

Easy Read

Plan Management Service Agreement




This is an easy English document to explain the service agreement for Plan Management services.

You have asked that Parent to Parent (P2P) assist you to pay your National Disability Insurance Scheme (NDIS) invoices.

A service agreement is a legal document that the NDIS needs you to sign so that they know who your Plan Manager is.

How to Fill out this document

- You can type into this document, look for the light blue boxes. [Click here for help.](#)
- Look for the pencil icon on pages **1, 5 and 6** to know where to fill out and sign. 
- Please fill out *all* boxes with an asterisk (*)

If you need help, please tell P2P by email or phone. We can help you to understand and fill this document out.

1. Agreement to provide Plan Management Services

This is an agreement between P2P and You.

* Your Name (Participant): _____

* NDIS Number: _____

Your Guardian or Nominee Name: _____
(if you have one)



2. Start and End Dates



P2P will provide plan management services for your current and future NDIS plan.

- This agreement keeps going until:
 - a. You no longer have a plan with NDIS plan management.
 - b. You tell P2P you want to cancel.
 - c. P2P tells you that we need to cancel.
- Ending this agreement:
 - a. If you tell us you want to end this agreement, P2P will do so as soon as possible. It may take 10 days.
 - b. P2P will not charge you any more monthly fees after you tell us you want to cancel.
 - c. You need to tell your service providers that you have ended this agreement and make sure they send their final invoices.
 - d. After the end date, we will not be able to process your invoices and your providers will need to send them to your new plan manager.

3. Pricing and Payment for Plan Management



This is about the cost of Plan Management and how you will be charged.

- P2P charges the amount that NDIS has said they can charge.
 - P2P will charge you a one-time set up fee (if available) and a fee once each month.
 - The current cost is \$232.35 for the set up fee and \$104.45 per month for the processing fee. The cost may change if the NDIS says we can charge more but only if it is available in your plan.
 - You can read more about the prices on the [NDIS website](#).
 - If you join P2P in the middle of your plan, we may charge fees before your start date.
 - Plan management is paid from your plan and does not cost you extra.
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4. What will P2P do for you



This is about the Plan Management services we will give you.

- P2P will look at and check invoices from your providers to make sure they are correct and meet your plan goals.
- P2P will submit your invoices to the NDIA within 1-10 business days of receiving approved invoices.
- P2P will pay your provider within 2 business days after funds are received from NDIS.
- If you tell P2P not to pay someone they will not pay them.
- P2P will give you information about NDIS to help you to choose how to spend your funds.
- P2P will send you details of how your funds have been spent each month. You can receive this either by email or post.
- P2P will be respectful of how we work with you.
- P2P will talk to you and listen so that we can offer the best service possible.
- P2P will tell you how you can give us feedback or make a complaint.
- P2P will give you services and support that follow Government laws and rules.
- P2P will follow the NDIS Code of Conduct.

5. What are your responsibilities



These are the things that P2P asks you to do.

- You will make sure the invoices to be paid are ones NDIS has agreed to in your plan.
 - You will tell P2P straight away if there are changes to your plan.
 - You will tell P2P if you are no longer part of NDIS.
 - You will ask your providers to send through invoices that are properly set up and in line with Government rules.
 - You will approve the invoices your provider sends you so that they can be paid (if you ask to approve your invoices before payment).
 - If you have asked P2P to not pay an invoice, you will talk to your provider and work out an agreement.
 - You will tell P2P if you have asked a friend or a family member to help you manage your NDIS plan.
 - You will be kind and polite to P2P staff when you speak to them.
 - You will tell P2P if you are not happy with what they are doing.
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6. Feedback and Complaints



This is information on how to give feedback or make a complaint.

