



PLANCARE

Service Agreement for



This service agreement is between



you - _____



I live at _____



My date of birth is _____



My phone number is _____



My email is _____

NDIS

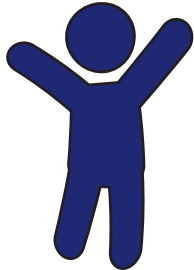
My NDIS number is _____



My NDIS plan starts on _____

If you're the participant, and you're signing this agreement yourself, you don't need to fill this page in.

Who is represented by





who is my:



Their phone number is:



Their email address is:

This person has authority to act on my behalf.

and



us -  **PLANCARE** - your
plan manager.



Level 1, 41 St Georges Tce

Perth WA 6000



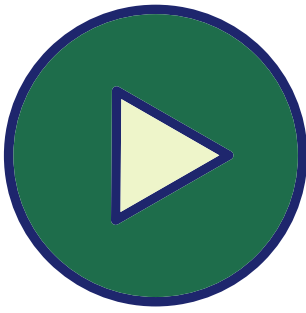
1800 024 000



hello@plancare.com.au

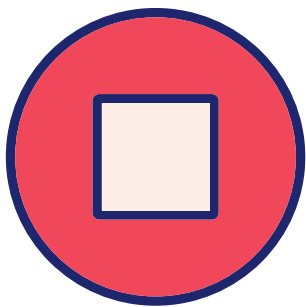


www.plancare.com.au



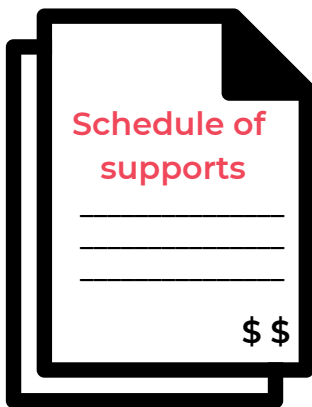
This agreement starts on the day you consent to it.

We will pay invoices from the start of your NDIS plan.



This agreement ends when you tell us you would like it to end. You just need to give us **30 days notice in writing**.

These are the services we will provide:



Plan Management And Financial Capacity Building - Set Up Costs

Plan Management - Financial Administration

These costs are determined by whether you live in a non-remote, remote or very remote area.

What is a service agreement?



This service agreement is about the services and supports you will get from us.



It explains the supports that we will give you, how much they cost, and how you can cancel your service.



It is very important that you tell us if you do not understand something in this agreement.



We can answer any questions you have over the phone, over email or or in person.



There are no costs to you as the participant for plan management.

NDIS pays for plan management services for you under Improved Life Choices in your plan.



Sometimes NDIS changes the prices of supports. This includes plan management.

If NDIS do this while you're a client with us, we'll change our prices to the new prices that NDIS make.



We'll let you know within 7 days if this happens.

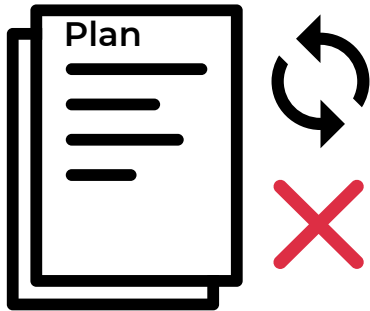


You or your service providers will send their invoices to us.

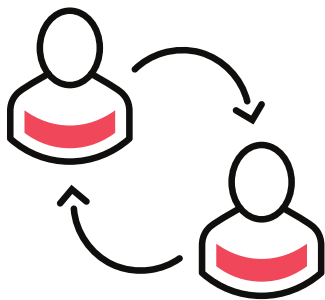
They need to send them to invoices@plancare.com.au



What you need to do



Tell us as soon as possible if your plan changes or ends



Let us know if anything changes with you or your providers - for example, if you don't want us to approve their invoices anymore



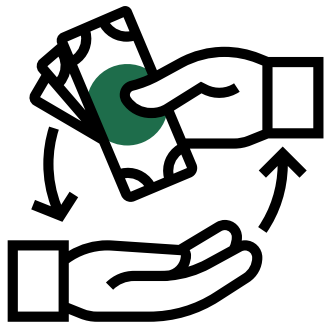
Check your available funds before engaging with a provider or receiving any supports



Only purchase supports that the NDIA define as reasonable and necessary.

If you aren't sure, you should ask us - but at the end of the day you make the decision.

What you need to do



If you purchase something that NDIS says wasn't reasonable and necessary for you, you will need to pay it back to the NDIS.

