

Welcome to Emily's Hope Plan Management

Our Plan Management Team is here to help you manage your NDIS plan. We are happy to help you understand what funding has been provided and how it can be spent under NDIS guidelines. Funding for Plan Management is added on to your NDIS plan under the budget category "Improved Life Choices". This is specifically for Plan Management fees which are claimed from NDIS once a month and it does not take away from your funding.

The first step is to let us know that you want Emily's Hope to work as your Plan Manager. We will send you our Service Agreement and once you have returned the signed agreement, we can set up your plan so that we can pay bills from your providers. We will also ask you to share a copy of your NDIS Plan with us. Your NDIS Plan helps us to know what funding categories are available and what your goals are so that we can guide you in how it can be spent.

Our Service Agreement allows you to **choose** how you want to approve your bills:

- Our Careview Advantage App allows you instant access to invoices so you can see the detail of what is being charged and with one tap you can approve, or decline each invoice
- You may prefer us to send you a text (SMS) with details of the invoice and you can approve or decline by SMS
- We can email each invoice to you for approval
- If you wish, we will pay your bills without contacting you unless we are concerned about a charge
- Once we have contacted you about a bill by any of the above methods, you have 24 hours to approve or decline the payment. After 24 hours if we have not heard from you, we will continue with payment.

Provider bills can be emailed directly to us: admin@emilyshope.com.au

Bills are processed and most often paid in 3 business days. We like to pay promptly so that your services are not interrupted. If there is a problem about paying a bill, we will let you know.

Reimbursements:

If NDIS includes a "Consumables" budget in your plan, you may request reimbursement for items that you purchase yourself that are approved under your plan. Receipts and/or copies of paid invoices can be emailed to admin@emilyshope.com.au. As long as the expense is approved in your plan, and the request is received by 12 midday, reimbursement is usually made the same day to the account that you nominate. If you are unsure if an item is eligible to be claimed, you can email us or call us on (07) 4426 8700 or (07) 3155 6559.

What will NDIS pay for?

NDIS funding is unique to every individual and every plan. Your plan is built around your needs. It may include funding to pay for assistance with your daily needs; support to access the community; allied health therapists; personal care and assistive technology.

Further information can be found on the NDIS website:

- 'Reasonable and necessary supports' explained
<https://www.ndis.gov.au/understanding/supports-funded-ndis/reasonable-and-necessary-supports>
- Types of supports and services funded by NDIS:
<https://www.ndis.gov.au/providers/becoming-ndis-provider/am-i-ready/supports-and-services-funded-ndis>
- NDIS funding guidelines – what NDIS does and does not fund:
<https://ourguidelines.ndis.gov.au/would-we-fund-it/what-does-ndis-fund>

Reporting:

Every month you will receive by email (or post if you prefer) a statement of all payments made from your plan. This report also includes a summary of funds remaining to let you know how your plan is tracking. If you have a Support Coordinator, they will also receive a copy of this report.

Personalised service:

At Emily's Hope we pride ourselves on maintaining a personalised service and one of our team will be happy to assist with your questions along the way. We are just a phone call or email away.

Email: admin@emilyshope.com.au

Telephone: (07) 4426 8700 or (07) 3155 6559

