



ABN: 82665345933

Platypus Plan Management Pty. Ltd.

WELCOME PACK

July 2023

Welcome

Welcome to Platypus Plan Management Pty. Ltd. the plan management service that puts you first and aims to create opportunity, promote independence and progression in a safe and non-discriminative environment.

At Platypus Plan Management Pty. Ltd. our direction is led by your choice, needs and goals by providing key plan management services to those who seek support.

This handbook is a guide created for you so you can learn more about the plan management services that are available to you and how we can help you. Find out all you need to know about us, what we do the services we offer and most importantly how we will work with you to meet your needs to the highest standards.

Welcome to the Platypus Plan Management family!

About Us

Our Mission

To work in partnership with the community business and government, to strive for excellence in meeting the financial needs of our clients through the provision of high-quality supportive plan management programs that focus on a participant's funding and budget.

Our Values

Respect

We will listen to you and hear what you say and encourage independence and respect your decisions, opinions and views.

Honesty

We will be trustworthy, tell the truth and keep our promise to you and always provide the highest quality care we can.

Confidentiality

We believe privacy and confidentiality are of the utmost importance for you and the organisation.

Platypus Plan Management Pty. Ltd.'s Plan management services

At Platypus Plan Management Pty. Ltd. we pride ourselves on the personal, client-focused and high-quality service that we provide. We follow the NDIS Practice Standards and Quality Indicators to maintain excellent results for both you and us.

Our plan management services have been formed from these Standards, so therefore we believe it is not only important to tailor our services to meet your needs but to provide the highest quality services in cooperation with those Standards so you can truly get the most from Platypus Plan Management Pty. Ltd. and know exactly what you can expect from us.

At Platypus Plan Management Pty. Ltd. , we would like to make a difference in the lives of those with disability and make life easier, fairer and get people involved and participating within their communities

We will do our best to give you a personal and individualized experience and you will be treated fairly throughout your time with us, choosing to do the things that are important to you. With your help, we can continuously work to improve our services to meet your needs and goals.

Our Services

NDIS Planning and Plan Management - strengthening NDIS participants' ability to undertake tasks associated with the Management of their support. This includes building financial skills, and organisational skills, and enhancing the participant's ability to direct their support and develop self-Management capabilities. Plan Management is the financial management of the participant's NDIS Plan. It includes making payments to providers, expense claims processing, developing monthly statements for participants and claiming compensation from the NDIA. Plan Managers liaise with participants to implement and manage the plan.

Your Rights

At Platypus Plan Management Pty. Ltd. it is important to us that you know and understand your rights, we are here to support you and to provide encouragement, guidance and assistance in any choices that you make. People with a disability have the right to respect, dignity and to full participation in society. You will receive a service that allows you to maximise your choices for social participation and cultural inclusion.

We respect your right to privacy and confidentiality of any personal information and records and will uphold your right to make decisions including medical treatment or other interventions.

It is also your right to try new things, we will assist you to do so whilst ensuring that you are treated fairly and independently.

We welcome your right to talk freely and express your thoughts, opinions and choices. Platypus Plan Management Pty. Ltd. will listen to you and support the choices you make, and we will include your family, carers or advocate when you want them to be included.

You have the right to access plan management support that:

- promotes, upholds and respects your legal and human rights;
- respect your culture, diversity, values and beliefs;
- respect and protect your dignity and right to privacy;
- are free from violence, abuse, neglect, exploitation or discrimination; and
- allow you to exercise informed choice and control.
- tell you about and uphold your rights;
- provide support in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making;
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide;
- respect your autonomy, including your right to intimacy and sexual expression;
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery;
- support you to access an advocate (including an independent advocate) of your choosing;
- support you to engage with your family, friends and chosen community in the ways you want to;
- treat you with fairly, with courtesy, dignity and respect and without discrimination;

