



## Client Declaration

I acknowledge receipt of information from Pro Plan Managers about the following:

- Scope of service delivery and the role and responsibilities of the Plan Manager
- Preferred method of invoicing and/or how receipts for reimbursement are exchanged
- Plan Management fee including initial setup costs and monthly fee for ongoing financial administration.
- The process of dispute resolution, providing feedback or making a complaint
- I agree to the terms and conditions of the agreement and understand the contract.
- I understand, for me to receive the best possible service, relevant information about me may be forwarded to the agency(s) listed, that may also provide these services
- Allied Health Services
- NDIS
- Service Providers

## Service Agreement

### The NDIS and This Service Agreement

This Service Agreement is made for the purpose of providing supports under the Participant’s National Disability Insurance Scheme (NDIS) plan. A copy of the Participant’s NDIS plan is attached to this Service Agreement.

### Schedule of Supports

SUPPORT	DESCRIPTION OF SUPPORTS	PRICE & PAYMENT	SUPPORT METHODS
Improved life choices	Plan Management- Financial Administration	104.45/ Month	Email/Phone/ Online
Improved life choices	Plan Management & Financial Capacity Building- Set Up Costs	232.35/ Each	Phone/Face-to-Face/Online

## Terms and Conditions

### Changes to this Service Agreement

If changes to the supports or their delivery are required, the Parties agree to discuss and review this Service Agreement. The Parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the Parties.

### Ending this Service Agreement

Should either Party wishes to end this Service Agreement they must give 28 days notice or as mutually agreed between both parties. If either Party seriously breaches this Service Agreement the requirement of notice will be waived.

### Feedback, Complaints, and Disputes

If the Participant wishes to provide feedback, the Participant can call us on **0499 516 550**, or by going to our website, go to the "Contact Us" page and fill out the online form.

If the Participant is not happy with the provision of supports and wishes to make a complaint, the Participant can talk to a plan manager by calling on **0499 516 550**, or in person by visiting our office Monday to Friday, 09:00 am – 05:00 pm at Suite 1, Unit 30, 22-30 Wallace Avenue, Point Cook, VIC 3030.

If the Participant is not satisfied or does not want to talk to this person, the Participant can contact the National Disability Insurance Scheme by calling **1800 035 544**, visiting one of their offices in person, or visiting [ndis.gov.au](http://ndis.gov.au) for further information.

### Participant Consent

Pro Plan Managers will work closely with other agencies to coordinate the best support for you. This means your informed consent for the sharing of information will be sought and respected in all situations unless:

- We are obliged by law to disclose your information regardless of consent or otherwise
- It is unreasonable or impracticable to gain consent or consent has been refused; and
- The disclosure is reasonably necessary to prevent or lessen a serious threat to the life, health or safety of a person or group of people.