

Plan Management Service Agreement

Digital Payments Pty Ltd trading as Horizonte · ABN 65 680 428 488 · NDIS Registered Provider No. 450238386

This agreement sets out what you can expect from us as your NDIS plan manager, and what we ask of you in return. We have written it in plain language on purpose — if anything is unclear, ask us and we will explain it in a way that works for you. You are welcome to have a family member, friend, advocate or support coordinator help you review it before you accept.

1. Who this agreement is between

This agreement is between:

- Horizonte — the business name of Digital Payments Pty Ltd (ACN 680 428 488), a registered NDIS provider (No. 450238386). In this agreement we call ourselves “Horizonte”, “we”, “us” or “our”; and
- You — the NDIS participant named when this agreement is accepted. Where a parent, guardian, plan nominee or authorised representative accepts on your behalf, references to “you” include them where the context requires.

The start date is the day you accept this agreement. If you accept online, the start date is the day you submit the registration form and tick the box confirming you accept these terms.

2. How this agreement fits with the NDIS

We provide plan management (the NDIS calls this a financial intermediary service, funded under “Improved Life Choices” or “Choice and Control”). We deliver our services in line with the National Disability Insurance Scheme Act 2013 (Cth) and its rules, the NDIS Practice Standards, the NDIS Code of Conduct, the NDIS Pricing Arrangements and Price Limits, and the Privacy Act 1988 (Cth).

3. What we do for you

As your plan manager, we will:

- Receive invoices from your providers, check them against your plan budget and the NDIS price limits, and pay them promptly once they are correct;
- Process reimbursement claims to you where you have paid a provider out of pocket and the claim is approved;
- Keep track of your spending across your plan-managed budget categories;
- Send you regular statements showing what you have spent, on what, and how much you have left;
- Verify our records against the NDIS portal and let you know if the portal differs from your plan;
- Be available to answer your questions about your plan-managed funding and our services; and
- Keep accurate, up-to-date records of every claim we process on your behalf.

4. What is outside our role

So there are no surprises, these things sit outside plan management and are not part of this agreement:

- We do not process claims for supports delivered by staff you employ directly (those go straight to the NDIA, unless the NDIA has approved otherwise in writing);
- We do not manage self-managed or agency-managed parts of your plan — we can only see and act on your plan-managed funding;

- We are not your support coordinator and we do not choose or arrange your providers for you; and
- We do not pay for supports that are not funded in your NDIS plan. Any such costs remain your responsibility.

5. What it costs you

Plan management is free to you. Our fees are paid from the separate plan management budget in your NDIS plan and do not come out of your other supports. We charge in line with the NDIS Pricing Arrangements and Price Limits — usually a one-off setup fee and a monthly fee — and these are claimed directly from the NDIA. If the NDIS changes its price limits, the NDIA adjusts your budget to cover the change.

We can only pay a provider's invoice when it meets ATO and NDIS requirements, the support is consistent with your plan, and there are enough funds in the right budget category. If an invoice cannot be paid, we will let you and the provider know.

6. What we ask of you

To help things run smoothly, you agree to:

- Give us accurate information and a copy of your NDIS plan (and any updated plan as soon as you can);
- Tell us promptly if your plan is suspended, replaced, or you stop being an NDIS participant;
- Let us know if you change or intend to change your providers; and
- Treat our team and suppliers with courtesy and respect.

7. Who can give us instructions

If a plan nominee, guardian, parent or support coordinator is authorised to act for you, we will take instructions and approvals from them as well as from you. Please tell us who is authorised, and let us know in writing if that changes. If we ever receive conflicting instructions, we may pause and check with you before acting.

8. Your privacy

We take your privacy seriously and handle your information in line with the Privacy Act 1988 (Cth). To do our job we collect and use your personal information — including sensitive and health information — and we may share it with the NDIA and your providers where needed to deliver our services. We do not store or send your personal information outside Australia in the ordinary course of business. You can ask to see or correct the information we hold about you at any time. Full details are in our Privacy Policy, available on our website.

9. Reviewing and changing this agreement

We will review this agreement whenever your NDIS plan is renewed or changes significantly, so it always matches your current plan. After each plan reassessment we will renew your plan management with us and let you know by email. If you would prefer this not to renew automatically, just tell us. Any other changes to this agreement will be agreed between us in writing.

10. Ending this agreement

You can change plan managers or end this agreement at any time — it is your right, and there is no penalty for doing so. Either of us can end this agreement by giving 14 days' written notice. We may act sooner only in serious situations such as fraud or wilful misconduct. If you end the agreement, we will process valid claims for supports delivered up to the end date, and we will let the NDIA and your providers know we are no longer your plan manager. If you move to a new plan manager, they become responsible for any outstanding invoices.

11. Feedback, complaints and concerns

We welcome your feedback and want to hear if something is not right. You can contact us by phone or at hello@horizonte.com.au. If we cannot resolve your concern, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au. For privacy concerns you can contact the Office of the Australian Information Commissioner on 1300 363 992 or at oaic.gov.au. If you would like help raising a concern, the Disability Advocacy Finder at askizzy.org.au/disability-advocacy-finder can connect you with an independent advocate near you.

12. Keeping in touch and marketing

We will only send you news, updates or marketing if you have agreed to receive them, or where the law allows. You can opt out at any time — just let us know and we will stop.

13. GST

Most NDIS supports are GST-free. Where GST applies to a support under your plan, it is funded from your plan and handled in line with the law and the NDIS pricing rules.

14. Which laws apply

This agreement is governed by the laws of Queensland, and both parties submit to the courts of Queensland.

Accepting this agreement

By ticking “I have read and accept Horizonte's Service Agreement” on the registration form and submitting it, you confirm that you have read, understood and agreed to these terms, and that the date of submission is the start date of this agreement. We will email you a copy for your records.

This document is a service agreement between Horizonte and the participant. It is not legal advice. Horizonte recommends participants seek support to understand this agreement if needed.