



## **NDIS Plan Management Participant Booklet**

Welcome!

On behalf of the whole team, a very warm welcome to Fantastic Plan Management. We are thrilled that you chose our organisation, and we look forward to working with you to achieve your goals.

The purpose of this document is to provide information for new participants joining Fantastic Plan Management, as well as your families, carers, or significant others, about the important policies and procedures which may affect you during your time with us.

In the following pages, you will find information about our services, your rights while at Fantastic Plan Management, and information about your privacy, information we gather about you, and who to contact to give feedback or to make a complaint.

This document also gives you a thorough understanding of the important workplace expectations we set, as well as what you can expect from us as an organisation.

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## About Fantastic Plan Management

### Our Mission

Our mission is to help people with a disability live healthier lives and to be a valued member of the community.

## **Our Motto**

Transforming Lives Today, Tomorrow and Forever

## **Our Values**

- Integrity: We will honour commitments and never compromise ethics.
- Empowerment: We work in partnership with participants, their families, and carers to ensure they have choice, control, and a voice in determining the supports, services, and community activities in their lives.
- Respect: We respect the dignity, diversity, and individuality of all people.
- Compassion: We strive to continually be welcoming and serving to all with understanding and without judgement.

## **Our Service**

Our team will support you to:

- Feel in control of your supports.
- Facilitating payments of invoices on your behalf.
- Processing reimbursement claims to you (where approved to do so).
- Tracking expenditure on provider supports, against your budget.
- Providing monthly statements of your expenditure and remaining available funding (on request).

- Providing a transparent electronic budget monitoring tool for your use; and
- Maximise supports.
- Feel more connected.
- Increase confidence.

Our team will assist you to navigate the NDIS system by providing information, advice, and support when decisions need to be made.

We will ensure you are supported to understand your National Disability Insurance Scheme (NDIS) plan and connect you with people and supports that will enable you to live life as you have chosen and reach your potential.

## **What You Can Expect from Us**

We are committed to you and as part of our service delivery you can expect:

### **Personalised service**

- Communicate openly and honestly in a timely manner.
- Treat you with dignity and respect and support your choice of supports and providers.
- Consult you on decisions regarding how supports are provided.
- Help you understand your plan and what supports funding can be used for establishing connection between you and providers.
- Set up plan budgets for each category and the duration of the plan.
- Track expenditure against your budget.

- We will mentor and coach you to build your understanding of the NDIS
- Implement a Standing Approval to automatically approve invoices from providers on your behalf. If you opt-out of Standing Approval for any of your providers, automatically approve invoices will occur after 3 days if you have not approved or rejected them within our payment timeframe.

### **Extensive resources**

- Our teams are experts in navigating NDIS information system.
- We have access to a diverse range of information about suitable mainstream services and activities.

### **Proactive communications**

- We will prioritise crisis situations and attend to them as appropriate
- We will commit to regular, open, and responsive communication in your preferred format.

## **Our Responsibilities**

We agree to deliver a positive support coordination experience by:

- Providing services in accordance with the service descriptions.
- Pay all service provider invoices that meet the NDIS 'reasonable and necessary' legislation as approved by you.
- Once invoices have been validated by you, provider payment will be completed within less than 3 days.

- Process your reimbursement claims that meet the NDIS 'reasonable and necessary' legislation.
- Communicating openly and honestly in a timely manner.
- Treating you with courtesy and respect and deliver our services in a fair, equitable and transparent manner.
- Consulting you on decisions regarding how your supports are provided.
- Facilitating arrangements for your Advocate (as defined under the NDIS) if you are affected by a complaint or incident and wish to be independently supported in that process by an Advocate.
- Helping you understand your plan and what supports funding can be used for establishing connection between you and providers.
- Setting up plan budgets for each category for the duration of the plan.
- Maintaining accurate records regarding the supports delivered to you.
- Providing you with information about managing any complaints or disagreements with providers (including the details of their cancellation policy, if relevant); and
- Listening to your feedback and resolve problems as quickly as is reasonable to do so.

However, please note that Fantastic Plan Management, and its Plan Managers are not able to,

- Act as an Advocate for you, however further information on disability advocacy and finding a disability Advocate can be found at [www.ndiscommission.gov.au/participants/disabilityadvocacy](http://www.ndiscommission.gov.au/participants/disabilityadvocacy) and [disabilityadvocacyfinder.dss.gov.au/disability/ndap/](http://disabilityadvocacyfinder.dss.gov.au/disability/ndap/)

- Provide you with case management services; or
- Provide you with any transport in a private vehicle owned by Fantastic Plan Management or one of its employees.

