

Service Agreement 服务协议

1. Parties 协议双方

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

该服务协议是针对国家残疾保障计划（NDIS）中的计划管理服务（Plan Management Services）的，协议签订的双方是：

Participant name, and/or Participant's representative 参与者/参与者的代理人 (if representative involved, please sign Advocacy form) (如有代理人，请在该服务协议最后一页签署 Advocacy Form)	
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And 和

Provider 服务提供商	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): 该服务协议开始生效日期:	
For a duration / end date 该服务协议终止日期:	Ongoing until cancellation 直至终止
Agreement to provide the following service 该协议所讨论的服务	NDIS Plan Management Service NDIS 计划管理

2. The NDIS and this Service Agreement

NDIS 与该服务协议

- (a) This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).
该服务协议是根据 NDIS 的规定和目标来拟定的。
- (b) A copy of the participant's NDIS plan is required to ensure NDIS claims processing.
为了保证 NDIS 报销程序的正常，服务提供商会需要有一份参与者的 NDIS 个人计划的副本。

3. Responsibilities of the Provider

服务提供方的责任

NDIS Plan Management - financial administration service responsibilities:

NDIS 计划管理 - 财务管理服务职责:

<p>AIIM Choices agrees to:</p> <p>AIIM Choices 同意:</p>	<ol style="list-style-type: none"> 1. Treat you the participant with courtesy and respect 礼貌且尊重地对待参与者 2. Communicate openly and honestly in timely manner 开诚布公且及时沟通 3. Listen to participant feedback and resolve problems quickly 细心听取参与者的反馈, 快速解决问题 4. Engage with your nominated representative (if appointed) regarding your matters. 如有代理人, AIIM Choices 会与他/她及时讨论参与者的事宜 5. Consult with you on decisions about your supports provision 会咨询参与者对他/她自己的服务计划的意见 6. Work with you to arrange for supports that fit your needs 与参与者密切合作以确保 AIIM Choices 所提供的服务能满足参与者的需要 7. Make claims and pay invoices in a timely manner. 及时完成发票的报销手续 8. AIIM Choices fees will be charged as outlined in the NDIS plan AIIM Choices 的服务费用会通过 NDIS 计划的规定来进行收取 9. Comply with the approved NDIS guidelines relevant to the funding AIIM Choices 会遵循 NDIS 关于资金管理的指导建议 10. Provide support that complies with all state and federal laws AIIM Choices 提供的服务严格遵循维洲法律和联邦法律 11. Protect the participants 'privacy and confidential information and keep personal information private 严格保护参与者的隐私和个人信息 12. Retain and provide clear and accurate records on services provided to you. 保留且提供清晰准确的服务记录 13. If requested, issue statements regarding invoices paid and funding status 如有需要, 可以出具资金状况和发票的相关结算单 14. Review overall provision of supports annually or within the lifetime of the plan. 每年 (或根据服务时长) 评估 AIIM Choices 所提供的服务
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NDIS Plan Management - financial administration service responsibilities:

NDIS 计划管理 - 财务管理服务职责:

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| | <p>15. Welcome customer feedback information regarding both compliments and complaints via AIIM Choices website.
 欢迎参与者为 AIIM Choices 的服务提供反馈，不管是表扬还是投诉，都可以通过 AIIM Choices 的官网来进行反馈</p> <p>16. Give the participant the required notice if the provider needs to end the Service Agreement (see Section 7)
 如需终止该服务协议，AIIM Choices 会给参与者提供所需的通知（具体参考 Section 7）</p> <p>17. AIIM Choices may transfer funds between category budgets to enable the best use of you plan and paying invoices
 为了更好地使用您方案的资金以支付您的账单，AIIM Choices 可能需要调整您各个类目的资金，您可以在我们提供的软件或月度报表上查看。</p> |
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4. Responsibilities of the Participant or Participant Representative

参与者/参与者代理人的责任

Service recipient's (Participant) responsibilities:

服务接受者（参与者）的责任：

I the Participant or Participant representative agree to:

我（参与者/参与者代理人）同意：

1. Treat AIIM Choices staff with courtesy and respect
礼貌且尊重地对待 AIIM Choices 职员
2. Respect the rights of staff regarding workplace health and safety and being free from harassment
尊重 AIIM Choices 职员的工作场所的健康与安全，免受骚扰
3. Abide by the terms of your agreement with AIIM Choices
遵循与 AIIM Choices 签订的该服务协议的条款
4. Provide AIIM Choices with a copy of the participants NDIS plan
给 AIIM Choices 提供一份参与者的 NDIS 计划的副本
5. Agree to provide share plan consent on *myplace* NDIS portal
给 AIIM Choices 提供进入参与者的 *myplace* NDIS 门户的权限
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
如参与者的计划停止、被更改或参与者自身不再参与 NDIS 计划，参与者会及时通知 AIIM Choices
7. Work with AIIM Choices to make sure that the Plan Management service delivered meet my support needs
与 AIIM Choices 紧密合作，共同确保 AIIM Choices 提供的计划管理服务能满足参与者的需求
8. Talk to AIIM Choices if I have any concerns about the services or supports being provided
如对 AIIM Choices 提供的服务持有疑虑，及时与 AIIM Choices 沟通
9. Provide information that will help AIIM Choices better meet my needs.
给 AIIM Choices 提供必要的信息来帮助 AIIM Choices 更好地服务参与者和满足参与者的需要
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.
参与者清楚知道自己的需求会随着时间而变化，然而对 NDIS 计划的更改会被限制在当前的资金上限以内
11. Accept responsibility for my actions and choices even though this may involve some level of risk
参与者理解自己对 NDIS 计划的控制权，也理解因此自己需要承担自己的选择所带来的一定的风险

	<p>12. Tell AIIM Choices if I wish to opt out of you plan management service. More information is listed in Section 7: <i>Ending Service Agreements</i> 如想要停止接受 AIIM Choices 的计划管理服务，可通知 AIIM Choices （具体参考 Section 7 中的“终止服务协议”）</p> <p>13. Not request AIIM Choices employee's to provide services outside the agreement. 参与者不会要求 AIIM Choices 职员提供该服务协议以外的服务</p> <p>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. 给予许可给 NDIS 委员会或其代表来重新评估参与者的档案，而参与者也可通过联系 AIIM Choices 来随时撤销该许可</p> <p>15. Understand AIIM Choices may transfer funds between category budgets to enable the best use of my plan and paying invoices 理解为了更好地使用您方案的资金以支付您的账单，AIIM Choices 可能需要调整您各个类目的资金</p>
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5. Payments 付款事宜

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

在参与者或其代理人确认对 AIIM Choices 的服务表示满意后，AIIM Choices 会要求参与者或其代理人支付服务款项。

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

当 AIIM Choices 从参与者、其代理人或服务供应商那收到某项服务的票据，AIIM Choices 才会承认该项服务的完成。

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.

所有的票据都需要发到 AIIM Choices 的官方邮箱 accounts@aiim.com.au 来进行报销。然后这些票据会通过 NDIS 报销，接着服务提供商才会收到款项。

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

对于所有需要 AIIM Choices 在通过 NDIS 报销之前预付的品目或网上订单，AIIM Choices 会需要收取\$30 AUD 的服务费。

6. Changes to this Service Agreement 对该服务协议提出修改

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.

该协议双方同意：如参与者希望对其收到的服务进行修改，双方会为此进行讨论和重新评估。而一切对该服务协议的修改，都会被记录下来且双方签字，并标注日期。

7. Ending this Service Agreement 终止服务协议

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

当某一方希望终止该服务协议，该方需提前 14 天通知。

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

在此期间，协议双方会合作来平稳过渡参与者的 NDIS 计划服务以确保参与者的日常服务不受影响。

如某一方出现严重违反该服务协议的行为，该服务协议可即时终止，无需提前通知。

8. Feedback, complaints and disputes 反馈、投诉与纠纷

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.

如参与者要对服务提供商给予反馈，可联系 AIIM Choices 负责人 James Price (电话: (02) 6056 6900; 邮箱: jprice@aiim.com.au) 或寄信至 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.

如参与者不愿联系该负责人或对其不满，可电话联系 NDIS (电话: 1800 800 110) 或亲自访问 NDIS 的办事处。更多信息可在 NDIS 官网 www.ndis.gov.au 查询。

9. Goods and Services Tax (GST) 商品及服务税(GST)

Participants (or their representative) will receive invoices for services that may or may not state that GST is payable for that 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.