- give you information about our services and associated costs, as well as other support options, within and outside [Business Name];
- involve you in decisions about your supports, as well as our programs and policies;
- provide services that consider and respect your lifestyle, cultural, linguistic and religious background and preferences;
- protect your personal information and only use it for the right reasons;
- support you to provide us with feedback on our service, including complaints;
- promptly address enquiries and complaints about the supports you are receiving;
- support you to connect with other services, including advocates, interpreters and translators, if needed;
- support you to have a person to speak on your behalf for any purpose; and
- provide safe and appropriate services that are culturally relevant and support your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you;
- act respectfully and safely towards our staff;
- provide us with feedback about our service and how we can improve;
- promptly pay the agreed fees associated with your services; and
- tell us as early as possible if our services are not required.

Ways we do this include:

- delivering services in a way that respects individuals' personal, gender, sexual, cultural, religious, or spiritual identity;
- employing and developing a diverse and culturally competent workforce;

Advocacy

Platypus Plan Management Pty. Ltd. fully supports your right to have independent advocates support you in your interactions with us. If you'd like help finding an independent advocate, speak to one of our staff.

Alternatively, you can use the Disability Advocacy Finder, which is available online at <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap>.

Participation & Inclusion

At Platypus Plan Management Pty. Ltd. we aim to help people to understand their rights, one of which is being a valued member of their community. We will provide any assistance needed for anyone to partake actively and meaningfully. We can also develop connections within the community to help you to do this.

We want you to make the most of the service and to not only take part but feel included as a valued member, and it is your right to decide when and how you do this, as well as it being your right to decide when and how you have contact with your family and friends.

Platypus Plan Management Pty. Ltd. will support you and help you to take part within the community of your choice, whilst getting to know you and the things you like to do. We promise to work with you, your family, carers or advocates if you choose so, as well as with organisations within the community if that is what will help you.

At Platypus Plan Management Pty. Ltd. we will respect your cultural background and understand the needs and requirements that may come with it.

Individual Outcomes

At Platypus Plan Management Pty. Ltd. you can make your own choices about what you want to do and set your own goals. We will support the choices you make, and during this, we will be there every step of the way to reach that goal.

By working with you independently we can assist you in reaching your budgeting goals and we will offer guidance.

At Platypus Plan Management Pty. Ltd. we will work fairly with you as an individual regardless of age, gender, cultural background or sexuality.

Service Access

Feel free to ask about using any service and if it is not available, the reason will be clearly explained to you. We will be here to assist anyone enquiring about our services, with support and advice if needed or a referral to an alternative service if required.

At Platypus Plan Management Pty. Ltd. your feedback and opinions about our services are important and we do make improvements based on your ideas. We understand that

everyone communicates in different ways, and we have a variety of ways you can communicate with us safely in private and without discrimination.

Individual Plans

At Platypus Plan Management Pty. Ltd. we tailor our plans when working with you, so they are person-centred and individualised.

We do this by laying out an individual plan for you, this is subject to change depending on its purpose or funding.

Individual plans focus on:

- The individual
- Funding provided
- Personal goals and aspirations
- Budget Management
- Promoting and supporting independence

Working With You

We have lots of ways of communicating with you through our regular newsletter, face to face meetings, annual meetings and occasional surveys for your feedback on our services let us know how we can improve.

Plus, we will work with you on a day-to-day basis through the services you choose.

Opportunity

Opportunities are provided by the governing body for participants to contribute to the governance of the organisation and have their input into the development of organisational policy and procedures relevant to the provision of plan management support and the protection of participant rights.

If you would like to be a part of our decision-making and contribute to our team let us know!

Privacy and Dignity

Platypus Plan Management Pty. Ltd. values and respects the privacy, confidentiality and dignity of our participants and their families, as well as our staff. We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation.

