

## Magnum NDIS Plan Management – Easy Sign-Up Form

Choosing Magnum Support Services as your NDIS Plan Manager is as simple as completing and returning this form. Please return this form along with a copy of your NDIS Plan to [pm@magnumsupports.com.au](mailto:pm@magnumsupports.com.au)

Upon receipt of this form, we will create a client file and send out a Service Agreement in email to obtain acceptance prior to reserving funds on NDIS Provider Portal. If you are switching your Plan Management to Magnum Support Services from another provider, please get them to release any funds reserved for us to make our reservations soon or fill up the transfer form.

### Fees and Charges

NDIS Plan Management Fees and Charges will be applicable as below and are subject to vary or change in accordance with the NDIS Pricing Arrangements & Price Guide Limits.

- Plan Management Setup Costs / Establishment Fees: \$232.35 - *Support Line Item 14\_033\_0127\_8\_3*
- Monthly Processing Fees: \$104.45 - *Support Line Item 14\_034\_0127\_8\_3*

### NDIS Participant Details

|                      |                 |               |                                   |
|----------------------|-----------------|---------------|-----------------------------------|
| Full Name            |                 |               |                                   |
| Date of Birth        | dd - mmm - yyyy | Gender        | Male / Female / Trans / NonBinary |
| Home Address         |                 |               |                                   |
| Phone Number (/s)    |                 |               |                                   |
| Email Address        |                 |               |                                   |
| Disability Type (/s) |                 |               |                                   |
| NDIS Number          |                 |               |                                   |
| Plan Start Date      |                 | Plan End Date |                                   |

Are you switching your NDIS Plan Management to Magnum from another provider? – Yes / No

*\* If Yes, please inform them about the change you are undertaking and provide their details here below:*

|                         |  |
|-------------------------|--|
| Current Plan Manager    |  |
| Address (if Known)      |  |
| Contact Person (if any) |  |
| Phone Number (/s)       |  |
| Email Address           |  |

### Other Contacts

Details of secondary contacts for our NDIS Plan Management team to get in contact with when primary contact / NDIS Participant is not contactable for any correspondence or obtain Invoice approvals.

*\* These can be a family member, plan nominee, emergency contact or support coordinator.*

|                                  | NDIS SUPPORT COORDINATOR | CONTACT O2 |
|----------------------------------|--------------------------|------------|
| Full Name                        |                          |            |
| Company (if applicable)          |                          |            |
| Address                          |                          |            |
| Phone Number                     |                          |            |
| Email Address                    |                          |            |
| Relationship to NDIS Participant |                          |            |
| Authorized to approve Invoices   | YES / NO                 | YES / NO   |
| Enable Online Portal Access      | YES / NO                 | YES / NO   |

### Obtaining Invoice Approval

What is the best mode of obtaining approvals for Invoices received for the participant above?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Email              | <input type="checkbox"/> Phone Call                | <input type="checkbox"/> SMS   |
| <input type="checkbox"/> Mobile Application | <input type="checkbox"/> Auto Approve All Invoices | <input type="checkbox"/> Auto Approve Invoices from providers below: |

### Source of Reference

How did you hear about Magnum Support Services NDIS Plan Management?

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Google / Web Search | <input type="checkbox"/> NDIS Local Area Coordinator | <input type="checkbox"/> Friend / Family       |
| <input type="checkbox"/> Social Media        | <input type="checkbox"/> NDIS Support Coordinator    | <input type="checkbox"/> NDIS Expo             |
| <input type="checkbox"/> Flyer / Handout     | <input type="checkbox"/> Another Service Provider    | <input type="checkbox"/> Another Magnum Client |

If other, please specify: \_\_\_\_\_

### Other Supports Sought

Any other Supports / Services you may seek with your NDIS Budgets from within Magnum Support Services:

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> General House Cleaning   | <input type="checkbox"/> Assistance with Self-Care  | <input type="checkbox"/> SIL STA Respite  |
| <input type="checkbox"/> House / Yard Maintenance | <input type="checkbox"/> Community Participation    | <input type="checkbox"/> Group Activities |
| <input type="checkbox"/> Home Modifications       | <input type="checkbox"/> Support Coordination / PRC | <input type="checkbox"/> Day Programs     |

## NDIS Service Terms:

1. **ABOUT CONTRACTOR** - GEM Services Group Pty Ltd trading as Magnum Property Maintenance &/or Magnum Support Services, is a Registered Provider of Supports & Services under National Disability Insurance Scheme (NDIS).

**NDIS Provider Number** 4050046544.

2. **PRIVACY** - Client, their nominee(s) or representative agree and provide consent to have provided all required personal information to be stored in accordance with our Privacy Policy available online on the website stated above.

2a. Personal Information can include but not be limited to client's or participant's personal identifiable information, works relevant photos, family member's details or any other details required to provide appropriate services and for Contractor to maintain records.

