

TERMS AND CONDITIONS

Below are the Terms & Conditions of the Service Agreement with Choice Support Management. This describes the agreed responsibilities of Choice Support Management and you in the delivery of Plan Management services.

The Service Agreement is an ongoing contract and is valid from the date that you consent to engage with Choice Support Management and remains in effect continually. If a new NDIS plan comes into being this Service Agreement remains in effect until, you, or someone you choose to speak for you, or Choice Support Management ends the agreement.

SERVICE BOOKINGS

A Service Booking is required so we can manage payments to your nominated providers for services delivered.

We will complete a Service Booking on your behalf via the NDIS MyPlace Portal to confirm:

1. Choice Support Management is providing your Plan Management services.
2. Plan Management service start and end dates.

If the Plan is created in the new PACE System in the My NDIS Portal, the NDIA will complete the Service Booking.

CHANGING YOUR MIND

You have choice and control of your services.

If you change your mind about your services with Choice Support Management, just let us know. You can change a Service Booking at any time, but it can take up to 30 days to come into effect (as per NDIS guidelines).

OUR RESPONSIBILITIES

Choice Support Management agrees to:

- Review the provision of supports at the end of your plan with you or your representative.
- Communicate openly and honestly in a timely and responsive manner.
- Treat you and /or your advocate with courtesy and respect, regardless of your age, ethnicity, gender, sexual preference, religion or culture.
- Pay your providers in a timely manner, up to 5 working days from our receipt of approved invoice.
- Keep your information private and confidential in accordance with the Disability Services Act 2006, Information Privacy Act 2000 and the National Disability Insurance Act 2013. Only share your information when needed, for your benefit.
- Provide supports and services in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law together with other laws in your State and Territory.
- Claim only the funding allocated to us, as agreed in the Service Booking.
- Keep accurate records on the supports and services provided to you. Storing Participant Information in a secure electronic file, that is password protected and has appropriate firewall protection.
- Listen to your feedback and resolve problems effectively.

- Goods And Services Tax. Goods and services provided in Australia are subject to s 38-38 of the A New Tax System (Goods and Services Tax) Act 1999. The Parties confirm that the supply of Choice Support Management Supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under s 33(2) of the NDIS Act, in your plan.

YOUR RESPONSIBILITIES

When Choice Support Management is providing services to you, you need to:

- Treat the Choice Support Management team with respect.
- Let us know immediately if there are any changes to your personal information, contact details.
- Talk to us if you have any concerns about the supports or services being provided.
- Protect your privacy and all confidential information.
- Let us know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or if you stop being a participant in the NDIS.

GIVING FEEDBACK AND MAKING A COMPLAINT

At Choice Support Management we want your feedback about our services and staff. Complaints are welcome also as they help to improve our services.

To assist you to resolve your issue phone: 0444 575 177 or email: support@choicesupport.com.au.

If you feel that you need another option to resolve your complaint you can contact the NDIS Quality and Safeguards Commission on phone 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

Fill out the online complaint form <https://www.ndiscommission.gov.au/about/complaints>.

For further information on making a complaint, ask to see our Feedback and Complaints Management Policy or look at the NDIS Commission's Fact Sheet on How to Make a Complaint.

PRIVACY AND INFORMATION POLICY

At Choice Support Management we strive to maintain your privacy and comply with the Privacy Act 1988 and the Privacy Amendment Act 2012 to protect the privacy of individuals' personal information.

Please ask for a copy of Choice Support Management's Privacy and Information Policy for more information.

Choice Support Management looks forward to working with you and assisting you to achieve your goals.

IMPROVED LIFE CHOICES

Services Requested All prices are GST inclusive (if applicable) and include the cost of providing the supports.
 This is in line with the NDIS Price Guide

	Support Item No	Units	Cost	Total Cost
Improved Life Choices •	14_033_0127_8_3	1	\$232.35	\$232.35
	14_034_0127_8_3	12	\$104.45	\$1253.40
	Total as per Plan and cannot exceed NDIA approved amount			\$1485.75

PARTICIPANT CONFIRMATION

I agree to the appointment of Choice Support Management, a Plan Management Provider who is authorized to act under the NDIA, to provide services as detailed in this Request for Plan Management services.

I understand that Choice Support Management will pay my providers upon receipt of an invoice and as per the Choice Support Management Plan Management Services - Terms and Conditions.

I understand that I am approving payment of the invoice (as a true record of services received) upon the invoice being received by Choice Support Management for payment.

I approve that invoices from all my Service Providers will be forwarded directly to Choice Support Management and I understand that Choice Support Management will pay my providers upon receipt of an invoice and as per the Choice Support Management Plan Management Services - Terms and Conditions.

I understand that Choice Support Management will invoice me each month, via the NDIS portal for Plan Management – Financial Administration for the amount/s detailed in Section 4 – Services Requested. If there is any price adjustment the NDIA will adjust the funding allocated automatically and you will not have to pay.