

Agreement Details

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

Participant Details

NDIS No. [Required]		Plan dates	
First Name [Required]		Last Name	
Date of Birth [Required]		Gender	
Mailing Address			
Phone Number		Email	
My NDIS Contact (LAC)			


Participant's List of Authorised Nominee(s)

Name	Phone No	Email	Relationship	Invoice Authoriser (Yes/No)

South East Care Details

Business Name	Little Green Steps Pty Ltd - trading as South East Care
ABN	37629490660
Address	2/27 Carramar Street, Chadstone
Phone Number	(03) 9070 5230
Email	admin@southeastcare.com.au

Schedules, supports, terms & conditions are agreed by both parties as per below.

Agreed by the Participant or the Authorised Representative:	Agreed by: Little Green Steps Pty Ltd. (South East Care)
Full Name: <input type="text"/>	Signature: 
Signature: <input type="text"/>	
Date of Commencement: <input type="text"/>	Date of Agreement: <input type="text"/>
<input type="checkbox"/> Check Box if Agreement was made Verbally or Electronically	
[All fields required]	

Send us a copy by mail, email or simply take a photo on your phone!

Email: info@southeastcare.com.au
 Mail: 2/27 - Carramar Street, Chadstone, 3148
 Image: 0414 213 434

Item A – Support provided by South East Care

As a NDIS Registered Service Provider, **South East Care's** fees are regulated by NDIA.

South East Care will provide Financial Intermediary Service as follows:

Make a claim on the NDIS Portal for the Supports provided by the participant's provider that is Plan Managed.

Endeavour to claim from the NDIS portal within 3 business days of receiving a Provider's invoice that meets the information required to process and the Participant have and active plan to cover the period.

Pay the Provider within 2 business days of receipt of a successful claim from the NDIS Portal.

Provide information on claim outcome to the Participant, Authorised Representative and Provider.

Maintain communication with the NDIA and Local Area Partner

If applicable, **South East Care** may provide Plan Management Activities if the Participant request this service and is covered by the Participant's NDIS Plan.

South East Care will charge the fee defined on Table 1 and 2 below for the support rendered or the amount shown on the plan, whichever is lower.

Table 1 NDIS Price Guide Extract for **Plan Management – Financial Administration**

Date of Version 1 July 2019

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.	Each	\$ 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.	Monthly	\$ 102.28

Table 2 – NDIS Price Guide Extract for **Plan Management Activities**

Support Item	Support Item Ref. No	Description	UOM	Price Limit
CB and Training in Plan and Financial Management by a Plan Manager	14_031_0127_8_3	Capacity building and training in plan administration and management with a participant to strengthen their ability to undertake tasks associated with the management of their supports. Providers of this support are to assist the participant to build capacity to undertake all aspects of plan administration and management, including: engaging providers; developing service agreements; maintaining records; claiming payments from the NDIA; and paying providers.	Hour	\$ 58.52

Item B – Terms and Conditions

1. Participants Responsibilities

You / Your / Participant refers to the participant in this service agreement.

We agree to:

- 1.1** Tell us immediately if your NDIS Plan changes or you are no longer a NDIS participant.
- 1.2** Tell us if your personal details change.
- 1.3** Let us know if you do not understand or have any concerns regarding this service agreement or our supports.

2. South East Care's Responsibilities

We/Us/Our/ South East Care refers to Little Green Steps Pty Ltd.

We agree to:

- 2.1** Provide you with the Plan Management Financial Intermediary Supports as defined on **Item A**.
- 2.2** Provide you with invoices and statements for the supports.
- 2.3** Listen to your feedback.
- 2.4** Work with you to resolve issues quickly and effectively.

3. Pricing, Invoicing and Payment

3.1 Our fees will be set by the National Disability Insurance Agency, claimed at the maximum permitted set out in the Price Guide. These prices are reviewed annually with any changes commencing on 1 July of each year. The NDIA Price Guide is publicly available on www.ndis.gov.au.

3.2 Current fees for our funded supports are set out in Item A, Tables 1 and 2.

3.3 fees are taken directly from your NDIS Plan under Improved Life Choices (Support Category 3.14 on NDIS Price Guide). You give us permission to make a service booking and make payment request / claim on this fund, as per Item A when the service is rendered.

4. Goods and Service Tax (GST)

4.1 A supply of supports under this Service Agreement is a supply of one or more reasonable and necessary supports specified in the statement of supports included, under subsection 33(2) of the **National Disability Insurance Scheme Act 2013 (NDIS Act)**, in the participant's Plan currently in effect under section 37 of the NDIS Act.

4.2 If applicable you must pay any applicable GST on fees for supports, as per the invoice issued by the provider.

5. Information you give to us

5.1 The information you (or Authorised Representative) provide to South East Care, is accepted in good faith that the information is true and accurate and that the claims presented are a true reflection of the goods and services provided to the Participant, as per the NDIS guidelines.

5.2 South East Care will report any suspected fraudulent or improper claims, to the National Disability Insurance Agency.

5.3 In some circumstances we may need to disclose relevant information to your providers to facilitate payment of their invoices. We will advise your providers when:

5.3.1 – your support category has been exhausted;

5.3.2 – we are not plan managing a specific category;

5.3.3 – your plan is inaccessible due to a NDIS Plan review;

5.3.4 – we can't make a claim from the NDIS, we will provide the reason given to us by the NDIA.

5.4 We will also maintain contact with your Local Area Coordinator and/or a delegate from the National Disability Insurance Agency, in regards to your Plan and usage.

5.5 By signing up with our service you acknowledge that you agree for us to release relevant and reasonable information to your providers, Local Area Coordinator and/or Planner.

6. Terminating this agreement

6.1 This service agreement may be terminated by either party giving adequate notice (28 days).

6.2 You can end this service agreement without giving adequate notice if your health and safety is at risk from the supports we are providing; and/or

6.3 We can end this service agreement without adequate notice if:

6.3.1 our invoice remains unpaid by its due date; and/or

6.3.2 your funded supports are no longer in your NDIS Plan.

6.4 After this service agreement ends, confidentiality and privacy policy may still apply.

7. Changing this Agreement

7.1 This service agreement may change from time to time. South East Care will provide reasonable notice of change(s) to you.

Once we receive your signed Service Agreement, you can start accessing your supports!