

To register for Plan Management with Integrity Disability Hub, simply fill out the details in each field and sign the last page, then return it to us by email at ndis@integritydisability.com.au or send it to Integrity Disability Hub, Suite 3, 52-58 Memorial Avenue, Liverpool NSW 2170

Plan Management Service Agreement

PARTIES

This Service Agreement is for _____, a participant in the National Disability Insurance Scheme (NDIS), and is made between:

Participant/Participant Representative: _____

Client Name:	
Date of Birth:	
NDIS Number:	
Phone:	
Email:	
Address:	
Emergency Contact Person:	
Emergency Contact Number:	
Relationship to Participant:	

And:

Provider Name:	Integrity Disability Hub
Phone:	02 87297610 or 0450967979
Email:	ndis@integritydisability.com.au
Address:	Suite 3, 52-54 Memorial Ave, Liverpool NSW 2170

Date Service Agreement will commence on _____ to _____

Integrity Disability Hub' Service Schedule

Please confirm what services you would like Integrity Disability Hub to provide and detail the budget which has been allocated for these services in your NDIS Plan.

Please complete at least one of the service categories below. Don't include anything which you don't want, which is not included in your NDIS Plan, or which you are getting from someone other than Integrity Disability Hub.

The budget which has been allocated to this in my NDIS Plan is \$ _____

Integrity Disability Hub will check whether the details in your Plan are the same as the ones in the NDIS portal. If those details are different to your Plan, we will provide these services in accordance with the details which are recorded in the NDIS portal.

After receiving this signed service agreement, Integrity Disability Hub will confirm the amount approved by the NDIS in your Welcome Email.

Terms we use in this agreement

As you read this agreement, you will come across a number of terms. It's important you understand exactly what we mean by those. To find out, refer to this handy guide.

NDIS/NDIA

The NDIS means the National Disability Insurance Scheme as established by the National Disability Insurance Scheme Act 2013 (Cth). The NDIA is the National Disability Insurance Agency, which runs the NDIS.

INTEGRITY DISABILITY HUB

Integrity College Pty Ltd trading as Integrity Disability Hub is a Registered Provider of Supports under the National Disability Insurance Scheme Act 2013 (Cth). In this document, we are referred to simply as 'Integrity Disability Hub'.

Plan

Plan means the written Plan developed with you and on your behalf by the National Disability Insurance Agency or their delegate (for example, your Local Area Coordinator).

Customer

Customer means the person for whom the Plan has been developed.

Our Services

The services delivered by Integrity Disability Hub.

Please be aware that potential conflicts of interest may arise while providing services to participants. Such conflicts of interest may include the provision of both support coordination and plan management services. In order to ensure transparency and uphold the best interests of participants, we will present alternative service providers as options for you to consider. Rest assured that your decision to select another provider for your services will not result in any disadvantage to you. Our commitment remains focused on facilitating your access to the most suitable and unbiased support in line with your needs and preferences.

Other Support Services

Services delivered by other Service Providers.

Commencement Date

The date on which you sign this agreement. If you are filling out this form online, 'signing' means ticking the 'I accept the terms of this agreement' box and submitting the form to us.

Agreement

This Agreement (including the Schedules) is between Integrity Disability Hub and the Customer. The Agreement commences on the Commencement Date and will continue until either you, or Integrity Disability Hub, terminates it in accordance with the Agreement.

This Agreement describes Our Services as they are set out in your Plan. You may elect for Integrity Disability Hub Plan Management services for all, or part, of the Other Support Services under your Plan. You can change who you elect to provide these services at any time, by giving 30 days' notice to us.

Integrity Disability Hub' Services Schedule records Our Services you have elected to use and reflects your Plan, as you have provided it to Integrity Disability Hub at the date of this Agreement.

It's important you know that:

- Your Plan may be different from the details recorded in the NDIS portal.
- Integrity Disability Hub will provide Services according to the details recorded in the NDIS portal.
- If those details are different to your Plan, Integrity Disability Hub will verify the records in the NDIS portal and will advise you by email if the details recorded in the NDIS portal are different to your Plan.

You agree to:

- ✓ Integrity Disability Hub making any arrangements necessary to allow your service providers to be paid from your NDIS funds on your behalf.
- ✓ Integrity Disability Hub accessing all the aspects of your Plan required to provide you with the Services you have chosen.
- ✓ Integrity Disability Hub discussing your NDIS Plan with the NDIA and its contractors (LaC).

- ✓ Integrity Disability Hub discussing with service providers the Other Support Services that have been, or will be, delivered by them.
- ✓ Integrity Disability Hub providing you with services in line with the terms set out in the Customer Service Agreement.
- ✓ if required for random auditing purposes, be interviewed and have your records reviewed by third party accreditation and legislative bodies.
- ✓ The terms of Integrity Disability Hub privacy policy.

Payments

Integrity Disability Hub will seek payment for our Services directly from the NDIA.

