



Plan Management

SERVICE AGREEMENT

Between

Name:

Address:

Email:

Referred to as the **"Participant"**

and

People Network Australia Pty Ltd

Trading as **"Click Plan Management"**

ABN 69 638 508 960

PO Box 5357 Redan, Vic 3350

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1. Purpose of agreement

The purpose of this agreement is to document the service arrangement between the Participant and Click Plan Management. Any changes to the services and/or support listed in this agreement will require prior authorisation from all parties.

2. Duration of agreement

By signing this agreement, you are requesting that Click Plan Management will manage your NDIS plan for the full duration in line with the start and finish dates of the plan, services will be charged as per funds allocated. (This excludes charges already made against this plan by a previous Plan Manager).

Further, unless agreed otherwise the duration of this agreement is continuous and will roll over to any new/extended plans until notice of cessation is given by either party with 7 days' notice. Alternatively, this agreement expires upon the cessation of funding for this service.

3. Description of Services

Click Plan Management agrees to provide the following services to the participant as per below table:

Type of Service-1	Set Up Costs (14_033_0127_8_3)
Frequency	Once only per plan (if applicable)
Cost	\$232.35
Payment Terms	Invoiced upon plan set up, once only per plan
Type of Service-2	Plan Management – Financial Administration (14_034_0127_8_3)
Frequency	Monthly
Cost	\$104.45
Payment Terms	Invoiced on or around the 15 th of each month amortised over the life of the plan
Please Note:	<ul style="list-style-type: none">• Pricing may change but will be in line with the published NDIS Price Guide• Invoices for the monthly charge will be approved automatically upon signing of this service agreement. Copies of invoices can be provided upon request

4. Participant's rights

Whilst accessing services outlined in this Agreement, the Participant has the right to:

- a) Communicate directly with Click Plan Management or with the assistance an advocate, guardian or nominee to express their wishes concerning this agreement and its content
- b) privacy and confidentiality in that:
 - i. the Participant's information will not be shared with other parties and
 - ii. be kept under lock and key at Click Plan Management's place of business or electronically stored with password
- c) be treated with courtesy and consideration so that
 - i. any telephone calls or
 - ii. written communications such as emails will be answered promptly within 48 hours.

5. Responsibilities of Participants

By signing this agreement, the participant agrees to:

- a) When sending invoices to Click Plan Management the participant will ensure that invoices are clearly marked: "APPROVED BY THE PARTICIPANT" for processing
- b) Unless other arrangements have been made, participants will approve invoices in a timely manner with the understanding that invoices will be auto approved after 7 days
- c) advise Click Plan Management regarding any critical changes in the situation for example, hospitalisation or illness
- d) ensure that hourly rates paid **do not** exceed the current price catalogue as provided by the NDIA published on their website from time to time
- e) ensure that purchases made are in accordance with categories within the NDIA plan

6. Responsibilities of Click Plan Management

In agreeing to provide this support arrangement Click Plan Management will:

- a) Process and pay participant approved invoices within 7 days of receipt of same
- b) Manage and monitor a participant's Plan budget for the duration of the current Plan. As there are many events that can change the amount of funding available outside our control, we will not accept any liability for any overspending in the participant's plan.
- c) Contain and maintain the privacy and the Participant's confidential information (e.g. Plan information) within an office environment which is under lock and key or password protected
- d) Provide monthly statements concerning participant's funds (or as requested)
- e) Maintain adequate records and computing systems in place including storage and back up of files.

- f) Ensure there is compliance with the NDIS Quality & Safeguards Commission Code of Conduct and adhere to its intent
- g) In instances where the participant disputes a service charge Click Plan Management will make contact with the participant and impacted service provider as soon as possible.

7. Complaints, Feedback and Disputes

- a) Click Plan Management recognises and welcomes that participants and their carers', advocates or nominees have a right to provide feedback, to raise suggestions, resolve grievances and commend good performance and encourages all participants to speak up when they are not happy.
- b) A copy of my "Compliments and Complaints" leaflet will be provided with this service agreement and this policy and procedure will be followed in the event of a participant complaint.
- c) Click Plan Management's funding bodies require that they must:
 - i. have a clear, documented process for managing complaints and grievances about services
 - ii. ensure the people supported to know how to raise a complaint; and
 - iii. keep a register and records of complaints and resolutions
 - iv. maintain a quality improvement plan and action plan
- d) Any concerns should be reported as soon as possible so that matters can be documented and acted upon promptly by (mobile) 0403 592 623.
- e) Participants can also contact the NDIS Quality and Safeguards Commission on 1800 035 544.

8. Review and Audits

Click Plan Management has a legal obligation to participate in government-initiated reviews/audits. The Participant and his/her representatives may be approached to co-operate (for example via a telephone or face to face meeting) to give feedback on the service relevant to the participant's situation. This would be a voluntary process.

9. Business Continuity Plan

In the event of a disaster or civil emergency the Director's of Click Plan Management will enact the appropriate recovery plan contained within the Business Continuity Plan noting that maintaining participant support continuity will be the highest priority.

10. Service Agreement Signatures

Participant's Signature confirming the support arrangement and service agreement with Click Plan Management a division of People Network Australia Pty Ltd.

I, _____ understand, accept and agree to the information outlined in this Service Agreement

Date _____ **Signature:** _____

OR Nominee/Guardian/Family Member signature:

I, _____ as (nominee/Guardian/family Member) for _____ understand, accept and agree to the information outlined in this Service Agreement

Date _____ **Signature:** _____

Relationship to the person accessing this support arrangement:

Agreement accepted

Name: Click Plan Management, division of People Network Australia Pty Ltd

Representative Name: _____

Date _____ **Signature:** _____