

# Plan Management Service Agreement

This Service Agreement is between you (NDIS participant / participant's representative e.g., plan nominee, parent, guardian) and Elevate Health Australia for provision of NDIS Plan Management – Financial Administration service for your current and future NDIS Plans, until you the (NDIS participant or participant's representative) terminate this agreement.

If you require assistance completing this document or you would like to talk with a representative of Elevate Health Australia, please phone 1300 114 820 or email Elevate at [admin@elevatehealthaus.com.au](mailto:admin@elevatehealthaus.com.au) and our friendly team would love to help you.

## Contact Details

### Contact A: Participant Information

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ Given names: \_\_\_\_\_

NDIS number: \_\_\_\_\_ NDIS plan dates from: \_\_\_\_\_ to \_\_\_\_\_

Primary disability: \_\_\_\_\_ Date of birth: \_\_\_\_\_

Address: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Do you require an interpreter?:  Yes  No Language: \_\_\_\_\_

### Contact B: Primary Nominated Representative Details (Parent, Advocate, Legal guardian)

Please complete this section if you are completing this form on behalf of:

- a person under 18 years for whom you have parental responsibility, or
- a person for whom you are a legal guardian or representative.

Elevate will need to view ID / information to confirm you are authorised to act on the participant's behalf.

Relationship with the Participant: \_\_\_\_\_

Title: \_\_\_\_\_ Surname: \_\_\_\_\_ Given names: \_\_\_\_\_

Address: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

Organisation (if applicable): \_\_\_\_\_

### Contact C: Support Coordinator / Local Area Coordinator (LAC)

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Title: \_\_\_\_\_ Surname: \_\_\_\_\_ Given names: \_\_\_\_\_

Organisation: \_\_\_\_\_

Address: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone number: \_\_\_\_\_ Email address: \_\_\_\_\_

I consent for Elevate to discuss the details of my plan with Contact C as stated:  Yes  No

I consent for Elevate to provide Contact C as stated with a login to my Elevate Dashboard:  Yes  No

### Preferred Contact

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Preferred point of contact:  Participant  Contact B  via phone  via email

Monthly statement correspondence:  Participant  Contact B  via email  via post

### Conflict of Interest

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Conflict of interest may arise where Elevate Health Australia provides more than one service on a NDIS participants' NDIS plan. In such cases, we will:

- explain the distinction between the supports offered;
- declare and explain the conflict of interest to the participant (and their supporters);
- provide Elevate Health Australia' NDIS Conflict of Interest Policy and Procedure and/or explain how conflict of interest is managed;
- explain that the participant's choices of service providers will not affect their support provision;
- provide information about the process to request a change of support provider.

### Audits under the NDIS Commission

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As part of the requirements of the NDIS Practice Standards and continued registration, we must undertake an external audit periodically. As part of this audit, your views on our services are valued and important. Unless you opt-out, you will automatically be included in the audit process for Elevate Health Australia.

If you wish to opt-out of this process, please tick here:  OPT OUT OF AUDIT PROCESS

**How did you hear about Elevate?**

We would love to know how you found us. Please identify which of the following apply:

Facebook	Personal/Peer Referral	Google/Search Engine
Instagram	Professional Referral	Advertisement
LinkedIn	_____	Other _____

**Name of the service provider:** **Elevate Health Australia**  
**Phone:** 1300 114 820      **Address:** 75 Henley Beach Road, Mile End SA 5031  
**Email:** [admin@elevatehealthaus.com.au](mailto:admin@elevatehealthaus.com.au)

This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS). Please provide a copy of your NDIS Plan with this Agreement.

If you would like to talk through the service outlined in this document, please contact our Plan Management Team by email at [admin@elevatehealthaus.com.au](mailto:admin@elevatehealthaus.com.au) or phone 1300 114 820

**Consent**

**Participant Authorisation**

Participant Name: \_\_\_\_\_ Representative/Guardian/Plan Nominee: \_\_\_\_\_

Signature: \_\_\_\_\_ Full name of signatory: \_\_\_\_\_ Date: \_\_\_\_\_

**Elevate Authorisation**

Service Provider: **Elevate Health Australia** Full name of Elevate Representative: \_\_\_\_\_

Signature of Elevate Representative: \_\_\_\_\_ Date: \_\_\_\_\_

**Changes to this Service Agreement**

If changes to services or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed, and dated by the parties.

## Expectations

### Elevate Health Australia will:

- provide a financial administration service;
- pay service provider invoices on your behalf;
- liaise with service providers on your behalf as required;
- process your reimbursement claims;
- provide monthly statements on the first of each month showing invoices claimed;
- not pay for services that are not funded or approved within your NDIS Plan;
- treat you with respect and courtesy;
- value your feedback and look to resolve concerns promptly;
- protect your private and confidential information as per Elevate Health Australia's Privacy Policy [www.elevatehealthaus.com.au/privacy-policy](http://www.elevatehealthaus.com.au/privacy-policy);
- provide supports in a manner consistent with all relevant laws and rules, including the National Disability Insurance Scheme Act 2013, and the Australian Consumer Law, and keep accurate records of the supports provided to you.

