

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, and/or Participant's representative (if involved, please sign Advocacy form)	
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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	At termination
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 responsibilities:

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 and confidential information and keep personal information private
12. Retain and provide clear and 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)

4. Responsibilities of the Participant or Participant Representative

Service recipient's (Participant) responsibilities:	
I the Participant or Participant representative agree to:	<ol style="list-style-type: none">1. Treat AIIM Choices staff with courtesy and respect2. Respect the rights of staff regarding workplace health and safety and being free from harassment3. Abide by the terms of your agreement with AIIM Choices4. Provide AIIM Choices with a copy of the participants NDIS plan5. Agree to provide share plan consent on <i>myplace</i> NDIS portal6. 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 NDIS7. Work with AIIM Choices to make sure that the Plan Management service delivered meet my support needs8. Talk to AIIM Choices if I have any concerns about the services or supports being provided9. 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 risk12. Tell AIIM Choices if I wish to opt out of you plan management service. More information is listed in Section 6: <i>Ending Service Agreements</i>13. Not request AIIM Choices employee's 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.

This is included on our website for information only.

Please contact AIIM Choices for the complete version of our Service Agreement
