Easy Read

nib | Thrive PLAN MANAGEMENT

Your service agreement

NDIS plan management



About this guide

This guide is from **nib Thrive Plan Management**.

We help people manage their NDIS plans.

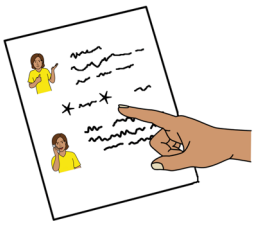


This guide is written in a way that is easy to understand.



You can read more information about this topic on our website

www.nib.com.au/thrive



We add a star before and after ***hard words***.

Then we explain what the words mean.



You can ask someone to help you read and understand this guide.

Contact information is at the end of this guide.

About your *service agreement*



Your service agreement tells you

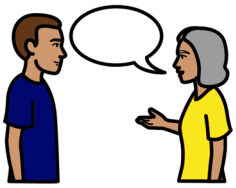
- what we will do for you



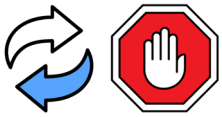
- what you should do for us



- about your plan management services



- how to ask questions



- how to change or stop the agreement.



Your service agreement is a legal document.



If you choose to use our plan management services you need to

- read the agreement



- sign the agreement.



You can ask someone you trust to help you understand the agreement, like

- a family member



- an ***advocate***
  - an advocate is someone who can tell us what you want



- a ***lawyer***
  - a lawyer can give you legal advice about the agreement



- a ***guardian***
  - a guardian can make legal choices for you.



An advocate or guardian can sign your agreement for you.



You can tell us if you

- do not understand information in the agreement



- do not want to sign the agreement.



We keep your information to give you the right plan management services.



We keep information about you

- private



- safe.

What we do for you

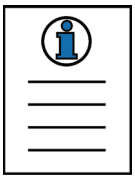


We will

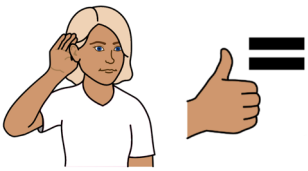
- make claims on the NDIS portal for supports from your providers



- pay providers for your supports



- give you information about your claims.



We will also listen to you and respect your ***rights***.

Rights are

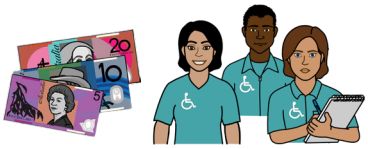


- what you are allowed to do or have
- what you can expect from other people.



We will follow the law.

Financial administration services



Financial administration means we help you manage payments to your service providers.



We charge fees to give you these services.

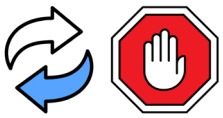


The fees are part of your NDIS plan.



The NDIA sets the prices.

What you need to do for us

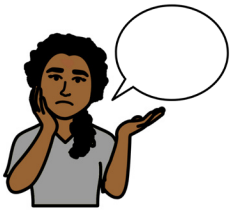


Tell us if your NDIS plan changes or stops.



Tell us if your personal details change.

Tell us if you have ***feedback*** or ***complaints***.



Feedback means you tell us what is good or bad about our services.



Complaints mean you tell us you are not happy with something we have done.



You can find out how to do this on our website
www.nib.com.au/thrive



You can call our staff to tell them about your feedback or complaint.



Call 1800 999 333

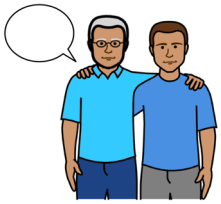
How to *approve invoices*



Approve invoices means you agree to the payment for the service.



You or someone who helps you can approve invoices.



For example, an advocate or guardian.



Tell us if you do not approve an invoice or think an invoice is wrong.



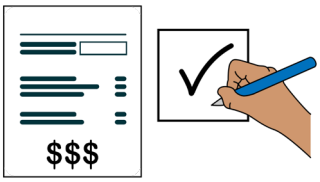
You can give ***automatic approval*** for invoices.



Automatic approval means you choose to tell us to always pay your invoices.



You can stop automatic approval at any time.



You can choose ***manual approval***.

Manual approval means you approve every invoice before we make a payment.



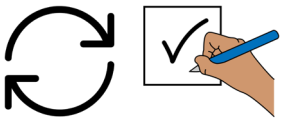
We will email you each time we get an invoice for a support you used.



You must tell us the invoice is approved for payment within 3 days.



If we do not hear from you within 3 days we pay the invoice.

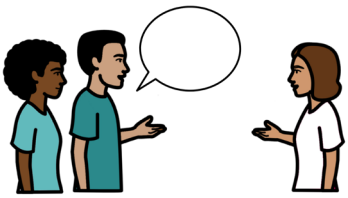


You can have automatic approvals for some providers, and manual approval for other providers.

How you can end your agreement



You can decide to end your agreement with us.



You must tell us 28 days before the agreement will end.



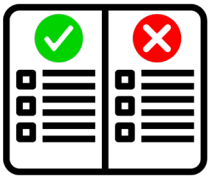
You can end the agreement straight away if your health or safety is at risk.

How we can end your agreement



We can end your agreement if

- you do not have NDIS funding anymore



- you do not follow the rules of the agreement.



We will keep your information private after your agreement ends.

More information

For more information contact

nib Thrive Plan Management.

Call 1800 999 333

Email enquiries@nibthrive.com.au

Website nib Thrive Plan Management

nib.com.au/thrive

Help to speak and listen

If you need help to speak or listen, the National Relay Service can help you make a call.

Call 1800 555 660

Website NRS Helpdesk
accesshub.gov.au/about-the-nrs/nrs-helpdesk

Help in your language

If you need help with other languages, contact the Translating and Interpreting Service.

Call 131 450

Website TIS National
tisnational.gov.au

This Easy Read document is written to be more accessible for people with reading difficulties. This should be read as an accompanying document to the original version of the agreement. Legal advice and, if necessary, support from an appropriate advocate or professional should be obtained to ensure the individual has capacity to understand and sign the agreement.

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