### Responsibilities of the participant/participant representative to Elevate Health Australia:

- Provide a copy of participant's NDIS Plan;
- Inform Elevate promptly if you have a new Plan;
- Inform Elevate of any changes to your contact details;
- Inform Elevate of your current or additional service providers;
- Inform Elevate if you wish to approve invoices prior to payment through your careview advantage app (only available for clients with email access);
- Treat Elevate staff with courtesy and respect;
- Talk with Elevate if you have concerns with the supports being provided;
- Let Elevate know immediately if your NDIS Plan is suspended or replaced with a new NDIS Plan or you cease being a participant of the NDIS;
- Provide Elevate the required notice if you decide to end this service agreement (refer to '*How to end the Agreement*' section for more information).

### What services will be provided by Elevate Health Australia

- Provide NDIS Plan Management – Financial Administration service

Support Item Number	Item Name and Notes	Price limit
14_034_0127_8_3	<b>Plan Management – Financial Administration</b> – <b>Monthly Fee</b> A monthly fee for the ongoing maintenance of the financial management arrangements for managing funding of supports. *Monthly fee may differ depending on what is included in your plan and/or your location.	\$104.45* per month Remote: \$146.23* per month Very Remote: \$156.67* per month
14_033_0127_8_3	<b>Plan Management and Financial Capacity Building</b> – <b>Set up Costs</b> An establishment fee for setting up of the financial management arrangements for managing of funding of supports, as set in the plan, for the duration of the plan as specified by the NDIA.	Set-up cost \$232.35 Remote: \$325.29 Very Remote: \$348.54

Elevate's fees are inline with the current NDIS Price Guide, and our fees may change in accordance with future NDIS Price Guide updates. Elevate will advise you of any applicable price changes. In consultation with the participant, travel costs will be negotiated in the event of non-face to face meetings.

## How are your plan management services with Elevate Health Australia paid for?

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Elevate Health Australia is paid plan management fees as set by the NDIS and outlined below. These fees are not payable by you but are funded through the Improved Life Choices budget under the Capacity Building Supports section in your NDIS Plan. Once agreed, Elevate claims the fees for your service provision direct from the NDIS.

Please note that if you do not currently have the Improved Life Choices budget under the Capacity Building Supports section in your NDIS Plan, but require the assistance of Plan Management services, you will need to contact your LAC or NDIS to request this support.

## Goods and Services Tax (GST)

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

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 NDIS Plan currently in effect under section 37 of the NDIS Act.

## Emergency and Disaster Response

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During an emergency or disaster, your local emergency services are your first responder. **In the event of an emergency, call 000 immediately.**

Emergency services will issue warnings when an emergency is likely to impact your area and your local emergency services will provide you with information and advice on what to do.

Elevate has an Emergency and Disaster Plan in place and ready to enact if required. This plan provides details of our response to ensure continuity of supports through a disaster or emergency and plans for preparing for and responding to an emergency or disaster, changes that may be required to participant supports, action plans for responding to changes and other interruptions, and how we will communicate this with you and your supports.

To ensure appropriate planning, we will ask you to provide emergency contact details for you and will ensure that we have details pertinent to ensure that you can maintain continuity of supports in the event of an emergency or disaster. If you would like to have input into this plan or have special considerations you feel we should know about, please contact our State Manager to discuss further:

**Melinda Paull**  
State Manager,  
Elevate Health Australia

Office:  
1300 114 820  
[admin@elevatehealthaus.com.au](mailto:admin@elevatehealthaus.com.au)

Postal address:  
75 Henley Beach Road,  
Mile End, South Australia 5031

*Note that relevant matters that arise during the course of our work with you will be identified and included within the Emergency and Disaster Response Plan. We will work with you to develop a personal emergency support plan.*

## Governance

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Elevate works continuously to update and create policies and procedures that are aligned to the NDIS standards and create efficiency between participants and our business.

Elevate invites participants to participate in the development of our policies and procedures. If you are a NDIS participant and want to take part in Elevate’s governance and / or provide ideas and feedback on our policies and procedures, you can contact our State Manager who will assist you:

<b>Melinda Paull</b> State Manager, Elevate Health Australia	Office: 1300 114 820 <a href="mailto:admin@elevatehealthaus.com.au">admin@elevatehealthaus.com.au</a>	Postal address: 75 Henley Beach Road, Mile End, South Australia 5031
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## How to end the Agreement

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Should either party wish to end this Service Agreement they must give one (1) *months’ notice* in writing. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

## What to do if there is a problem?

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If you wish to give Elevate feedback, register a complaint or dispute - our State Manager can assist you:

<b>Melinda Paull</b> State Manager, Elevate Health Australia	Office: 1300 114 820 <a href="mailto:admin@elevatehealthaus.com.au">admin@elevatehealthaus.com.au</a>	Postal address: 75 Henley Beach Road, Mile End, South Australia 5031
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You can request a copy of our complaint procedure by emailing [admin@elevatehealthaus.com.au](mailto:admin@elevatehealthaus.com.au) or contacting Elevate on 1300 787 630.

You can also lodge a complaint anonymously using our website [www.elevatehealthaus.com.au/feedback](http://www.elevatehealthaus.com.au/feedback)

If you are not satisfied by the response provided to you by Elevate, or you do not wish to talk to Elevate, you can contact the NDIS Quality and Safeguards Commission by:

- Calling: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- Call the National Relay Service on 1300 555 727 and ask for 1800 035 544.
- Visit [www.ndiscommission.gov.au/about/making-complaint](http://www.ndiscommission.gov.au/about/making-complaint) and complete a complaint contact form.

The NDIS Quality and Safeguards Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way;
- NDIS services and supports that were not delivered to an appropriate standard; and
- how an NDIS provider has managed a complaint about services or supports provided to a NDIS Participant.