

Service Agreement

1. Parties

This **Service Agreement** is for **Plan Management Service** as part of the National Disability Insurance Scheme and is made between:

Participant Name	
Participant's Representative* *Participant Representative to complete last page Authority to Act as the Participant Representative	

And

Provider	AIIM Choices Pty Ltd Level 2, 111-113 Hume Street Wodonga Victoria 3690 Phone 02 6056 6900
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This agreement will start on (start date):	
For a duration / end date	Ongoing until cancellation
Agreement to provide the following service	Plan Management Service

2. The NDIS and this Service Agreement

- (a) This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).
- (b) A copy of the participant's NDIS plan is required to ensure NDIS claims processing.

3. Responsibilities of the Provider

NDIS Plan Management - Financial Administration Service (AIIM Choices)

AIIM Choices agrees to:

1. Treat you, the participant, with courtesy and respect
2. Communicate openly and honestly in timely manner
3. Listen to participant feedback and resolve problems quickly
4. Engage with your nominated representative (if appointed) regarding your matters
5. Consult with you on decisions about your supports provision
6. Work with you to arrange for supports that fit your needs
7. Make claims and pay invoices in a timely manner
8. AIIM Choices fees will be charged as outlined in the NDIS plan
9. Comply with the approved NDIS guidelines relevant to the funding
10. Provide support that complies with all state and federal laws
11. Protect the participants' privacy, confidential data and keep personal data private
12. Retain and provide clear accurate records on services provided to you.
13. If requested, issue statements regarding invoices paid and funding status
14. Review overall provision of supports annually or within the lifetime of the plan
15. Welcome customer feedback information regarding both compliments and complaints via AIIM Choices website
16. Give the participant the required notice if the provider needs to end the Service Agreement (see Section 6)
17. AIIM Choices may transfer funds between category budgets to enable the best use of you plan and paying invoices

4. Responsibilities of the Participant or Participant Representative

Service Recipient (Participant) responsibilities:

I, the Participant or Participant Representative, agree to:

1. Treat AIIM Choices staff with courtesy and respect
2. Respect the rights of staff regarding workplace health and safety and being free from harassment
3. Abide by the terms of your agreement with AIIM Choices
4. Provide AIIM Choices with a copy of the participants NDIS plan
5. Agree to provide share plan consent on *myplace* NDIS portal
6. Let AIIM Choices know immediately if the Participant's plan is suspended or replaced by a new plan, or if the participant stops being a participant in the NDIS
7. Work with AIIM Choices to make sure that the Plan Management service delivered meet my support needs
8. Talk to AIIM Choices if I have any concerns about the services or supports being provided
9. Provide information that will help AIIM Choices better meet my needs
10. Understand that my needs may change over time, however changes in my services provision will be limited to within my plan funding section caps
11. Accept responsibility for my actions and choices even though this may involve some level of risk
12. Tell AIIM Choices if I wish to opt out of you plan management service. More information is listed in Section 6: *Ending Service Agreements*
13. Not request AIIM Choices employees to provide services outside the agreement
14. Consent that the NDIS Commission or its delegates can review my file. I can rescind this consent at any time by contacting AIIM Choices
15. Understand AIIM Choices may transfer funds between category budgets to enable the best use of my plan and paying invoices

5. Payments

AIIM Choices will seek payment for their provision of supports after the Participant or their representative confirms satisfactory delivery of a service.

AIIM Choices only acknowledges a service has been received by the participant when the providers invoice is received from the participant, their nominated representative or service provider.

All invoices are to be sent to AIIM Choices email accounts@aiim.com.au for payment. The invoice is then claimed from the NDIS and the service provider is paid.

Any items which require AIIM Choices to make a pre-purchase before claiming or place an online order, a standard service fee of \$30 will apply.

6. 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 any changes to this Service Agreement will be in writing, signed and dated by the parties.

7. Ending this Service Agreement

Should either party wish to end this Service Agreement they must give fourteen (14) days' notice.

During the notice period, both parties will work towards a smooth transition of Plan Management services to ensure continuity of supports to the participant.

If either party seriously breaches this Service Agreement the requirement of notice will be waived.

8. Feedback, Complaints and Disputes

If the participant wishes to give the provider feedback, the participant can contact AIIM Choices Director James Price by phone on (02) 6056 6900 or emailing jprice@aiim.com.au, or by mail to Level 2, 111-113 Hume Street Wodonga Victoria 3690.

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 800 110, visiting one of their offices in person, or visiting www.ndis.gov.au for further information.

9. Goods and Services Tax (GST)

Participants (or their representative) will receive invoices for services which may or may not state GST is payable for the service. Differences occur due to some services being exempt for GST and some service providers not being registered for GST.

The NDIS will pay the total amount nominated on the invoice within the limits of NDIS funding guidelines.

