



STEP 2

PLAN MANAGEMENT

Participant Service Agreement

GENERAL

This Service Agreement is between Step 2 Plan Management Pty Ltd and National Disability Insurance Scheme Participant/Representative:

DURATION

- I wish for this consent to be ongoing. It will remain in place for any future plans, until i cease service in writing.
- I wish for this consent to be valid until the end of this plan.

In conjunction with this Service Agreement, the Participant/Representative will need to complete a registration form to provide Step 2 Plan Management Pty Ltd with other required details.

FEES

Valid from: 1 December 2020 (Version 2.0 – Publication Date: 17/11/2020)

This service agreement outlines 12 months of supports unless otherwise stated. The following is an outline of the costs that will be billed for a 12-month period:

Item number	Item name	National	Remote	Very Remote
14_033_0127_0_3	Plan Management and finance capacity building – set up costs	\$232.35	\$325.29	\$348.54

Item number	Item name	National	Remote	Very Remote
14_034_0127_0_3	Plan Management – Financial Administration Monthly Fee (for the period of 12 months)	\$1,253.40	\$1,754.76	\$1,880.04

- Fees are GST inclusive, where applicable, and the stated Price Limits cover all costs of support provision
- There are no travel costs associated with support provision

SUPPORT PROVISION

Step 2 Plan Management Pty Ltd will:

- Provide ongoing management of financial administration relating to Participant's plan;
- Timely payment of invoices;
- Monitor spend against Participant's plan budget;
- Provide a client liaison and conduit to supplier for any financial related matters; and
- Adhere to employee values and guidelines.

PARTICIPANT/REPRESENTATIVE

The Participant/Representative will be required to:

- Provide any required information in a timely matter, including, but not limited to NDIS number,
- Contact details and NDIS plan;
- Provide detailed information regarding support budgets. Any changes incurred to support budgets or NDIS plans will need to be provided in writing;
- Give permission for Step 2 Plan Management Pty Ltd to pay and claim from the funds specified in the NDIS plan;
- Keep within the budget of the NDIS plan;
- Access providers that have a current Australian Business Number (ABN);
- Access providers that charge within the NDIS Price Guidelines or agree to paying a gap fee for services that charge over the maximum NDIS rates;
- Have the right to privacy and confidentiality and may request access to any related financial information kept by Step 2 Plan Management Pty Ltd; and
- Communicate and work cooperatively with employees in a courteous and considerate manner.

INVOICE PAYMENT

All invoicing communications will be directed via admin@step2pm.com. It is expected that Service Providers will claim payment for supports directly via this channel, however invoices may also be submitted by Participant/Representative. This contact point can also be used for any administration or general queries.

TERMINATION

If either party intends to terminate this Service Agreement, it may do so in writing with a required 1 months notice period. This notice period may be void if either party is in serious breach of this Service Agreement.

FEEDBACK – COMPLAINTS AND INCIDENT REPORTING

Any feedback can be directed via admin@step2pm.com or 0412 198 502. Complaints and incident reporting policies can be found on the website located at: <http://www.simpleplanmanagement.com.au/>
For complaints you wish to make directly to the NDIS Quality and Safeguards Commission, please follow prompts via the following link: <https://www.ndiscommission.gov.au/about/complaints>

AGREEMENT SIGNATURES

The following parties agree to the terms and conditions of this Service Agreement:

Name of Participant/Representative:	Name of Authorised person from Provider:
Signature of Participant/Representative:	Signature of Authorised person from Provider:
Date:	Date: