



RISE & Shine
PLAN MANAGEMENT
EASY READ Service Agreement

1. WHO IS MAKING THIS SERVICE AGREEMENT?

You and your **trusted person** (e.g. plan nominee, guardian)

Rise and Shine Plan Management

2. HOW DOES THIS AGREEMENT FIT IN WITH THE NDIS?

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

3. WHAT SERVICE WILL BE PROVIDED?

Rise and Shine Plan Management agrees to provide you with NDIS Plan Management - Financial Administration service.

4. WHAT IS EXPECTED OF RISE AND SHINE PLAN MANAGEMENT?

Provide plan management - financial administration service.

Provide monthly reports of expenditure and available funding as well as upon request.

Include you / your trusted person in all decisions about how your funds are spent.

Being open and honest about the work we do.

Treat you with courtesy and respect.

Listen to your feedback and resolve any problems quickly.

Store and protect your private and confidential information.

5. WHAT IS EXPECTED OF YOU?

Provide information requested by us in a timely manner.

Treat us with courtesy and respect.

Tell us if you have any problems.

Let us know if your NDIS plan changes or if you stop using the NDIS.

6. PAYMENTS

The National Disability Insurance Agency (NDIA) pays our fees to deliver your service.

7. HOW TO END A SERVICE AGREEMENT

If you want to end the service agreement, you will need to give us **4 weeks notice**.

If we want to end the service agreement, we will give you **4 weeks notice** too.

8. WHAT TO DO IF YOU HAVE A PROBLEM?

If you have a problem or complaint about our service, you can contact us by email or phone.

Email: invoices@riseandshineplanmanagement.com.au
mellinda@riseandshinedisability.com.au
elizabeth@riseandshinedisability.com.au

Phone: **Mellinda Shepherd** **Elizabeth Barboza**
 0401 573 377 0405 924 792

If your problem is still not resolved, you can contact NDIS directly.

Phone: 1800 035 544

Website: www.ndiscommission.gov.au/about/complaints

9. GST

NDIS Plan Management services under the NDIS do not include GST.