



Customer Service Agreement

Manage Mode

Taking the first step in having your NDIS plan managed by a registered Plan Manager is easy.

Simply complete the following DocuSign PDF by following these steps:

- Fill in all customer details (as well as nominee details if relevant) on page 1;
- Enter your name, digital signature and date on page 5.
- Click Finish in the top right. Click "No Thanks" when prompted to register for a DocuSign account;
- That's it! We will then send a copy of the completed Service Agreement to you by email.

Please also email a copy of you **NDIS approved plan** to info@managemode.com.au.

This Agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS) Act 2013.

If you have any questions on this form, please don't hesitate to contact our team on (08) 6115 6388.

Customer details (the registered NDIS participant):

First name: _____ Last name: _____
Phone: _____ Mobile: _____
Email: _____
Date of Birth: _____ NDIS Registration no: _____
Street address: _____
Suburb: _____ State: _____ Postal code: _____

If Participant has a plan nominee, insert details:

First name: _____ Last name: _____
Phone: _____ Mobile: _____
Email: _____
Date of Birth: _____ Street address: _____
Suburb: _____ State: _____ Postal code: _____



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We believe the National Disability Insurance Scheme is an incredibly important and valuable program.

We place great pride in our offering and as such we have outlined the guidelines we operate by below.

The participant and the service provider agree that this Agreement is in line with the ideals of the NDIS. These ideals include having more choice and control, achieving your goals and taking part in the community.

Responsibilities of the provider (Manage Mode Pty Ltd):
1. Treat the participant and/or nominee with courtesy and respect at all times.
2. Answer all NDIS related questions within our expertise whilst communicating openly and in a timely manner.
3. Pay provider invoices quickly and efficiently.
4. Provide monthly statements of your expenditure as well as remaining funding (if requested).
5. Store your paperwork (invoices, service agreements) for the regulatory minimum timeframe.
6. Act as the participants plan manager in line with the approved NDIS plan timeframes (provide services in line with budget).
7. Listen to feedback and act on concerns whilst following a complaint process in line with NDIS policy.
8. Abide by NDIS price guides, ensuring to the best of our ability that only payments outlined as acceptable by NDIS standards are processed.
9. Inform the participant / nominee where an invoice provided is not covered by the NDIS and work with the participant to ensure the right decision is made.
10. To ensure continuity of service we will update service bookings on the government portal (PRODA) in the event of the NDIS plan being renewed, reviewed or a new plan coming into place. For example, when a new plan comes into place, we will update the start and end dates to ensure we can continue to process any relevant payments.
11. Unless otherwise advised, we will endeavour to assist your providers / suppliers / related parties with any queries relating to payment of services provided in order to ensure compliance with your approved plan and NDIS price standards.



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Responsibilities of the participant and/or nominee:

1. Treat the provider with courtesy and respect.
2. Communicate openly with the provider about the participants needs.
3. Let us know the providers you are engaging, their contact details and the service agreements or arrangements you have with them.
4. Only purchasing supports that are reasonable and necessary as defined by the NDIA.
5. Ensure all invoices are sent to invoices@managemode.com.au for processing.
6. Communicate any concerns to the provider so we can act to resolve them (see "Feedback, complaints and disputes" below).
7. Inform the provider as soon as possible when there is a change (replacement or suspension) of the participants plan.
8. Give 1 months' notice in order to end this service agreement (both provider and participant included).

How will payments be made:

1. Manage Mode Pty Ltd will secure payment for our service in line with your budget by directly lodging an invoice through the NDIA.
2. For other service providers you chose to use, we will pay the outstanding amounts on your behalf provided:
 - i. The service satisfies the reasonable and necessary support tests as outlined by the NDIA.
The claim is successful through the NDIA.

Goods and services tax (GST)

Goods and services provided in Australia are subject to s 38-38 of the A New Tax System (Goods and Services Tax) Act 1999. The Parties confirm that the supply of Manage Mode Pty Ltd supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under s 33(2) of the NDIS Act, in your Plan.

Goods and services tax (GST) may be payable on Other Support Services provided to the Customer by a service provider even if that provider is not a registered service provider with the NDIA. If so, the GST payable will be funded by the Customer's Plan.



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Privacy

When engaging with Manage Mode Pty Ltd as a participant or a plan nominee you agree to us collecting personal information.

Personal information includes your name, address, contact details, age, date of birth, health information and other information such as your provider and supports background.

Using and disclosing your personal information has a purpose which includes:

1. Storage of information including invoices and service agreements (per NDIA requirement).
2. Other purposes permitted and/or required by the NDIA.
3. To assist with administrative purposes such as processing service provider payments and assisting governing body with their audit procedures.
4. Being able to assist you with your plan queries.

You agree to:

- Manage Mode discussing your plan with NDIA and it's contractors;
- Manage Mode discussing with other service providers the support services that have been, or will be, provided by them.
- Manage Mode making any arrangements necessary to allow your service providers to be paid from your NDIS funds on your behalf.

Feedback, complaints and disputes

Feedback is always appreciated, whether good or bad. As such any feedback is encouraged to be provided to us via:

Phone: (08) 6115 6388

Email: complaints@managemode.com.au

If the participant or plan nominee is still not satisfied with the outcome they may contact the National Disability Insurance Agency by calling 1800 800 110.

Feedback can be lodged at:

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



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Contact us (for help with this form or any other reason):

Phone: 08 6115 6388
Address: Level 1, 1 Prowse Street, West Perth 6004
Email: info@managemode.com.au

Engage Manage Mode Pty Ltd to manage your NDIA plan:

Name of Participant or the Plan Nominee:
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Signature of Participant or the Plan Nominee:
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Date:

Service Provider: Manage Mode Pty Ltd

Signature of authorized person from Manage Mode:
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Name of authorized person from Manage Mode:
.....

Date:

For further information on Manage Mode and the Plan Management service we provide please visit managemode.com.au.

We look forward to helping you navigate the NDIS!