## **Conflict of Interest Disclaimer**

The NDIS Terms of Business for Registered Providers require providers to have policies (BP-HR-26 Conflict of Interest Policy) about potential conflicts of interest in service delivery. Fantastic Plan Management and its team members will:

- Ensure that when providing support to participants under the NDIS, including when offering Plan Management services, any conflict of interest is declared and any risks to participants are mitigated.
- Ensure that advice to a participant about support options (including those not delivered directly by Fantastic Plan Management) is transparent and promotes choice and control.

## **Your Rights**

Fantastic Plan Management respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance

Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

## **Respect**

You have the right to be respected, accepted, and always treated with dignity when working with Fantastic Plan Management.

## **A Safe Environment**

Every person has a right to live a life free from fear of violence, abuse, harm, neglect, and exploitation, regardless of their disability, race, gender, age, sexual orientation, religion, or political or other opinion. You have a right to be safe and protected while with Fantastic Plan Management.

## **Autonomy and Independence**

You have the right to make your own choices and decisions, to have control over your own life, and to choose the supports and services that best suit your needs. Fantastic Plan Management will always respect your independence and the decisions you make.

## **Person-Centred Decision Making**

Fantastic Plan Management is committed to a person-centred approach to service delivery and service development. Fantastic Plan Management will take into account individual choices and the rights of each participant when providing services. All participants have the right to make their own decisions and to have choices that enable them to fully participate in their community.



## **Non-discrimination**

You have the right not to be discriminated against on the basis of your disability, race, gender, age, sexual orientation, religion, or political or other opinion, both with Fantastic Plan Management and in every other arena. You have the right to be free from stereotypes and prejudices. No one at Fantastic Plan Management will ever discriminate against or stereotype you.

## **Participation and Inclusion**

You have the right to full and effective social participation and cultural inclusion, and to have your individual and cultural needs supported while you are with Fantastic Plan Management.

## **Equal Opportunities**

Fantastic Plan Management will always support you to exercise your right to reach your full potential, and to have your capability and capacity recognised and supported. Fantastic Plan Management will always promote your rights, interests, and wellbeing.

## **Accessibility**

You have the right to access all aspects of social, recreational, educational, and vocational life, in a way which is free from discrimination, abuse, neglect and exploitation. You have the right to equal access to the physical environment, transport, information and communication, and other facilities. Fantastic Plan Management will always offer its services and supports in a way which is fully accessible.

## **Equality**

You have the right to be treated equally, including under the law and between genders. Every person at Fantastic Plan Management is equal and will always be treated equally.

## **Access to Justice**

You have the right to equal access and participation in the justice system. Fantastic Plan Management will always support you to access the justice system, should you require it.

## **Exercising Your Rights**

You can exercise your rights at all times while with Fantastic Plan Management and expect to have your rights upheld and respected.

## **Your Responsibilities**

Fantastic Plan Management is committed to working in partnership with all participants, and their families, to ensure that everyone remains happy, healthy, safe in and is empowered to achieve their goals. We are 100% committed to upholding your rights, and we ask that you also uphold your responsibilities during your time with Fantastic Plan Management.

## **Treating Our Staff with Respect**

Fantastic Plan Management staff have the right to come to a safe and happy workplace. We ask that you treat any employee or representative of Fantastic Plan Management, and its enterprises, with courtesy and respect.

## **Working with Fantastic Plan Management to Ensure Services Meet Your Needs**

You have a responsibility to work with the Fantastic Plan Management team to ensure the services we are providing to you truly meet your needs.

Please reach out to us if your goals or needs change, or if you are not happy with the outcomes you are achieving.

We also ask that you talk with us in circumstances where we raise concerns with you directly about how the service is going.

## **Changes to Contact and Support Information**

It is the responsibility of participants, or their representatives, to inform Fantastic Plan Management of any changes to:

- Contact details, living arrangements, transport requirements, home environment and personal situation, as this can impact the provision of the services we provide.
- Your NDIS plan or billing arrangements.
- Anything else that may affect your service with Fantastic Plan Management.

## **Health and Safety**

We ask that you respect Fantastic Plan Management' WH&S policies and procedures and listen to requests from staff as it relates to safety when conducting visits and behave in a professional manner. Unsafe and/or violent behaviours are not tolerated by Fantastic Plan Management. An unsafe behaviour is any behaviour that may endanger the safety of an individual or others around them, such as throwing items or aggressive acts.

## **Personal Relationships**

At Fantastic Plan Management, we encourage the development of strong, dynamic and vibrant relationships between everyone within the organisation, including between all staff, volunteers, participants, supporters, and other stakeholders. We believe that the stronger and deeper our interpersonal relationships are, the better we will fare as an organisation. We encourage all our personnel to adopt healthy relationships with others involved in the organisation, but we do expect that everyone remains mindful of each other's boundaries. If an individual feels that a relationship with any person involved with the organisation has crossed a line, they are encouraged to bring it to the attention of a Manager.

## **Involving Family, Carers and Advocates in Decision Making**

You have the choice about whether your family, carers and advocates are involved in the decision-making process and in the exercising of your rights. Your choice in this regard will always be respected.

To ensure the open and transparent flow of communication about your services, we will always endeavour to keep your family, carers and advocates up to date about your progress at Fantastic Plan Management. If you would rather, we do not share any information about your program with your family, please let us know and this preference will be respected.

Fantastic Plan Management fully supports your right to have an independent advocate support you in your interactions with us. If you would like help finding an independent advocate, speak to one of our staff.

## **Advocacy Organisations**

### **PWDA – People with Disability Australia:**

Phone: 1800 422 016

Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

## **Privacy and Record Keeping**

When you start with Fantastic Plan Management, we will discuss with you our service agreement which is also our consent form.

You have the right to have your privacy respected by Fantastic Plan Management, in terms of the information we retain about you, and the information we share with your family, support workers and advocates.

We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation and will only be released to other people or services with your informed consent, in an emergency, or where such disclosure is required or authorised by law. For example, Mandatory Reporting of any child protection concerns.

Fantastic Plan Management will only collect information necessary for safe and effective service delivery. These files are an integral part of daily operations and service delivery at Fantastic Plan Management.

We will only use information for the purpose it was collected and secure it safely. When we collect your information, we will explain why we are collecting the information and how we plan to use it.

Recorded material in audio and or visual format may be required for proof of consent and or to support services. You will be informed prior to recording of what is being captured the reasons for it and who it is for. We will only take photos or videos of you with your full and voluntary consent.

Types of consent used by Fantastic Plan Management.

- Written—For all service agreements
- Verbal—Can be used where it is not practicable to obtain written consent

We will keep clear records about the services delivered to you and you may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

## **Collecting Statistical Information**

At intervals across the year, Fantastic Plan Management will attempt to collect quantitative and qualitative statistical information for the purposes of quality control, measurement of impact, etc.

Fantastic Plan Management will request permission from the participant and their family/carer or guardian to participate prior to the information gathering exercise.

## **Feedback and Complaints**

You have the right to provide feedback about the services you receive from Fantastic Plan Management, and to make a complaint at any time. We will listen to your feedback and work to resolve any issues or problems as quickly as we can.

### **What Happens Once I Raise A Complaint?**

When you raise a complaint to Fantastic Plan Management, we will explain:

- What will happen while the complaint is being dealt with.
- What supports are available to you while the complaint is being dealt with.
- Who will deal with the complaint.
- What will happen next, such as when you are likely to be contacted.

### **You Should Not:**

- Be made to feel that you cannot make a complaint.

- Feel that making a complaint will have any effect on the services you are receiving from Fantastic Plan Management.
- Feel that you cannot request assistance while making the complaint. The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve.

Fantastic Plan Management is committed to resolving complaints in the timeliest manner possible. Once the complaint is resolved, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

### **How to Provide Feedback or Make a Complaint**

If you wish to give Fantastic Plan Management feedback or make a complaint, please contact us at any time via:

Phone: 1300 315v273

Email: [admin@fantasticplanmanagement.com.au](mailto:admin@fantasticplanmanagement.com.au)

### **You Can Also Contact the NDIS, Ombudsman and Other Services**

If you are not satisfied with Fantastic Plan Management's treatment of your complaint, or you do not want to talk to Fantastic Plan Management, you can access the following supports:

#### **1. National Disability Insurance Agency Quality and Safeguards Commission**

A complaint can be made to the Commission by:

Phone: 1800 035 544 (free call from landlines) or



Web: [www.ndiscommission.gov.au/about/complaints-feedback/complaints](http://www.ndiscommission.gov.au/about/complaints-feedback/complaints)  
TTY 133 677 Interpreters can be arranged.

