social and Civic Activities Assistance with Social and Community Participation (04_210_0125_6_1)	<b>Kinora: Community Platform to build capacity by developing independence and preparation for potential self-management through increased community peer participation, awareness and NDIS coaching.</b>	\$14.99 per month per user

Please note any changes will be in accordance with NDIA pricing guide.

### 14.2. Capacity Building:

Another service provided by My Plan Manager is to help me make better decisions about how I use my NDIS Money.

This is called “Capacity Building”

The service may help me self-manage my NDIS money and be more independent.

It is about building my capacity to understand the NDIS and manage my NDIS Money.

I should speak to My Plan Manager about how this can work.

Additional Individual Capacity Building Services		
Support Item	Description of Support	Price Limits
Capacity building and training in plan and financial management (14_031_0127_8_3)	<b>Building Potential for Self-Management option by increasing knowledge of Plan Management</b>	
	Hourly Rate	\$65.09
	Remote	\$91.13
Self-Management Capacity Building (01_134_0117_8_1)	<b>Self-Management or Preparation for Self-Management</b>	
	Hourly Rate	\$65.09
	Remote	\$91.13
	Very Remote	\$97.64

Please note any changes will be in accordance with NDIA pricing guide.

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*If you are unclear you should contact My Plan Manager*

*We will try not to delay the start of this Service Agreement. We will let you know if there are any problems.*

### 15. Acceptance of Service Agreement:

*Please note this agreement cannot be signed or accepted by the Support Coordinator on behalf of their Participant unless so authorised by the NDIA or a government agency (e.g. Public Trustee). Contact My Plan Manager for further assistance if required by calling 1800 861 272.*

Signature of Authorised My Plan Manager Representative	Print Name and Company Role	Date
Acceptance Signature of Primary Decision Mak (see above)	Print Name	Date