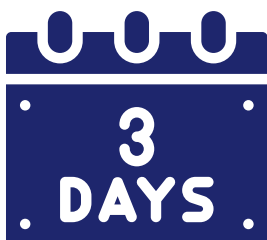


We'll approve invoices that come through to us automatically, once we have confirmed they are one of your providers.



If you want to approve each invoice before we pay it, we can forward the invoice to your email.

You will need to let us know within 3 days if you are happy for us to process the invoice.



If we don't hear back from you after 3 days, we will automatically approve the invoice.

What PLANCARE need to do



We will pay invoices on your behalf from your NDIS funds



We will track expenditure on supports against your budget



We will provide a monthly statement to you showing funds spent and remaining funds



We will process reimbursement claims to you if you pay from your own money

What PLANCARE need to do



We will protect your privacy and confidential information.

You can read about more about how we handle and share personal information on our website at www.plancare.com.au/privacy.



We will make sure service providers charge you the right amount, and abide by the NDIS price caps and guidelines.



We will pay between 3-5 business days after receiving the invoice.

If it will take longer, we'll let you or your provider know right away.

What PLANCARE need to do



We will help and support you with questions about your funding or plan.



We will treat you with courtesy and respect.



We will communicate openly and honestly with you.



We expect you to do the same with us.

How do I provide feedback?



If you have feedback or want to make a complaint about our service please,



- call us on 1800 024 000

or;



- email:
feedback@plancare.com.au

or;



- send mail to PO BOX Z5202 St Georges Tce, Perth WA 6831



If you want to make a complaint to us anonymously, this is the best way to do it.

How do I provide feedback?



If you aren't happy with how we've managed your complaint, you can contact the NDIS Quality and Safeguards Commission by:



- calling 1800 035 544

or;



- emailing
contactcentre@ndiscommission.gov.au

or;



- filling in the form at
<https://www.ndiscommission.gov.au/contact-us/makeacomplaint>

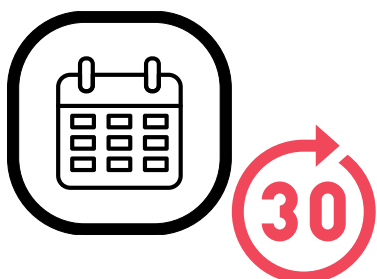
Changing or Ending this agreement



If you want to change anything in this agreement, you can let us know by giving us a call, or sending us an email.



If there are any changes to your service, we will let you know within 7 days.



If you stop wanting services from PlanCare, you need to give us 30 days notice in writing.

Auditing



Every few years, we need to do an audit. An audit is a check of our business activities, to make sure we're compliant with NDIS regulations.



The person that does this is called an auditor. They don't work for PlanCare.



The auditor doesn't look at how you spend your funding, but they might see some of your personal or plan details.

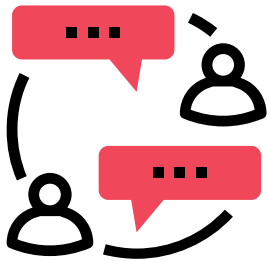


You will be included in auditing, unless you tell us you would like to opt out.

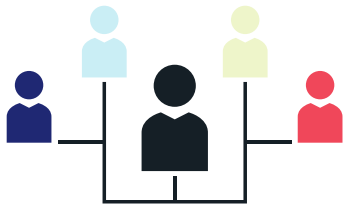


You can contact us if you have any questions about auditing.

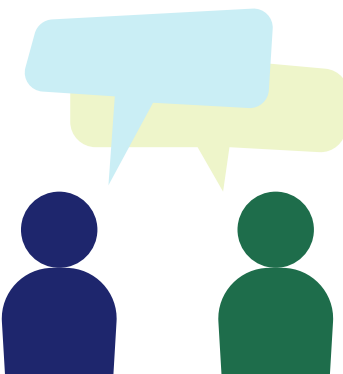
Consent to Share



You may want us to share information about your funding with certain people or providers.



This might be your parent, your support coordinator, your doctor or a friend.



Some information you might want us to share could be:

- how your funding is going
- information about recent invoices
- providers that you use.



PlanCare has a way for you to check your funding online. We call this our PlanCare portal.



If you want to give someone access to your portal, you can tick the box that says 'Portal Access' below.



If you want us to stop sharing information with someone, let us know.

| Name | Relationship and Organisation (if applicable) | Contact Details | Portal Access? | Share information with anyone from this organisation? |
|-------------|--|------------------------|-----------------------|--|
| | | | | |
| | | | | |
| | | | | |

Agreement

I declare that I have understood this agreement, and agree to be bound by its conditions.

Name of client (or their representative):

Signature of client (or their representative):

Date: _____