参与者（或其代理人）从服务提供商那收到的票据可能会也可能不会标明该服务需要交 GST。这个差异的发生是因为某些服务可被免除 GST，而某些服务提供商并未注册 GST。而 NDIS 会在 NDIS 的资助指南的范围内全额支付票据上的价格

Questions and Answers 常见问题

Area /Questions 问题	Information Details 相关信息解答
<p>Differences between: 差异区分:</p> <ul style="list-style-type: none"> Plan Management 计划管理 Self-managed 自我管理 Agency managed NDIA 管理 	<ul style="list-style-type: none"> Plan Management, you're in control of services, but there is a separate service to access your funding to pay bills funded through your NDIS plan 计划管理 Plan managed, 各项服务的决定权在您手中, 您的 plan manager 会负责支付您 NDIS 的账单以及管理您的资金、提供专业意见。 Self-Managed, you're in control of your services, but you claim monies from the NDIS to pay your NDIS bills 自我管理, 各项服务的决定权在您手中, 但是需要您自己按照 NDIS 的要求来支付款项以支付 NDIS 的账单。 Agency Managed, you delegate the control of your services to an agency and they organise and pay for NDIS approved services and contractors NDIA 管理, 您将把服务的管理权交给 NDIA, 由他们组织和支付 NDIS 批准的服务, 且只可以使用在 NDIS 注册的服务供应商。 <p>For more information please contact the NDIS or www.ndis.gov.au 如果需要更多的信息请联系 NDIS 或者咨询 NDIS 的网站 www.ndis.gov.au</p>
<p>Can you opt out of Plan Management service agreements? 您可以选择退出计划管理服务吗?</p>	<p>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. 是的, 您可以随时退出计划管理服务, 并成为自我管理或转而由 NDIA 管理。您可以随时停止使用 AIIM Choices, 如需要更改请提前 14 天通知我们。</p>
<p>How much does NDIS Plan Management services cost? NDIS 计划管理服务费用是多少?</p>	<ul style="list-style-type: none"> The NDIS adds additional funding to you plan to fund Plan Management services NDIS 为您的计划添加了额外的资金, 以资助计划管理服务 Our fee is the standard NDIS fee 我们的费用是以 NDIS 的标准费用来定价 There is no cost to you 您个人无需支付任何费用
<p>What is AIIM Choices Plan Management services and how does it work? 什么是 AIIM Choices 计划管理服务, 它是如何运用的?</p>	<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:- AIIM Choices 为您提供 NDIS 会计和资金管理服务, 以支付由 NDIS 计划资助的服务的账单。步骤是:</p> <ul style="list-style-type: none"> The participant engages a provider for a service and sets up service agreement. This agreement is sent through to AIIM Choices email accounts@aiim.com.au 客户和服务提供者签订服务协议, 该协议通过电子邮件发送至 AIIM Choices 电子邮件 accounts@aiim.com.au The participant receives a service from the provider and gets invoiced for the activity 客户从提供者获得服务, 并开具发票 If they are happy with the invoice, the participant sends the invoice to AIIM Choices email accounts@aiim.com.au 如果他们对发票满意, 则参与者将发票发送到 AIIM Choices 电子邮件 accounts@aiim.com.au AIIM Choices claims the monies from the NDIS, then pays the invoice for you. AIIM Choices 向 NDIS 申请款项, 然后为您支付发票。 All services must be within the scope of your NDIS plan. 所有服务必须在您的 NDIS 计划范围内。
<p>Other information and support offered by AIIM Choices. AIIM Choices 提供的其他服务</p>	<p>At AIIM Choices we are here to help if you have and questions regarding the funding in your NDIS plan. We take pride in providing you with any information in a timely manner that can assist you in maximising the benefits from your funding. 如果您有任何关于 NDIS 资金的疑问, 我们将为您提供帮助。我们很荣幸能及时为您提供任何信息, 以帮助您最大程度地使用您方案中的资金。</p>