2b. This also includes providing consent for acting on client's behalf and sharing personal, medical records, health needs, NDIS Plan information, security, safety &/or any other details with third parties in relevance to providing contracted supports and services

2c. These details can be in written, verbal, audio or video formats to be efficiently shared and be understood by the receiver

3. **POLICIES** - Client agrees to refer to online Policies Page on the website for Entry and Exit Policy, Participant Induction Pack (easy read), Consent Policy (easy read), Feedback & Complaint Policy (easy read), Privacy & Confidentiality Policy (easy read), Advocacy policy, Abuse Neglect Exploitation Policy, and Complaints management process. Clients can ask for hard copies to be posted to their address.

3a. Copies of these policies can be obtained from our websites magnumpm.com.au or magnumsupports.com.au or by contacting us to provide by other means

4. In order for the contractor to provide more person or client centric supports and services, the client must provide with any other information or details not provided earlier.

5. **CONTRACTOR RESPONSIBILITIES** - Contractor agrees to:

5a. Include Participant, Family Member, Support Coordinator &/or any other party in decisions about supports provided

5b. Create supports plan and provide supports that are part of NDIS Plan facilitating participant to meet one's goals and needs

5c. Communicate openly and honestly in a timely manner

5d. Inform the participant &/or other parties of concern, of any change in circumstances or issues resulting in variations of services schedule

5e. Provide updates on incidents or complaints that concerns participant & other parties in the matter

5f. Review Supports Plan once in year (12 months) or as necessary due to change in circumstances

5g. Where required, Magnum Support Services may hire external agency, provider, contractor or staff to provide scheduled supports and services

6. **CLIENT RESPONSIBILITIES** - Clients must:

6a. Be polite and respectful to the staff or contractors assigned to provide agreed supports & services

6b. Provide safe & comfortable access and work space to the workers at times of service to be performed

6c. Provide the cleaning service supports workers with all necessary tools and equipment for carrying out the tasks efficiently or make prior arrangements with our staff if the same will have to be provided for.

6d. Lock away the pets in circumstances necessary for workers to efficiently provide services

6e. Notify the Contractor in appropriate time frame if participant cannot make a scheduled appointment or else cancellation charges will be applicable as noted below

6f. Notify the Contractor of any existing or developing risks that may result in workers to efficiently provide required service or perform at workplace

6g. Notify the Contractor in case of any **Changes to NDIS Plan**, Plan Management, Support Coordinator, changing goals, change of circumstances or any other information that may affect the performance of services delivery, parties to contact and payments

for the same.

6h. Must not directly or indirectly engage, hire, employ or contract any Support Workers introduced by the Contractor for a period of 2 years from the end of supports for self, friend or relative, without a written consent from the Contractor.

7. **PRICING** - Unit prices are charged as per the NDIS Price Guide, subject to adjustments to reflect NDIA's price changes, or as otherwise agreed between parties.

7a. Variations are applicable to any previously quoted charges for House &/or Yard Maintenance, due to nature of work and unforeseen complexity &/or increased scope of works that may arise on the day of works

7b. Travel to client's place may be charged for services

7c. Establishment and setup costs will be applicable for supports and services as per NDIS Price Guide and be included in the first Service Invoice raised

7d. Shift rates applicable for different Support and Care Services during different days and times will be applicable and charged as per NDIS Price Guidelines

7e. Minimum Service Charges applicable on each visit for different supports and services as advised to the concerned parties at the time of or prior to the generation of services agreement

7f. Provider Travel if above 5 kms of travel in support worker's vehicle will be applicable for complete travel as per NDIS Price Guide in addition to the supports provided where travel was part of the service provision

7g. PPE (Personal Protective Equipment) Charges and Costs will be applicable as per the NDIS Guidelines for effective provision of supports and services.

8. **PLAN MANAGEMENT** - Include receiving, allocating and lodging invoices from service providers on client's behalf with NDIS and making approved payments within 7 to 10 working days.

8a. Once off establishment fee as per line item 14\_033\_0127\_8\_3 will be applicable besides ongoing monthly fee as per the line item 14\_034\_0127\_8\_3

8b. Invoices / Payment Requests pending approval for over 7 days will be auto approved for processing

8c. GST payable to non NDIS Registered Service Providers will be funded by the Participant's Plan

8d. Periodic plan statements will be provided to participant &/or their nominated parties

8e. Service Providers supporting the participant shall email their Invoices to [pm@magnumsupports.com.au](mailto:pm@magnumsupports.com.au) as per the Invoicing guide provided on Plan Management page on website: <https://magnumsupports.com.au>

9. **SUPPORTS COORDINATION** will include assisting clients / participants to understand plans, funding budgets, setting up budget plans, establish connection between participant and appropriate service provider, prepare periodic progress report

#### 10. **SIL STA RESPITE MTA:**

10a. Minimum stay of 3 nights accommodation applicable for residents arriving for STA

10b. Pets / Smoking / Alcohol / Drugs or any other restricted substances are not allowed in any of our homes. Smoking is permitted outside the house only.

10c. Visitor appointments must be made beforehand directly with the Respite House where the participant is residing

10d. SIL STA Respite &/or MTA accommodation inclusions are provided and will be charged as per NDIS Guidelines and Pricing Limits under respective Support Line Items applicable

10e. Provider Travel / Activity Based Transport will be charged where applicable as per the NDIS Guidelines

10f. Wilful damage to Magnum's property by any resident or their visitors can be charged directly to the customer or NDIS Participant at the sole discretion of Magnum Support Services's management committee.

10g. UnPlanned Exit of the participant from SIL Accommodation arrangements will be charged as per the prescribed NDIS Guidelines at the time of termination or the same.

11. **GST** - Most services provided by Registered NDIS Providers to NDIS Participants are GST free. GST may be applicable on certain services are recommended by and advised under NDIS Price Guidelines

12. **PAYMENTS** - All Invoices will be raised within 7 days from the date of provision of services / supports.

12a. NDIA Managed: Payment request will be made through NDIS Provider Portal

12b. Plan Managed: Payment will be due within 15 days from Invoice raised

12c. Self or Nominee Managed: Payment must be made upon completion of the works or as agreed

12d. Client acknowledges to be held liable for the invoiced service charges in case of decline due to exhausted funds or expired plans or any other reason applicable

12e. Contractor reserves the right to suspend or terminate all scheduled services in case of non-payment or delayed payment of previous invoices

#### 13. **VALIDITY / DURATION**

13a. This agreement will stay in effect until the end of current plan period or until the support services agreed have been performed completely &/or until the end of next plan period if services are continued in new plan period

13b. Ongoing services may continue as scheduled even after the end of current plan period until otherwise discussed and put on hold or cancelled by either party

13c. Client / Participant will be liable for payments for continued supports and services after end of plan period in case of failure to inform Contractor to cease services

14. **COMPLAINTS, FEEDBACK & DISPUTES** - Any complaints, feedback or dispute about a service must be directed to our management team by email to [office@magnumsupports.com.au](mailto:office@magnumsupports.com.au) or by phone at **03 9013 7740** or through the contact form on our website **MagnumSupports.com.au**. All complaints and issues will be investigated appropriately and in timely manner for a reasonable resolution to the matter.

14a. Any damages or losses must be reported by email to the Contractor within a period of up to 7 days from the date of supports provided

14b. Clients may also contact NDIS at 1800 800 110 or NDIS Quality and Safeguards Commission at 1800 035 544 in case of unsatisfactory dispute resolution

15. **CANCELLATIONS** - Cancellation Notification must be provided at least 48 hours (or other periods as per NDIS Cancellation Policy) prior to the time that any supports are scheduled for. Failure to do so will incur cancellation charges in line with NDIS Pricing and Cancellation Guidelines.

15a. Any other costs incurred for provision of service will be applicable and charged in addition to cancellation charges

16. **AMENDMENTS** to the service agreement or addition of supports and services to be performed, must be mutually agreed by both parties.

17. **TERMINATION** - Either party may terminate this contract with written notice not less than one (1) month, unless there is a breach or change in circumstances requiring termination to be in effect.

17a. Contractor may terminate provision of any supports and this contract in cases of providing workers with unsafe or insecure environment, or due to any obscene behaviour / language, harassment, disrespect, discrimination, threats of any manner or unwelcoming advancements, towards support workers or any staff from the Contractor

18. We do not manage any amount of client's money under any circumstances. Any worker hired for the purpose will completely be on client's risk. We hold no responsibility of any losses or incidents in such conditions.

19. **AUDITS** - All clients are automatically enrolled in our internal and external audit process and can be contacted by relevant team for interviews and reviews to ensure compliance with NDIS Practice Standards.

*\*To Opt-Out from being contacted, please advise back on the same*

20. Contractor holds the right to review and amend any parts of the service terms without any prior notice to any.

21. 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), the participant's NDIS Plan currently in effect under section 37 of the NDIS Act.

22. By providing information in above form under these service terms, both parties (Contractor & Client) acknowledge to have read, understood and agree with the terms of service listed above, and:

22a. Client & other parties will be subscribed to email marketing lists that can be unsubscribed from the email received itself.

23. If signed by participant's authorized representative, nominee, family member, support coordinator any other party, your position or authority must be noted

|                                |  |
|--------------------------------|--|
| Signature:                     |  |
| Signe Date:                    |  |
| Signee Full Name:              |  |
| Relation with NDIS Participant |  |
| Phone Number                   |  |
| Email Address                  |  |

**Please Note:**

*\* Copy of this Easy Signup Form shall be provided to our NDIS Plan Management Team by email to:*

[pm@magnumsupports.com.au](mailto:pm@magnumsupports.com.au)

*\* Acceptance to the Service Agreement can also be provided in a reply email as an alternative to a Signed Copy in attachment.*

*\* Participant, Nominee or any other parties concerned must be kept informed of the details of the Service Agreement and Service Terms if acceptance is provided by representative.*

*\* Please use registered translation service to understand this Service Agreement in language other than English, or use online Google Document Translator Tool to translate read the document in your language*