

Service Agreement for Plan Management EASY READ Version

1. WHO IS MAKING THIS SERVICE AGREEMENT?



You and your trusted person (e.g. plan nominee, guardian)



BRIGHT Plan Management

2. HOW DOES THIS AGREEMENT FIT IN WITH THE NDIS?



This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS).

3. WHAT SERVICE WILL BE PROVIDED?

BRIGHT Plan Management agrees to provide you
NDIS Plan Management - Financial Administration service.

4. WHAT IS EXPECTED OF BRIGHT PLAN MANAGEMENT?



Provide plan management - financial administration service.



Provide monthly statements of expenditure and available funding upon request.



Include you / your trusted person in all decisions about how your funds are spent.



Being open and honest about the work we do.



Treat you with courtesy and respect.



Listen to your feedback and resolve any problems quickly.



Store and protect your private and confidential information.

5. WHAT IS EXPECTED OF YOU?



Provide information requested by us in a timely manner.



Treat us with courtesy and respect.



Tell us if you've got any problems.



Let us know if your NDIS plan changes or if you stop using the NDIS.

6. PAYMENTS

NDIA

The National Disability Insurance Agency (NDIA) pays our fees to deliver your service.

7. HOW TO END A SERVICE AGREEMENT



If you want to end the service agreement, you will need to give us **4 weeks notice**.



If we want to end the service agreement, we will give you **4 weeks notice** too.

8. WHAT TO DO IF YOU HAVE A PROBLEM?

If you have a complains / feedbacks / disputes, you can contact us by email or phone.



hello@brightpmp.com.au



03 9111 9981

NDIA

If your problem is not resolved, you can contact the NDIA by calling or going on the website.

1800 800 110

www.ndiscommission.gov.au/participants/complaints

9. GST

NDIS Plan Management - Financial Administration service under the NDIS will not include GST.

10. FEES SCHEDULE

Support Item	Support Item Ref No.	Description	UOM	Price Limit
Plan Management And Financial Capacity Building - Set Up Costs	14_033_0127_8_3	A one-off (per plan) establishment fee for setting up of the financial management arrangements for managing of funding of supports	EA	\$227.53
Plan Management - Financial Administration	14_034_0127_8_3	A monthly fee for the ongoing maintenance of the financial management arrangements for managing of funding of supports.	MON	\$102.28

** Please note any changes will be in accordance with NDIA pricing guide.*