<p>Individuals right to a support person or advocate. 选择个人代表的权利</p>	<p>All participants have the right to have a support person to help them with their NDIS Plan. This support person can help a participant with many aspects of their plan. AIIM Choices just needs the support person details and have them sign off on our Advocacy Form where appropriate.</p> <p>您有权指定相关人员作为您的代表，该支持人员可以在计划的许多方面代表您与我们沟通。AIIM Choices 仅需要支持人员的详细信息，并在适当的情况下让他们在我们的授权表格上签名。</p>
<p>Can I change my Advocate or support person? 我可以更换我的辩护人或者支持人吗？</p>	<p>Yes, the participant has the right to change their support person or Advocate at any time. AIIM Choices needs to be informed and new arrangements signed off.</p> <p>可以，参与者有权随时更改其支持人员或辩护人。如有信息变更，请您通知 AIIM Choices，并签署新的授权表。</p>
<p>Access for interpreter support if required. 如果需要我们可以提供口译服务。</p>	<p>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.</p> <p>在任何时候，如果由于语言差异而导致沟通困难，AIIM Choices 乐于提供口译支持，以确保您对与我们的计划管理服务有关的任何信息有清晰的了解。</p>
<p>Do I need to email my NDIS Plan to AIIM Choices? 我是否需要将 NDIS 计划通过邮件发给 AIIM Choices?</p>	<p>Yes, we need a copy of your NDIS plan so that 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.</p> <p>是的，我们需要您的 NDIS 计划的副本，以便我们可以在您的服务协议上填写正确的信息。然后，AIIM Choices 将使用此信息通过 NDIS 网站申请相关资金以支付您的发票。</p>
<p>Privacy and confidentiality of information 信息的私密性和机密性</p>	<p>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</p> <p>提供给 AIIM Choices 的所有信息均被视为机密信息，所有信息均按照政府规定保留。有关更多信息，请访问 www.aiimchoices.com.au</p>
<p>Option to opt out available for NDIS audit purposes. 可以选择退出 NDIS 的审核</p>	<p>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.</p> <p>与许多政府机构一样，NDIS 也对其服务进行持续的审核。您有权随时选择退出审核流程。系统会通知您是否要审核文件，但是由您自己决定是否进行审核。</p>
<p>AIIM Choices feedback – compliments and complaints. 对 AIIM Choices 的反馈</p>	<p>At AIIM Choices we are always happy to receive feedback regarding our services and support. If you have any compliments or complaints please provide feedback either directly via phoning or emailing AIIM Choices. Alternatively you can provide feedback via our website at www.aiimchoices.com.au Also you can provide feedback directly to the NDIS via their website www.ndis.gov.au</p> <p>在 AIIM Choices，我们是很期待收到有关我们的服务和支持的反馈。如果您有任何想提供给我们的反馈或投诉，请直接通过电话或电子邮件 AIIM Choices 来告诉我们。另外，您可以通过我们的网站进行反馈 www.aiimchoices.com.au 或者您也可通过网站向国家残障保险网站 NDIS 上提供反馈 www.ndis.gov.au</p>



10. Consent to share information 同意个人信息分享

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

AIIM Choices 对参与者个人信息的收集、持有、使用和披露遵循且受该法律 (Privacy Amendment (Enhancing Privacy Protection) Act 2012) 的保护。

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

AIIM Choices 不会为任何次级目的而使用或披露参与者的个人信息，除非参与者合理地期望 AIIM Choices 去：

- **Directly support your primary purpose of achieving the goals set out in your NDIS Plan.**
直接支持参与者去实现 NDIS 计划中所设定的主要目标
(For example, some communication is typically required with your service providers, support coordinator and NDIA representatives).
(比如某些典型且必要的沟通：与参与者的服务提供商、支持协调员 (Support Coordinator) 和国家残障保险局 (NDIA) 代表的沟通)
- **Prevent or lessen a serious threat to life, health or safety of an individual.**
预防或减轻个人生命、健康和 safety 所可能面临的严重威胁

11. Agreement signatures 服务协议签署

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

Signature of Participant or Participant Representative 签名参与者/参与者代理人	Name of Participant or Participant Representative 名字参与者/参与者代理人

Date 日期:



协议双方同意该服务协议的条款和条件。

Signature of authorised person AIIM Choices 签名授权人	Name of authorised person AIIM Choices 名字名字参与者/参与者代理人

Date 日期: