



Our agreement with you

Our Service Agreement • Easy Read



JP Plan Management wrote this guide.

When you see **we** or **us**, it means JP Plan Management.

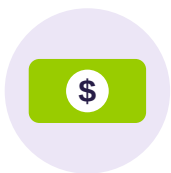
This guide is a short version of our **Service Agreement**.

You can ask someone to help you read it.



Words in **bold** are explained in the word list at the end.

What we do



We look after the money in your **NDIS plan**.



We check and pay your **bills** from your providers.

We get the money from the **NDIA**.



We send you a statement every month.
It shows what we paid and how much money is left.



You can see your money and bills online any time in our Participant Portal.

What it costs



Our fee is paid from your NDIS plan.
You do **not** pay us.
Our fee does not use your other plan money.
There are no other fees.



We never give gifts or money to get you to sign up.

What we will do



We check every bill before we pay it.



We pay your providers within **2 working days** after the NDIA pays us.



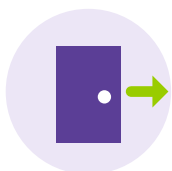
We tell you early if your money is running out.



You choose your supports and providers.
We will never pressure you.



We keep your information **private**.
We keep records for 7 years.



We help you if you want to change to a new plan manager.

What you will do



Only buy **NDIS supports** that are in your plan.
Check you have enough money before you buy something.



Ask your providers to send us their bills quickly – within 7 days.



Check your bills and say yes or tell us if something is wrong.

Please do this within **2 working days**.

If we do not hear from you within **5 working days**, we will pay the bill.



Tell us straight away if your NDIS plan changes.



Keep your own records of what you buy.

Participants keep records for 3 years.

A **nominee** keeps records for 5 years.



Treat our staff with respect.

Bills and time limits



From 1 December 2026, bills must be claimed from the NDIA within **90 days**.

Bills that are too late may not be paid from your plan.



If there is not enough money in your plan, we will call you and your provider.

We will talk about what to do.



Providers must not charge more than the NDIS **price limits**.
We will only pay up to the price limit.

Who is responsible



You are responsible for the supports you choose and say yes to.



If **we** make a mistake, we will fix it.
You will not have to pay for our mistake.

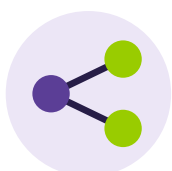


Providers are responsible for their own bills.



You still have all your rights under Australian consumer law.

Sharing your information



To do our job we share some information with the NDIA, your providers, and your support coordinator if you say yes.



Sometimes the law says we must share information, for example with the **NDIS Commission**.



If something goes wrong and we cannot work, another plan manager may pay your bills for a while.

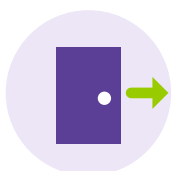


You can change your mind about sharing at any time. This is your **consent**.

Changes and ending the agreement



If we need to change the agreement, we will email you first.
If you do not agree, you can stop using us. There is no penalty.



You can end the agreement at any time.
Please give us 7 days notice and tell the NDIA.
If we end it, we will give you at least 14 days notice.



From October 2027, the NDIA plans to use a list of approved plan managers.

We will tell you in writing how this affects you.



Not happy?



Tell us. Call **0401 034 538** or email **contact@jppm.com.au**
Making a complaint will never change your service.



You can also contact the NDIS Commission on **1800 035 544**.

Signing the agreement



Please read the full Service Agreement before you sign.
You can ask a family member, friend or advocate to help you.
Keep a copy for yourself.

Word list

Bill	A list of what a provider did for you and how much it costs. Also called an invoice.
Consent	Saying yes to something. You can change your mind at any time.
NDIA	The National Disability Insurance Agency. They manage the NDIS and your plan money.
NDIS Commission	The government group that makes sure NDIS services are safe and good quality.
NDIS plan	Your plan from the NDIA. It says what supports you can buy and how much money you have.



NDIS supports	Supports the NDIS is allowed to pay for.
Nominee	A person who makes decisions about your NDIS plan for you.
Price limits	The most a provider is allowed to charge for a support.
Private	We keep it safe and do not tell people who do not need to know.
Service Agreement	The full document that explains what we do and what you do.
Working day	Monday to Friday. Not weekends or public holidays.

Contact us

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