

## Plan Management Service Agreement



### Terms & Conditions

**This Service Agreement is Made Between:**

The Participant/Nominee and KD Plan Management and represents all terms and conditions, policies, rights and responsibilities associated with being a KD Plan Management client.

KD Plan Management is a registered provider of supports under the National Disability Insurance Scheme (NDIS). KD Plan Management is an intermediary service that will help you manage and understand your NDIS budget.

This agreement will commence once you acknowledge that you agree to the terms and conditions of KD Plan Management listed below.

KD Plan Management  
Office 5, 181 Victoria Street  
Wellington House  
Mackay, **QUEENSLAND 4740**  
NDIS Registration No 4050049607  
ABN: 85110164229  
Phone: 0439896535  
Email: [accounts@kdpm.net.au](mailto:accounts@kdpm.net.au)

This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS). The Participant and the Service Provider acknowledges that this Agreement is in line with the main ideas of the NDIS. These ideas include having more choice and control in achieving your goals and taking part in the community.

## KD Plan Management

This document includes a schedule of support and is a legal document about your current NDIS Plan and how and when they will be provided by *KD Plan Management* and the costs in accordance with the current NDIS Price Guide. You are welcome to discuss this service agreement with family, friends, advocates or a professional before you as the Participant or your NDIS Plan Nominee sign this document.

## PLAN MANGEMENT SERVICE AGREEMENT KD Plan Management

### **What is expected of the KD Plan Management?**

As your plan manager we will:

- Treat you with respect ensuring an open and honest line of communication
- Ensure that all authorized invoices are paid promptly in accordance with NDIA requirements
- We will monitor expenditure of providers to ensure they meet your budget
- Provide a monthly statement that allows you to see how your funding is tracking
- Provide each participant access to 'entiprius' our online plan management system
- Ensure our financial records are accurate and detailed including all required documentation to allow us to make claims from your funding
- Give Participants the required notice if KD Plan Management needs to end the Service Agreement (See the section about ending the Service Agreement)
- Have facilities in place to ensure the protection of Participants private and confidential information.
- Provide services in accordance with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer law.

### **What is expected of the Participant?**

Participants are expected to:

- Be courteous and respectful toward staff and management of KD Plan Management
- Tell KD Plan Management about how and when they wish their support services to be delivered.
- Tell KD Plan Management immediately if you have any concerns about the support being provided so there is an opportunity to fix things to your satisfaction.
- Give KD Plan Management 7 days' notice to end the Service Agreement (See the section referring to ending the Service Agreement)
- Tell KD Plan Management if your NDIS Plan is suspended, replaced by a new plan or if you cease being a Participant in the NDIS

**KD Plan Management does not:**

- Take any responsibility or liability if you over-spend from your budgets or run out of funds before the end of your plan
- Take any responsibility or liability if you purchase supports that are not compliant with the National Disability Insurance Scheme Act or any other NDIS rules or guidelines
- Approve payments or invoices on behalf of the NDIS. Please note that our ability to create a payment request and finalise payment on your behalf does not mean the NDIS has approved your purchase or will approve your purchase during an audit. Misuse of funds may result in the participant repaying the disputed amount to the NDIS.

**Employing your own Support Workers**

As a Participant of NDIS who is interested in employing their own Support Workers you advised to view information available:

<https://www.ndis.gov.au/participants/using-your-plan/self-management>

**Ending the Service Agreement**

If either the Participant or KD Plan Management wish to terminate this Service Agreement, they must give 7 days' notice in writing. However, all circumstances leading to terminating the Service Agreement will be considered and may result in adjusting the notice period.

**What to do if there is a problem or you wish to provide feedback or raise a complaint?**

If for any reason the Participant, their stakeholders or advocates have a problem or wish to provide feedback or lodge a complaint which will help us improve our services please contact us.

Contact Person: Kate Duffy

Phone number: 0439896535  
Email address [accounts@kdpm.net.au](mailto:accounts@kdpm.net.au)

Participants may also contact the NDIS Feedback and Complaints website.

<https://www.ndis.gov.au/contact/feedback-and-complaints#online-form>

or phone on 1800 800 110

If a participant requests an advocate, KD Plan Management will offer the following link:

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/organisations>

### **Goods and services tax (GST)**

For the purposes of GST legislation, the signatories to this Service Agreement confirm.

A supply of supports under this service agreement is supply of one or more of the reasonable and necessary supports specified in the statement under subsection 33(2) of the National Disability Insurance Scheme Act 2013 (NDIS Act) in the Participants NDIS Plan currently under section 37 of the NDIS Act

### **Cost of Plan Management Services**

All services costs are regulated by the NDIS Price guide which is available on the NDIS Website.

The cost of Plan Management is built into the plan. For the fees , which you have agreed to for the purpose of this Service Agreement, this information is listed below.

- Refer to the current NDIS Price Guide
- All fees are subjects to change in line with NDIS Price Guide changes
- **There are no costs to the participants.** The Plan Management Provider draws down the fees from the NDIS under the category “Improved Life Choices” as stated in your individual NDIS Plan. All prices are subject to change in line with the NDIS Price Guide changes.

**Disclaimer**

Disclaimer KD Plan Management provides information in good faith, to the best of our knowledge. However, regular changes to the NDIS rules, guidelines, Price Guide and Support Catalogue may affect this accuracy and therefore KD Plan Management gives no assurance as to the accuracy of any information or advice given. Any advice given by KD Plan Management outside of financial administration advice shall be considered general in nature.

This service agreement will be continuous until notice to cancel is given in writing.

**Service Provider Contact Details**

Name of Service Provider	KD Plan Management
Address	Office 5, 181 Victoria Street Wellington House Mackay Queensland 4740
Contact Person	Kate Duffy
NDIS No.	4-43314677
Phone Contact number	0439896535
Email address	<a href="mailto:accounts@kdpm.net.au">accounts@kdpm.net.au</a>