Questions & Answers

Questions	Answers
<p>What is the difference between?</p> <ul style="list-style-type: none"> • Plan Management • Self-managed • Agency managed 	<p>Plan Management: You are in control of services, but there is a separate service to access your funding to pay bills funded through your NDIS plan</p> <p>Self-Managed: You are in control of your services, but you claim monies from the NDIS to pay your NDIS bills</p> <p>Agency Managed: You delegate the control of your services to an agency, and they organise and pay for NDIS approved services and contractors</p> <p>For more information, please contact the NDIS or www.ndis.gov.au</p>
Can you opt out of Plan Management service agreements?	Yes – you can opt-out of Plan Management services at any time and become either self-managed or move to agency managed. You can stop using AIIM Choices at any time, we are ready to help with any changes. A 14 day notice period is required.
How much do NDIS Plan Management services cost?	There is no cost to you. The NDIS adds additional funding to you plan to fund Plan Management services. Our (AIIM Choices) fee is the standard NDIS fee
What is AIIM Choices Plan Management services and how does it work?	<p>AIIM Choices approach is about you having your own accounting service to take care of paying the bills for services funded from your NDIS plan. The steps are:</p> <ul style="list-style-type: none"> • The participant engages a provider for a service and sets up service agreement. This service agreement is sent to AIIM Choices email accounts@aiim.com.au • The participant receives a service from the provider and gets invoiced for the activity • If happy with the invoice, the participant sends the invoice to AIIM Choices email accounts@aiim.com.au • AIIM Choices claims the monies from the NDIS, then pays the invoice for you. • All services must be within the scope of your NDIS plan.
What other information and support is offered by AIIM Choices?	We, AIIM Choices, are here to help if you have any questions regarding the funding in your NDIS plan. We take pride in providing you with information in a timely manner which can assist you in maximising the benefits from your funding.
Can I have a support person or representative?	All participants have a right to have a support person help them with their NDIS Plan. This support person can help you with many aspects of your plan. AIIM Choices requires the support persons details and our Authority to Act as the Participant Representative Form is to be completed where appropriate.
Can I change my Representative or support person?	Yes, the participant has the right to change their support person or Representative at any time. AIIM Choices needs to be informed and new arrangements signed off.
Is there access to interpreter support if required?	At any time, if things are not clear due to language differences, AIIM Choices is happy to provide interpreter support to ensure clear understanding of any information to do with our Plan Management service.
Do I need to email my NDIS Plan to AIIM Choices?	Yes, we need a copy of your NDIS plan so we can set up the correct information on your service agreement. Using this information, AIIM Choices will then use the NDIS portal to access to your funding to enable your invoices to be paid.
How does AIIM Choices handle privacy and confidentiality?	All information supplied to AIIM Choices is treated as confidential. All information is kept as required by government regulation. For more information, please go to www.aiimchoices.com.au
NDIS Audit	The NDIS, like many Government bodies, has an ongoing audit processes for its services. You have the right to opt out of an audit process at any time. You will be informed if your file is to be audited, however it's up to you if you are OK with the audit process to proceed.
AIIM Choices feedback, compliments and complaints.	AIIM Choices are always happy to receive feedback regarding our services and support. If you have a compliment or complaint, please provide feedback directly via phone or email to AIIM Choices. Alternatively, feedback can be submitted via our website www.aiimchoices.com.au You can also provide feedback directly to the NDIS via their website www.ndis.gov.au .

10. Consent to share information

The collection, holding, use and disclosure of personal information by AIIM Choices is protected by Privacy Amendment (Enhancing Privacy Protection) Act 2012.

AIIM Choices will not disclose/use information about you for any secondary purpose unless you would reasonably expect us to do so to:

- Directly support your primary purpose of achieving the goals set out in your NDIS Plan. (For example, some communication is typically required with your service providers, support coordinator and NDIA representatives).
- Prevent or lessen a serious threat to life, health or safety of an individual.

11. Agreement signatures

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

Signature of Participant or Participant Representative	Name of Participant or Participant Representative

Date:

Signature of authorised person AIIM Choices	Name of authorised person AIIM Choices

Date:

Authority to Act as the Participant Representative

(Not required if participant is under 18 years of age)

1. Participants Details

Name:		Date of birth:
Email:		
Address:		
Mobile:	Home:	Work:

2. Participant Representative Details

Please enter details of the person you would like to give authority to act on your behalf.

Full name:	Relationship to you:
Postal address:	
Email address (if applicable):	
Mobile:	Home:
Work:	

3. Authority to Act

Effective from date: Click or tap to enter a date.

- I authorise AIIM Choices to act on the instructions of my nominated representative above.
- I authorise AIIM Choices to give access to my plan to my representative via its online business platform at same level of access and authorisations.
- I understand AIIM Choices is not responsible for any actions of my representative using his authority.
- I understand this authority comes into effect from the date above or from when form is received, whichever is the later.
- I understand I am giving my nominated representative authority to access my information in person, by telephone, email and/or letter.
- I understand I can cancel this authority at any time by contacting AIIM Choices, revoking consent from that date.

4. Approval: Participant and Representative to Sign

Participant Signature:	Date:
Representative Signature:	Date: