

Extended Families

Plan Management

Like all our services at Extended Families, Plan Management is designed to support children and young adults with a disability and their families. We know that parents are busy managing and supporting their family. Plan Management can take away the stress of managing the funding aspect in your NDIS Plan.

As a registered Plan Management provider we can manage the NDIS funding for supports on the participant's behalf. One advantage of Plan Management is that the participant can receive supports from service providers who are both registered and not registered with the NDIS.

What does our Plan Management service do?

Plan Management is a financial intermediary service and describes the processes of organising the financial and administrative aspects of the NDIS Plan on behalf of the Participant. This includes:

- paying service provider / supplier invoices
- claiming from the NDIS to pay suppliers
- ensuring suppliers meet minimum requirements
- working with NDIA staff, Support Coordinators and support providers to resolve issues and answer supplier queries regarding payment under the NDIS
- keeping a record of tax invoices and payment made
- Ensure providers are paid promptly and Participants notified of all payments

What about Support Coordination?

Extended Families also provides independent **Support Coordination**, to help you manage your plan. Our team of experienced staff can help you:

- source and assess support options
- connect with services
- access the NDIS portal
- coordinate services and manage your plan
- respond and deal with any crisis
- build your skills and confidence
- implement and monitor your NDIS plan and re-develop your goals prior to your plan review

So between these two services we can make your life easier and support you to make the most of your NDIS Plan and achieve your goals. We can help you take control of your support services.

Do I have to have both Plan Management and Support Coordination from the same organisation?

No you can choose to have both from the one organisation or separate organisations.

What choice do I have to manage the funding in my NDIS Plan?

There are three choices for managing NDIS funding and claims:

1. Self-Management – where the participant or their nominee manages the funding
2. NDIS Managed – if you use only NDIS registered providers they can individually claim directly from the NDIS
3. Plan Managed – a registered Plan Management provider manages the financial and administrative aspects of the Plan. This is particularly useful if you think you will or may want to use services from non-registered providers such as some sport and recreation clubs, home help services, and some therapists or specialist services.

Note: you can choose to have only one part of the Plan managed by a Registered Plan Manager if you want. For example have the NDIS manage capacity building components and a Plan Manager cover the Core services; or a combination of Plan Management and self-management.



How long will it take to pay invoices?

You will get a personalised, prompt and efficient service with Extended Families. With many bigger organisations now taking month to pay, we pride ourselves on a quick turnaround. Once invoices are authorised by the Participant for payment, claims will be submitted to the NDIA for payment within 6 working days. Once payments are received from the NDIS, Extended Families will pay providers within 6 business days. This generally means that payments to providers will be made within 14 days of authorisation, unless there are issues with the setup of the Plan in the NDIA portal (or other NDIA portal issues beyond our control).

What is the cost of Plan Management?

The service can be a part of your NDIS Plan if you request it. It is paid for by the NDIA at a set level, and does not impact or reduce funding for any other area in your Plan, it is an additional funded item and is not deducted from your direct supports. There are no out of pocket expenses for participants.

How do I access the service?

Once you have Plan Management in your NDIS Plan, Participants or Support Coordinators can complete the Plan Management Request for Service Form (contact us to forward it to you). Once received, along with a copy of your NDIS Plan, we will develop a service agreement with the Participant or their representative. Once the agreement is signed we will provide you with specific information about processes to enable us to work together effectively.

Why choose Extended Families for Plan Management?

- You can have confidence in an organisation that has been around for nearly 40 years and is experienced in working in the NDIS environment.
- We are a mission driven not for profit organisation with a reputation of genuine empathy and care and strong ethical and practice standards.
- We understand disability services and provide quality services – Extended Families is a Registered Disability Organisation with externally audited quality standards and is a NDIS registered provider.
- We have invested in systems to ensure efficiency, accuracy and accountability.
- You will not just be a number lost in a system, you will have the response and attention you deserve.

Can you help me if I want to self-manage?

If you want to self-manage in the future, we can help you prepare for that. We can help you develop the skills in management of financial and service activities. You can stop using us anytime and become fully self-managed when you are ready. We are here to help.

So let us take care of managing supplier payments, communication and administration so you have more time for yourself.

Contact Extended Families Plan Management service:

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