- You can give P2P feedback and complaints to help ensure we give you the best service. P2P also appreciates hearing positive feedback or reviews.
- You can read our [Feedback and Complaints Policy](#) here.
- You can give feedback or make a complaint in a few ways:
 - on the phone to 1800 777 723
 - by email to manager@p2pqld.org.au
 - by filling out a form on our website
<https://p2pqld.org.au/about/feedback-and-complaints/>
- P2P will reply in 2 business days and may follow up within 10 business days if needed.
- If you are not happy with P2P's reply you can contact the NDIS Quality and Safeguards Commission
 - <https://www.ndiscommission.gov.au/contact-us>
 - Phone: 1800 035 544 (free call from landlines) Interpreters can be arranged.
 - TTY 133 677.
 - National Relay Service and ask for 1800 035 544.
 - Completing a [complaint contact form](#).

7. Incidents



This is information about incidents and how P2P will respond.

- An incident is where your physical, mental, or emotional well-being has been impacted by something that P2P has done.
 - P2P will ensure that you are safe and give you information for advocacy assistance if you need it.
 - P2P will advise or report any incidents to the Police or Child Protection services if required.
 - You can read our [Incident Management Policy](#) here.
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8. Advocacy Support



Sometimes you may need someone to advocate or support you. You can get support from the following agencies.

General: Queensland Advocacy for Inclusion 1800 130 582
First Nations people with disability: Aboriginal & Torres Strait Islander Disability Network of Queensland 1800 718 969
People from culturally & linguistically diverse backgrounds: Amparo Advocacy Inc. (07) 3354 4900
Children and younger people with disability: Queensland Advocacy for Inclusion 1300 130 582
Regions Brisbane, Caboolture/Strathpine Speaking Up for You (07) 3255 1244 Beenleigh, Robina Aged and Disability Advocacy Australia 1800 818 3381 Bundaberg, Ipswich, Maryborough, Toowoomba TASC National Ltd 1300 008 272 Mackay Mackay Advocacy Inc. (07) 4957 8710 Maroochydore People with Disability Australia 1800 422 015 Rockhampton Capricorn Citizen Advocacy Inc (07) 4922 0299
or use the Disability Advocacy Finder at https://askizzy.org.au/disability-advocacy-finder

9. Privacy and Consent to Share Information



This is about your privacy and sharing information.

- P2P uses your information to give you the best service.
- The personal information form shows you what we collect. You can ask to see the information we have about you at any time.
- You will need to contact P2P if your information changes.
- You can read our [Privacy Policy](#) here.

P2P gives you the option to let P2P contact your service providers. You can change this at any time by contacting P2P.

☐

P2P can contact my other Service Providers, Local Area Coordinator, or NDIS planner to sort out invoicing, payment, or plan issues.

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I have a Support Coordinator and would like P2P to give them and their organisation access to our secure website (called Planability) to view my budget balances and invoice payment information.



Please fill out your support coordinator details below.

* Support Coordinator Name: _____

* Support Coordinator Company: _____

* Phone: _____

* Email: _____

10. Invoice Payment Options



This is about how you want P2P to pay your invoices.

- You have two choices about how your invoices are claimed.
- You can change this by contacting the P2P office at any time.

Please choose one option.



<input type="checkbox"/>	Option 1: P2P will send you the invoice via email to approve before we pay the providers. <ul style="list-style-type: none">• This means you need to check your emails and approve the invoice regularly.• If you don't check, P2P will pay the invoice after 2 days.• P2P will send you a report at the end of the month showing all invoices processed.
<input type="checkbox"/>	Option 2: P2P will pay all invoices they receive from your providers <ul style="list-style-type: none">• P2P will not send you the invoices first, they will be paid once we receive them.• P2P will send you a report at the end of the month showing all invoices processed.

11. Agreement and Signatures



This is the section where you sign the agreement.

I (participant or nominee) agree to the terms and conditions in this service agreement. This means that you agree to the words used and the way that P2P will work with you to pay your invoices.

You (NDIS Participant)

* Name: _____ * Date: _____

* Signature: *Digital signing (e.g. type your name)*



or Your Nominee/Legal Guardian

* Name: _____ * Date: _____

* Signature: *Digital signing (e.g. type your name)*