

# Greenway Plan Management Service Agreement

## NDIS Plan Management – Financial Administration

This Service Agreement is made in accordance with the National Disability Insurance Scheme Act 2013 (Cth) and the rules and objectives of the National Disability Insurance Scheme (NDIS).

This agreement sets out the supports to be provided by Greenway Plan Management and the responsibilities of both parties.

Greenway Plan Management Pty Ltd Details	
Business Name	Greenway Plan Management Pty Ltd
ABN	xx xxx xxx xxx
Head Office Address	19 Fantail Square, Peregian Springs QLD 4573
Email	hello@greenwayplans.com.au

### Schedule A – Supports Provided

Greenway Plan Management will provide NDIS Plan Management (Financial Administration) services including:

- Making claims through the NDIS portal for approved supports.
- Processing claims within three (3) business days of receiving a valid invoice.
- Paying providers promptly following successful payment from the NDIA.
- Monitoring plan budgets and providing budget information upon request.
- Providing monthly statements outlining expenditure and remaining funds.

Fees for plan management are set by the NDIA and charged in accordance with the NDIS Pricing Arrangements and Price Limits. Fees are paid directly from the participant's NDIS plan.

Item Number	Item Name and Notes	Unit	National Price
14_034_0127_8_3	Plan Management – Monthly Fee <ul style="list-style-type: none"> <li>• <i>A monthly fee for the ongoing maintenance of the financial management arrangements.</i></li> </ul>	Monthly	\$104.45

# Terms and Conditions

## 1. Definitions

You, Your, Participant refers to the participant in this Service Agreement.  
We, Us, Our, GPM refers to Greenway Plan Management Pty Ltd.

## 2. Participant Responsibilities

The Participant agrees to:

- Provide accurate and up-to-date personal information. This may include Your address or authorised representatives contact details.
- Notify Greenway Plan Management of any changes to their NDIS plan or if You are no longer a participant.
- Approve invoices in a timely manner. You may choose to have automatic approvals via the portal or notifying Us directly.
- Raise any invoice disputes as soon as possible. You may do this via our email at [hello@greenwayplans.com.au](mailto:hello@greenwayplans.com.au). Alternatively, You can call Us directly. Contact details can be found on Our website, [www.greenwayplans.com.au](http://www.greenwayplans.com.au).
- Ensure supports claimed are reasonable and necessary under the NDIS.

## 3. Provider Responsibilities

Greenway Plan Management agrees to:

- Provide plan management services in line with NDIS requirements and defined in Schedule A.
- Act honestly, transparently, and in the Participant's best interests.
- Maintain confidentiality and privacy of personal information.
- Handle complaints fairly and efficiently.
- Acknowledge feedback and provide solutions where We can.
- Not process invoices that We deem outside of Your plan, the NDIS guidelines and code of conduct.

## 4. Fees and Invoicing

Greenway Plan Management will take its fees directly from Your NDIS plan which are in line with the price guidance. You permit Us to take a service booking (where applicable) and make payment requests on Your plan for plan management fees as stated in Schedule A.

## 5. Goods and Services Tax (GST)

Our supports under this Service Agreement are specified in Your NDIS plan statement of supports. If applicable, You must pay any GST on fees at the same time and in the same manner as the fees.

## 6. Information Provided to Us

Greenway Plan Management takes information provided to us in good faith. We expect the Participant or Authorised Representative provides accurate information and that claims presented by

Greenway Plan Management are a true reflection of goods and services provided to You in line with the NDIS guidelines.

## 7. Termination of Agreement

Either party may end this agreement by providing fourteen (14) days' written notice. This agreement may be ended immediately if there is a serious breach of NDIS rules, or if the Participant's health or safety is at risk.

## 8. Feedback and Complaints

If the Participant is unhappy with the services provided, they are encouraged to contact Greenway Plan Management directly. Complaints can also be made to the NDIS Quality and Safeguards Commission.

## Acceptance of Service Agreement

The parties agree to the terms and conditions of this Service Agreement.

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<b>Participant Name</b>	<b>NDIS Number</b>
<b>Phone</b>	<b>Email</b>
<b>Date</b>	<b>Signature</b>

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<b>Participant Authorised Representative</b>	<b>Relationship to Participant</b>
<b>Phone</b>	<b>Email</b>
<b>Date</b>	<b>Signature</b>

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