

# Service Agreement for the provision of Financial Administration / Plan Management

## **Parties:**

This service agreement is between Tropical North Bookkeeping and [REDACTED], a participant/their nominee in the National Disability Insurance Scheme.

This Service Agreement will be in effect from today for the duration of the participant's current plan, or until we are notified otherwise in writing by the participant / nominated representative.

## **NDIS Alignment:**

This agreement is made according to the rules and the goals of the National Disability Insurance Scheme (NDIS). A copy of the participant's NDIS Plan is attached to this Agreement.

TNB maintains membership with The Institute of Certified Bookkeepers and is bound by its professional code of conduct. A copy of the code can be located at:  
<https://www.icb.org.au/membership/code-of-conduct>

## **Schedule of Supports:**

The schedule of supports is the services that Tropical North Bookkeeping agrees to provide to the participant under this agreement.

The supports and their prices are set out in the schedule below. All are GST FREE and include the cost of providing the supports.

Please note – The NDIS price guide / schedule of supports is updated each year at minimum to provide changes to services and pricing. If the update should reflect an increase to the below item numbers, then the new pricing will be automatically added to future invoices, as the NDIS will update the funding budget (without individual review) to bring the funding package in line with the guide.

## **IMPROVED LIFE CHOICES**

<b>Plan Management and Financial Capacity Building - Set Up Costs</b> 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.	\$227.53 Per S/A
<b>Plan Management – Financial Administration</b> 14_034_0127_8_3	A monthly fee for the ongoing maintenance of the financial management arrangements for managing of funding of supports.	\$102.28 Per Month

*Responsibilities of Tropical North Bookkeeping:*

- Develop budget (is requested) in accordance with plan and input from Participant/their nominee at start of engagement and review as indicated.
- Contact providers on behalf of Participant/nominee to set up payment arrangements upon engagement, as requested by Participant / nominee
- Provide financial administration services
- Claim for and pay supplier invoices on behalf of Participant
- Track expenditure against Participant plan & issue monthly statements
- Assist with sourcing quotations and purchases where appropriate
- Consult the Participant/nominee on request regarding decisions about how funds are spent
- Communicate openly and honestly in a timely manner
- Protect the Clients privacy and confidentiality

*Responsibilities of Participant/nominee:*

- Provide information as requested by Tropical North Bookkeeping in a timely manner
- Discuss any concerns about our service with us
- Advise Tropical North Bookkeeping immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan, or the participant stops being a participant in the NDIS.

***Payments:***

Tropical North Bookkeeping will claim directly from the NDIA a setup fee for the provision of support as agreed in Schedule of Supports. TNB will then claim a monthly fee as specified by this agreement monthly in advance of services, directly from the NDIA.

By nominating Tropical North Bookkeeping to provide plan management services and manage the funding, we will claim from the NDIA portal for funding up to the amounts specified in the support category and budget approved in the participants' current NDIS plan. Amounts will be claimed upon presentation of invoice by provider or via participant / nominee to TNB and paid to the provider on behalf of the participant in agreeance with terms of individual payment arrangements.

***Changes to the Plan:***

The participant/nominated representative, agrees to immediately notify Tropical North Bookkeeping and provide relevant plan details in writing, if the participant's NDIS Plan is replaced by a new plan, or the participant ceases to be a participant in the NDIS.

***Ending this Service Agreement:***

Should either party wish to end this Service Agreement they must give one month's notice in writing. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

***Feedback, Complaints and Disputes:***


If the Participant/nominee wishes to provide feedback, or is not satisfied with the provision of supports and wishes to make a complaint, the participant/nominee can contact management on 0422069714 or by email [tropicalnorthbookkeeping@outlook.com](mailto:tropicalnorthbookkeeping@outlook.com). We also have a complaints management policy that can be provided in PDF or hard copy at request.

**Goods and Services Tax:**

A 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;


Tropical North Bookkeeping will pay GST as per specified in National Disability Insurance Scheme Act 2013 (NDIS Act)

Your contact details:

 \_\_ Name \_\_\_\_\_

NDIS NUMBER \_\_\_\_\_

DATE OF BIRTH \_\_\_\_\_

 \_ Phone number \_\_\_\_\_

 \_ Address \_\_\_\_\_

@ \_ Email \_\_\_\_\_



Name & phone number of someone we can contact if we can't get in touch with you:

Service Provider contact details:



Elizabeth Taylor – Tropical North Bookkeeping

0422069714



[tropicalnorthbookkeeping@outlook.com](mailto:tropicalnorthbookkeeping@outlook.com)

*The Service Provider and The Participant hereby agree to the Service Agreement:*

\_\_\_\_\_ *Signed by Participant or Nominee*

\_\_\_\_\_ *Signed by Service Provider*

\_\_\_\_\_ *Date*