Further information is also available at [www.ndis.gov.au](http://www.ndis.gov.au)

The Commission can take complaints about services or supports that were not provided in a safe and respectful way, or that were not delivered to an appropriate standard.

## 2. VIC Ombudsman

You can contact the VIC Ombudsman at:

Phone: 1800 806 314    Web: [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## **Incident Reporting**

Fantastic Plan Management take all incidents very seriously and can assure you that we will report all incidents to the relevant authorities as a matter of the highest priority.

Fantastic Plan Management will also conduct very comprehensive internal investigation and ensure the following takes place during and after the investigation. The admin team, will contact you to provide regular updates of the investigations progress.

Fantastic Plan Management will review the findings with you and discuss what actions are being undertaken to eliminate or mitigate this from happening in the future. Fantastic Plan Management will provide you a copy of the completed Incident report findings and SMART actions for your records.

If you have any questions or require additional information, please call our office, and ask to speak with the admin team at any time.

Phone: 1300 315 273

Email: [admin@fantasticplanmanagement.com.au](mailto:admin@fantasticplanmanagement.com.au)

## **Getting Started with Fantastic Plan Management**

So, you are keen to get started.

### **What should you do now?**

The first thing you need to do is contact the Fantastic Plan Management Team and let them know you are ready to get started. The team will arrange an appointment at a time of your choosing to review your supports and complete a service agreement to allow Fantastic Plan Management to assist and support you during your NDIS journey.

### **Fantastic Plan Management Service Agreement**

This document describes how we will work together to deliver services. It includes our terms and conditions, as well as information about cancellation of supports, funding arrangements etc. It is important that you read your Service Agreement and sign. Fantastic Plan Management will answer all your questions and if you need more time to consider your options or seek advice, we will fully support your request.

## **Schedule of Supports**

The Schedule of Supports is incorporated into the service agreement which explains what services we will be delivering to you and what NDIS line number we will be using.

## **Fees & Charges**

We will discuss fees with you before providing services and include all fees in the Service Agreement. The Service Agreement contains detailed information about the services we will provide you and how fees are paid. This must be agreed to by you before services can commence. Fantastic Plan Management will provide you with regular invoices and statements to assist you to manage payment for our services.

## **Leaving Fantastic Plan Management Services**

All participants have the right to exit Fantastic Plan Management services at any time and a decision to do so will not prejudice future access to the service.

You must give us 14 days' notice in writing if you wish to leave our services before the end date in your Service Agreement.

All participants exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide a support summary to support people exiting or changing services.

Participants who have chosen to exit our services have the right to reaccess services without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a staff member.

### **Service Agreement Changes**

If any material amendments to the Service Agreement are required, Fantastic Plan Management shall notify you in writing of the changes and these shall be considered accepted by you, unless you otherwise notify us in writing, within 7 calendar days.

### **Emergencies/Disasters Leading to Unavoidable/Unplanned Interruption to Service Delivery**

Fantastic Plan Management shall notify you immediately of any changes and present a workable solution for your consideration.

Fantastic Plan Management will work with you to find the best way forward that does not impact of your services.

Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant.

Example of unplanned interruption could be workers becomes ill or family emergencies, vehicle breakdowns, natural disasters and or extreme weather conditions.

## **Withdrawing Supports**

Fantastic Plan Management understands that living with a disability can be challenging. We are here to assist you and will attempt a resolution as a priority and only end services if it is identified that it cannot be managed or reconciled.

Fantastic Plan Management may terminate a participant's services when:

- Abusing or assaulting an employee, provider, other participant, or damage to Fantastic Plan Management property.
- Possessing, trafficking, or supplying illicit drugs.
- Continually breaching the terms and conditions of the Fantastic Plan Management Service Agreement.
- They are unwilling over a period to work towards agreed goals.
- Financial requirements are not being met.
- Acting which is intended to harm Fantastic Plan Management reputation.

Any person whose services are terminated have the right to appeal. Appeals should be directed in writing to Fantastic Plan Management Operations Manager.

## Contact Us

Fantastic Plan Management

Our super friendly team are available 9am-5pm AEST Monday to Friday.

1300 315 273

Email: [admin@fantasticplanmanagement.com.au](mailto:admin@fantasticplanmanagement.com.au)

Melbourne Office:

36A Fordson Road, Campbellfield VIC 3061