

ASTUTUESOFT PLAN MANAGER

Service Agreement for Plan Management

1. About This Service Agreement

A Service Agreement is a type of “contract” with Astutesoft Plan Manager.

The Service Agreement starts on the date it is signed.

The Service Agreement carries on while you stay with Astutesoft Plan Manager. You don’t have to renew it when your NDIS Plan changes.

If you have any questions about this service agreement you can speak with Astutesoft Plan Manager. You can also ask someone else to speak with Astutesoft Plan Manager.

2. What services are covered

Astutesoft Plan Manager will provide “Plan Management” services.

These are funded by the NDIS to assist you to pay invoices and manage your budget.

3. Responsibilities of Astutesoft Plan Manager

Astutesoft Plan Manager can

- Assist me to manage my NDIS budget
- Pay my invoices
- Speak with me about my budget and invoices if they have any questions
- Respect me
- Listen to what I have to say
- Assist me to report any concerns I have about my Providers to the NDIS

4. My responsibilities

- I will let Astutesoft Plan Manager know if I have any concerns
- I will give Astutesoft Plan Manager the information they need to pay invoices and manage my budget
- I will let Astutesoft Plan Manager know if my NDIS Plan changes
- I will not mislead Astutesoft Plan Manager
- I will be respectful to their staff.

5. How do I pay My Providers?

My providers can send their invoices to Astutesoft Plan Manager for payment.

I can ask to see the invoices before they are paid if I wish to.

Astutesoft Plan Manager will check my invoices. If all is ok, Astutesoft Plan Manager will let the NDIA know. They will pay my invoices when they receive money from the NDIA.

How do I pay Astutesoft Plan Manager?

Astutesoft Plan Manager will be paid by NDIA when I start with Astutesoft Plan Manager. This is called an “establishment fee”.

Astutesoft Plan Manager will then be paid every month. This is called a “monthly fee”. There is money in my plan to do this for me.

6. Information about my budget

Astutesoft Plan Manager will get information about my NDIS budget from the NDIA

Astutesoft Plan Manager can also get information from my NDIS Plan, but it is up to me if I want to give them a copy of my NDIS Plan.

If my NDIS Plan budget changes I should let Astutesoft Plan Manager know.

7. What happens when my plan changes?

I need to let Astutesoft Plan Manager know when I get a new NDIS Plan.

I need to do this as soon as possible.

This will help to make sure that my Providers are paid from the correct Plan.

8. What happens if something goes wrong with my providers?

Astutesoft Plan Manager is not responsible for what my Providers do or say.

But I can let Astutesoft Plan Manager know if I have concerns.

They will try to assist me.

9. Ending this Service Agreement

If I want to end this Service Agreement, I will need to give Astutesoft Plan Manager 28 days' notice.

If Astutesoft Plan Manager want to end this Service Agreement, they need to give me 28 days' notice.

This should help to ensure I pay as many invoices as possible before I leave.

10. Complaints and disputes

If I want to make a complaint in writing I can email Astutesoft Plan Manager at feedback@greatplanmanager.com.au.

I can also make a complaint on-line using the Astutesoft Plan Manager website www.greatplanmanager.com.au

I can make a complaint to the NDIS any time I want to if I am not happy

11. Good and services tax (GST)

The fees I pay Astutesoft Plan Manager include Tax. I don't have to do anything about this tax.

12. Primary Decision-Maker, Contact and Banking details

If I pay for something in my NDIS Plan with my own money Astutesoft Plan Manager can pay the money back to me. I will need to provide my bank details for this to happen.

I should check with Astutesoft Plan Manager before I buy some things. It is important to make sure I can claim the money back before I spend it. **NDIS Plan Details**

This form gives Astutesoft Plan Manager the information they need.

NDIS Participant's Full Name	First Name: Middle Name: Last Name:		
NDIS Number		Date of Birth	
Plan Dates*	From: To:		
NDIS Participant's Address			

Note: Future Dates will be covered by this Service Agreement unless otherwise advised by the Client / nominated representative

Primary Decision-Maker Details

Name			
Contact Number/s			
Email Address			
Relationship to Participant if Primary Decision-Maker is not the Client/Participant		An invitation will be sent to the primary email address with a link to setup access to the participant on our mobile and online apps	

Secondary Contact Details

(Support Coordinator or other, please provide further details in this section)

Secondary Contact Name	
Contact Number/s	
Email Address	
Relationship to Participant	
If Secondary Contact is a Support Co-ordinator please provide additional information where applicable	Company Name: Registered NDIS Provider Number: ABN: Company Email: Address:

Participant/Nominated Representative bank details for reimbursement

Account Holder's Name			
Account Name			
Bank		Branch	
BSB		Account No.	

I can contact Astutesoft Plan Manager on:

Phone	0433 504 551
Email Address	enquiry@greatplanmanager.com.au or astutesoftfs@gmail.com
Address	5 SWAN COURT, NARRE WARREN SOUTH, VIC-3805

I need to read all the pages of this Service Agreement.

I need to give Astutesoft Plan Manager all the information Astutesoft Plan Manager asks for.

I need to return the signed Service Agreement to: enquiry@greatplanmanager.com.au or astutesoftfs@gmail.com

Astutesoft Plan Manager will contact me to finish my sign up or if something is not clear.

Disclaimer:

This Service Agreement is between **Astutesoft Plan Manager** and the Client (who is an NDIS participant) /Nominated Representative in the National Disability Insurance Scheme. This Service Agreement will be in effect from the date the Client /Nominated Representative signs this Service Agreement and will continue for the duration of the Client's association with **Astutesoft Plan Manager**, until either party terminates this agreement in accordance with clause 9. To engage the services of **Astutesoft Plan Manager**, upon acceptance of this Service Agreement, the Client / Nominated Representative, will provide their NDIS plan details, NDIS number and other relevant details as requested in this Agreement, to **Astutesoft Plan Manager**.

Astutesoft Plan Manager has tried its best to make sure what is written in this Service Agreement is right.

If I am not sure about anything, I should contact Astutesoft Plan Manager.

Astutesoft Plan Manager will try not to delay the start of this Service Agreement. They will let me know if there are any problems.

13. Acceptance of Service Agreement:

	SENTHILVEL, REGISTERED PLAN MANAGER & PROVIDER NO.: 40 500 788 52	
Signature of Authorised Astutesoft Plan Manager Representative	Print Name, Company Role & Provider No.	Date
Acceptance Signature of Primary Decision Maker (see above)	Print Name	Date