

Service Provision Agreement for Financial Administration

Barwon Disability Plan Management will provide Plan management - Financial Administration (NDIS Price Guide Support Category – Capacity Building - Improved Life Choices) for the participant.

The supports to be provided will include:

- Monitoring the participant's budget
- Managing NDIS claims and paying supplier invoices on behalf of participant
- Processing participant reimbursement claims
- Providing monthly statements of expenditure and available funding.

As per the NDIS Price Guide the following cost for these services will be:

| Agreed Schedule of Supports – Improved Life Choices | | | |
|---|----------|------------------------|-----------------------------|
| Financial Administration | Cost | Recurring | Total Funded in Annual Plan |
| Set Up Cost 14_033_0127_8_3 | \$232.35 | Once only | \$232.35 |
| Financial Administration 14_034_0127_8_3 | \$104.45 | Monthly Processing fee | \$1253.40 |

The prices are subject to change according to updated NDIS price guide. These support costs are claimed directly from the NDIS and are separate from the participant's funding amount.

In order for Barwon Disability Plan Management to commence working with you, please ensure all invoices for provided supports are forwarded to our email invoices@greenpie.org.au or sent to our postal address –**48 McKillop Street, Geelong, VIC, 3220.**

Barwon Disability Plan Management agrees to:

- Make a service booking on your behalf for the supports listed in the Agreed Schedule of Supports so we can manage payments for services delivered by your nominated providers.
- Only deliver supports in accordance with the established service agreement.
- Charge in accordance with the current NDIA Price Guide.
- Waive cancellation fees except when specifically provided for in the NDIA Price Guide.
- Treat you with courtesy and respect.
- Provide supports with transparency and honesty.
- Listen to your feedback and resolve problems efficiently.
- Keep agreed clear up to date records on services provided to you and provide you with copies at your request. Store all information in such a way that it is kept private and only accessible to those who need the information to perform their duties at Barwon Disability Plan Management.
- Disclose information only to organisations nominated by you, or necessary for Barwon Disability Plan Management to provide reports, or to comply with legislation.

Ending this agreement:

Should either party require this agreement to end, we agree to give 2 weeks' notice. If Barwon Disability Plan Management seriously breaches this agreement, then the requirement of notice will be waived.

Feedback and Complaints:

It is important to us that you, as the participant/participant's representative, are confident in the services that we provide. Any feedback or complaints will be welcomed and seen as an opportunity to improve the way we do things. Please contact Barwon Disability Plan Management at info@greenpie.org.au or 03 5221 8852, with any feedback. All complaints will be managed as per Barwon Disability Plan Management's complaints policy and procedures.

If a complaint remains unresolved and requires a further follow up, or you are not satisfied with the final resolution offered by us in attempting to resolve a dispute, you may contact the NDIS Quality and Safeguards Commission on 1800 035 544 or via a complaint form on their website at www.ndiscommission.gov.au.

Goods and Services Tax A: Most services provided under the NDIS will not include GST. However, GST will apply to some services. It is the service provider's responsibility to check whether GST does or does not apply. By signing this Agreement, the service provider says that they have checked whether GST applies.

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.

Green Pie plan management is not required to pay GST to date. If these requirements change, we will pay GST as specified in National Disability Insurance Scheme Act 2013 (NDIS Act).

Australian Consumer Law: As a Registered NDIS Provider, we must act in accordance with Australian Consumer Law, and the Competition & Consumer Act.

Australian Consumer Law (ACL) governs the interactions between businesses and consumers by:

1. Detailing the rights for consumers
2. Placing restrictions on businesses.

As an NDIS provider, we understand our obligations under ACL when supplying consumers with a disability. Failure to do so is breaking the law and can result in prosecution.

Australian Tax Law states: "A supply of supports under this 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) in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act".

Provider Contact Details:

Barwon Disability Plan Management Provider Number - 65413379

Phone: 03 5221 8852 Address: 48 McKillop Street, Geelong

Email: info@greenpie.org.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service: TTY 133 677. Speak and listen users 1300 555 727.

GP8 Version 8: November 2020