For our Plan Management services being delivered to you, Integrity Disability Hub will pay for Other Support Services on your behalf, if:

- ✓ The support provider accepts the Integrity Disability Hub Provider Participation Terms.
- ✓ The support services satisfy the test for reasonable and necessary supports as defined by the NDIA.
- ✓ Claims for these services with the NDIA are successful.

Our Responsibilities

During the term of this Agreement, Integrity Disability Hub will:

- ✓ Provide Our Services (as chosen by you) in a way that is consistent with all relevant laws, including the NDIS Act, the NDIS Rules, National Privacy Principles and Australian Consumer Law.
- ✓ Provide Our Services only to the amount funded by your Plan;
- ✓ Keep accurate and up-to-date records of all Our Services provided to you;
- ✓ Process only those claims for Other Support Services that are consistent with your Plan and with the service agreements you have told us about or with other instructions you have provided;
- ✓ Keep accurate and up-to-date records of all claims for Other Support Services processed on your behalf;
- ✓ Within the limits of our Plan Management role, liaise with Other Support Providers on your behalf to facilitate service delivery or resolve any concerns you may have;
- ✓ Provide access to information about amounts claimed and your remaining balances for Our Services and Other Support Services;
- ✓ Communicate in a timely, professional manner;
- ✓ Contact the NDIA about your Plan when necessary; and
- ✓ Travel by the Integrity Disability Hub' team may be included in the hours of support provided to you and funded by your plan when visiting the participants home.

Termination

Either you, or Integrity Disability Hub, may terminate this Service Agreement at any time.

Thirty (30) days' prior notice of a termination must be given, in writing. This notice period will be waived if the termination is due to a serious breach of this Service Agreement by the other Party. If you notify us that you want to terminate this Service Agreement, Integrity Disability Hub will:

- ✓ Notify the NDIA, and the service providers which are providing supports to you under your Plan that we will no longer be acting as your intermediary once the 30 days, notice period is up. We will also notify them that we will only accept claims for payment up to the date on which this Agreement ends.
- ✓ Provide you with a statement of the Plan balances remaining on the last day of Plan Management activities, within 14 days of the last day we process transactions on your behalf.

Feedback, Complaints and Disputes

You can ask for a copy of our Feedback & Complaints Policy, give us feedback or make a complaint by:

- Calling Integrity Disability Hub on (02) 8729 7610. We will try to resolve any matter raised on the phone during the call.
- Emailing ndis@integritydisability.com.au or
- Submitting your feedback online at www.integritydisability.com.au

If our team are unable to resolve the complaint, it will go to senior management as outlined in our complaint's procedure. If the complaint is still not resolved to your satisfaction, you can go to the Disability Services Commissioner, whose contact details are on their website www.odsc.vic.gov.au You can also contact the NDIA by calling them on 1800 800 110, visiting one of their offices, or going to the NDIS website www.ndis.gov.au

Responsibilities of the Customer

You agree to:

- ✓ Take ultimate responsibility for selecting who will provide Other Support Services and to let Integrity Disability Hub know who those providers are, their contact details and the service agreements or arrangements you have with them.
- ✓ Only purchase supports that are reasonable and necessary as defined by the NDIA.
- ✓ Let Integrity Disability Hub know about any concerns you have with any of the relevant supports which are being provided, including support provided by Integrity Disability Hub.
- ✓ Let us know if you suspend, change, or intend to change, your Plan, or if you are no longer a participant in the NDIS.
- ✓ Let Integrity Disability Hub know if you suspend, change or intend to change your provider/s of Other Support Services. Any such changes must be in accordance with the service agreement/s you have with your provider/s.
- ✓ Provide Integrity Disability Hub with a copy of any updated or revised Plan as soon as reasonably possible.
- ✓ Integrity Disability Hub providing documents and email updates to you electronically;
- ✓ Inform Integrity Disability Hub if you do not want to receive documents or email updates electronically.

Privacy

Your privacy is important to you, and it's important to us. When we provide services to you, we will collect, use and disclose information about you. The information is known as Personal Information, and Sensitive Information. Our Privacy Policy (which you can find on our website www.integritydisability.com.au or by contacting us) sets out details about what this information is, and how we collect, use and disclose it. You should read our Privacy Policy carefully – it contains important information. You don't have to consent to us collecting, using and disclosing this information where we need it to provide Plan Management services. But it's important that you know that if you do not consent, this may restrict the services we provide to you, or mean that we are not able to provide any services to you. Of course, if you want to clarify or discuss anything about how we handle your information, you can contact us on the details in the 'feedback, complaints and disputes' section of this document.

By entering this Agreement, you agree that:

- ✓ You will receive direct marketing from us unless you request otherwise. You can contact us at any time to let us know that you don't want to receive direct marketing material from us.

