

Service Agreement

NDIS Plan Management & Financial Administration – Terms & Conditions

This service agreement including the schedule is an agreement between On Point Plan Management and You. It commences when You sign it and continues until either yourself or On Point Plan Management terminates it under the terms of the agreement. This agreement sets out the services that You request On Point Plan Management to provide to you. It is based on the approved funding in Your plan.

1. DEFINITIONS

1.1 1.1 You/Your/Participant refers to the participant named on the service agreement

1.2 1.2 We/Us/Our refers to On Point Plan Management.

2. YOUR RESPONSIBILITIES

You agree to:

2.1 Tell Us immediately if your NDIS Plan changes or you are no longer an NDIS Participant.

2.2 Tell Us if your personal details change. This includes Your address or the personal details of an individual you have authorised to act on your behalf (Authorised Representative).

2.3 Tell Us if You have any concerns, feedback or complaints.

2.4 Approve valid invoices. You or Your Authorised Representative may approve invoices. You may be requested to repay funds that the NDIS deem not to be best funded by the NDIS. Any payment You later determine to be unauthorised will need to be recovered from the provider by You and returned to Your plan funds.

2.5 Report payment disputes to Us. While using Your NDIS Plan to receive supports, there may be situations where You disagree with the cost of an invoice. If this happens, it is important that You notify Us as soon as possible so We can ensure measures are taken to ensure accuracy of claims.

2.6 Notify Us if You believe that an invoice has an error. Under consumer law, a provider is entitled to be paid for the goods and services they have provided. We will process claims once You have confirmed the invoice is accurate and complete.

2.7 Provide Us with a Standing Authority unless You withdraw Your consent. A Standing Authority means You give Us authority to make payments to providers up to a limit without needing to approve each individual provider invoice. Approve Your invoices within 2 days if You have opted out of providing a Standing Authority. We will seek Your approval via your preferred approval method prior to processing claims. After two days, if You do not reject an invoice, We will consider the invoice to be approved and process the payment to the provider. You can update Your approval preference at any time via emailing info@onpointplanmanagement.com.au.

3. OUR RESPONSIBILITIES

We agree to:

- 3.1 Provide You with Plan Management – Financial Administration as defined in the Schedule of Services.
- 3.2 Provide You with a monthly statement for the supports that we pay using your NDIS Plan. We can provide You with copies of invoices if you request them.
- 3.3 Listen to any feedback You provide to Us.
- 3.4 Work with You to resolve issues quickly and effectively.
- 3.5 Operate with the NDIS guidelines and policies in relation to incident reporting, privacy and complaints.
- 3.6 Not process invoices that we determine are outside of the intent of Your plan, NDIS guidelines and principles of the NDIS.

4. INVOICING & PAYMENT

- 4.1 On Point Plan Management's fees are in line with the NDIS Pricing Arrangements, are taken directly from Your NDIS plan.
- 4.2 You authorise Us to make payment requests from Your Plan for plan management fees.

5. GOODS & SERVICES TAX (GST)

For the purposes of GST Legislation, the parties confirm that:

- 5.1 A supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33 (2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in your NDIS plan currently in effect under section 37 of the NDIS Act;
- 5.2 Your NDIS plan is expected to remain in effect during the period the supports are provided; and
- 5.3 You or your Authorised Representative will immediately notify On Point Plan Management if Your NDIS Plan is replaced by a new plan or if you stop being a participant of the NDIS.

6. INFORMATION YOU GIVE US

- 6.1 On Point Plan Management takes in good faith that the information provided by You/Your Authorised Representative is true and accurate, and that claims presented by On Point Plan Management are a true reflection of the goods and services provided to You in line with the NDIS Guidelines.
- 6.2 Your authorisation of invoices acknowledges Your agreement that the goods and/or services received meet the reasonable and necessary guidelines set out by the NDIS, are funded in Your plan and will assist in meeting one or more of Your stated goals.

7. TERMINATING THIS AGREEMENT

7.1 If either party wishes to end this Plan Management agreement, we agree to give at least 7 days' notice.

7.2 We can end this agreement without adequate notice if:

7.2.1 Your funded supports are no longer in Your NDIS Support

7.2.2 On Point Plan Management suspects that You or Your provider has engaged in conduct that is outside the guidelines of the NDIS

7.2.3 On Point Plan Management believes that Your actions or those of anyone representing You are negatively impacting health, safety and wellbeing of its staff.

7.3 After a service agreement is ended and in accordance with the privacy policy which can be found on our website <https://onpointplanmanagement.com.au/privacy-policy/>, We will continue to uphold the confidentiality and privacy of any applicable information we hold.

8. INFORMATION BEING USED & DISCLOSED

8.1 To provide a mutually beneficial service to You and Your providers, We may disclose relevant information to Your providers to facilitate payment of their invoices. For example, We will advise Your providers when:

8.1.1 Your support category/funding period has been/exhausted; and/or

8.1.2 We are not managing a specific category; and/or

8.1.3 Your plan is frozen due to an NDIS plan review; and/or

8.1.4 We can't make a claim from the NDIS, we will provide the reason given to us by the NDIS and/or

8.1.5 You have not authorised an invoice.

8.2 We will also provide relevant and reasonable information to Your providers to help them get paid. Reasonable information is not personal or confidential information but rather information such as directing them to the NDIA, NDIS Commission, NDIS price guide, and practice guidelines as available on the NDIS website

8.3 Your personal information will only be disclosed in line with Our privacy policy. The privacy policy can be found at <https://onpointplanmanagement.com.au/privacy-policy/>

9. FEEDBACK COMPLAINTS AND DISPUTES

On Point Plan Management complaints policy is included in our Welcome Pack. You can contact us by phoning 0478 640 370 or emailing info@onpointplanmanagement.com.au. If you are not satisfied you can contact the NDIS on 1800 800 110 or www.ndis.gov.au.

SCHEDULE 1 – Plan Management – Financial Administration Supports

This support item allows participants to engage a Plan Manager to manage and monitor budgets over the course of the plan, manage NDIS claims and pay providers for delivered service, maintain records and produce regular (at least monthly) statements showing the financial position of the plan.

On Point Plan Management will provide the following services/supports.

Support	Description of Support	Price	Total Cost of Support	How Support will be provided
Type of service (see NDIS Price Guide or NDIS Plan)	Details of the service, including scope and quantity.	Price per unit (as current updated NDIS Price Guide)	Total Cost of the support to be provided	Detail: <ul style="list-style-type: none"> • How often supports will be provided • Start and end date of support • Where support will be provided
OPPM Plan Management	Plan Management – Financial Administration 14_034_0127_8_3	\$104.45		\$104.45 charged monthly