You acknowledge that:

- ✓ Integrity Disability Hub will collect, use and disclose your Personal or Sensitive Information in accordance with our Privacy Policy (you can get a copy of this from our website www.integritydisability.com.au or by contacting us) and
- ✓ Integrity Disability Hub's ability to provide you Our Services may be restricted if we cannot collect from you all or some of your Personal or Sensitive Information.

RESPONSIBILITIES OF THE PROVIDERS

The Providers agrees to:

- ✓ Review the provision of supports at least 3-monthly with the participant.
- ✓ Once agreed, provide supports that meet the participant's needs at the participant's preferred times.
- ✓ Communicate openly and honestly in a timely manner.
- ✓ Treat the Participant with courtesy and respect.
- ✓ Consult the participant on decisions about how supports are provided.
- ✓ Listen to the participant's feedback and resolve problems quickly.
- ✓ Give the participant a minimum of 24 hours' notice if the provider has to change a scheduled appointment.
- ✓ Give the participant the required 4 weeks' notice if the provider needs to end the service agreement
- ✓ Protect the participant's privacy and confidential information.

- ✓ Provide supports in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law; keep accurate records on the supports provided to the participant.
- ✓ Issue regular invoices and statements of the support delivered to the participant.

RESPONSIBILITIES OF CLIENT

Client to pay and/or acknowledge supply of support, and compliance with Provider policies.

Client agrees to:

- ✓ Inform the provider about how they wish the supports to be delivered to meet the Participant's needs.
- ✓ Treat the provider with courtesy and respect.
- ✓ Talk to the provider if the participant has any concerns about the support being provided.
- ✓ Give the provider a minimum of 72 hours' notice if the Participant cannot make a scheduled appointment; and if the notice is not provided by then, the provider's cancellation policy will apply. This could also be further explained in a 'Cancellation' clause.
- ✓ Give the provider the required notice if the participant needs to end the service agreement
- ✓ (see 'Ending this Service Agreement' below for more information).
- ✓ Let the provider know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan or the participant stops being a participant in the NDIS.

CHANGE OF CIRCUMSTANCE

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.

ENDING THIS SERVICE AGREEMENT

Should either party wish to end this service agreement they must give 4-week notice. If either party seriously breaches this service agreement the requirement of notice will be waived.

FEEDBACK AND COMPLAINTS

If the participant wishes to give the provider feedback or complaints, contact details are list below.

Feedback:

PHONE:	(02) 8729 7610
EMAIL:	ndis@integritydisability.com.au
POSTAL:	Suite 3, 52-54 Memorial Avenue, Liverpool NSW 2170

Complaints:

PHONE:	04 5096 7979
EMAIL:	ndis@integritydisability.com.au
POSTAL:	Suite 3, 52-54 Memorial Avenue, Liverpool NSW 2170

DISPUTES

If the participant is not satisfied or does not want to contact the provider, the participant can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

Consent for Relationship Request Authorisation

By signing this Service Agreement, you, the participant/representative, hereby give consent to Integrity Disability Hub, to initiate a 'Relationship Request' with you through the NDIS PACE system. Your signature below indicates your understanding and acceptance of this process.

Understanding Plan Extensions and New Plans

Plan Extension: If your current NDIS plan is extended, this means that the same plan will continue for a longer period, without any changes. The goals, budget, and services remain the same as in the original plan. Any unspent funds from the current plan will be added to the extension. An extension does not result in a new plan.

New Plan: A new plan involves a review of your needs and goals, which may result in changes to the services and budget. Unlike a plan extension, a new plan does not carry over any unspent funds from the previous plan. A new plan is a separate and distinct plan from the previous one.

Extension Agreement

By signing this Service Agreement, you, the participant/representative acknowledge and agree that in the event the NDIS extends your plan, our service agreement will automatically extend to match the new end date set by the NDIS. This extension is intended to ensure the continuity of our services and prevent any potential delay whether you are receiving Plan Management, Support Coordination or Direct Services from Integrity Disability Hub. Your signature below indicates your understanding and acceptance of this process.

GOODS AND SERVICES TAX (GST)

For the purposes of GST legislation, the parties confirm that:

- A supply of supports under this service agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act), in the participant's NDIS plan currently in effect under section 37 of the NDIS Act;
- The participant's NDIS plan is expected to remain in effect during the period the supports are provided.
- The client will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

AGREEMENT SIGNATURES

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

Participant / Participant Representative:	
Client Name:	
Date of Birth:	
NDIS Number:	
Phone:	
Email:	
Address:	

Name of Individual signing:	
Signature of Representative/Participant:	
Date:	

Provider Name:	Integrity Disability Hub
Phone:	02 87297610 or 0450967979
Email:	ndis@integritydisability.com.au
Address:	Suite 3, 52-54 Memorial Ave, Liverpool NSW 2170

Name of authorised person from provider:	
Signature of authorised person from provider:	
Date:	

The Participant/Representative has been offered a copy of this Service Agreement:

YES	NO

The Participant/Representative has confirmed that they wish to receive a copy of this Service Agreement:

YES	NO