Platypus Plan Management Pty. Ltd. will only collect information necessary for safe and effective service delivery. We will only use the 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. We will only take photos or videos of you with your full and voluntary consent. Information about you 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. You may access the information we hold about you, including updating or correcting it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

We understand that your privacy is important to you. The following information outlines how we protect your privacy and confidentiality, and manage your personal information.

Before we collect personal information, we take reasonable steps to ensure that you know what the information is for. We will not use personal information for another purpose unless:

- it is related to the original collection purpose
- we believe it necessary to reduce or prevent a serious or imminent threat to an individual's life, health or safety
- there is a serious threat to public health or public safety
- the information relates to existing or anticipated legal dispute resolutions proceedings between Platypus Plan Management Pty. Ltd. and the individual
- it is required or specifically authorised by law, or required for the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of the law.

Your personal information is used to

- provide information about our organisation, services and supports
- process employment applications and provide offers of work
- process service applications and service requests
- undertake research or conduct surveys
- administer and manage our services and supports
- process invoices
- budget analysis

- answer enquiries and deliver services
- resolve complaints and other issues
- meet the regulatory requirements to operate
- report to funding and government agencies

Feedback and Complaints

It is important to us that you feel free to tell us what you think about the services we offer and we promise to listen to your you. It is your right to share your thoughts and opinions on anything related to the services we offer, your feedback whether it is good or bad can only help us to improve our services and we welcome it, without discrimination or negative consequences. We will keep you informed throughout the complaints process and inform you of the outcome and the reason behind it. We are prepared to then change the way the service is run to continuously improve.

You have every right to seek support from another person, whether that means a family member, a carer, a support person such as the Ombudsman, a lawyer or an advocate. Whatever the issue, we will do everything in our power to solve the problem for you and to improve our services.

Complaints and Feedback can also be lodged anonymously, all you need to do is fill out either of the forms below and send it via mail to P.O. Box 113, Pottsville Beach, NSW 2489.

You will find both a Feedback Form and Complaints Form in your pack for you to utilise. You can also ask us for a copy of either form at any time

Glossary

Words and what they mean

Achieve - Successfully bringing about or reaching a desired objective.

Advocate - A person who speaks for and puts a case on someone else's behalf.

Community - A group of people living in the same area or having a particular characteristic in common.

Client - A person or organization using the services of a professional person or company.

Decision - The process of coming to or bringing a resolution in the mind.

Goal - The object of a person's ambition or effort; an aim or desired result.

Government - The group of people with the authority to conduct the policy, actions, and affairs of a country or state with authority.

Independent - Not requiring or relying on others for care or livelihood.

Information - Facts provided or learned about something or someone.

Management - The process of dealing with or overseeing things or people.

Needs - Physiological or psychological requirements for the well-being of a being.

Privacy - Freedom from unauthorized intrusion. The state of being apart from observation.

Problem - A question raised for inquiry, consideration, or solution. A source of complication, difficulty or distress.

Program - A plan or system under which action may be taken toward a goal.

Respect - Due regard for the feelings, wishes, or rights of others.

Staff - A group of people who work for an organization.

Standard - Something established as a point of reference for quality, quantity, or value.

Key Services and Contacts

From time to time, you may need to seek another service for support, advice or service, so here is a list of some key contacts for you just in case.

Blind Citizens Australia

Tel: (03) 9654 1400

Email: bca@bca.org.au

Blind Citizens Australia focuses on the concerns of blind and vision impaired people. The advocacy service involves assisting people who are blind or vision impaired with disability-related issues in the three main category areas of Social Security, plan management services and disability discrimination.

Culture, Ethnicity and Health

Tel: (03) 9418 9929

Email: enquiries@ceh.org.au

Culture, Ethnicity and Health provide services to ensure that people from a non- English-speaking background receive the same rights and opportunities to access services that are relevant and appropriate to their linguistic, cultural and religious needs.

Information on Disability Education and Awareness Services

Tel: 1800 029 904

Email: ideas@ideas.org.au

Information on Disability Education and Awareness Services is an independent disability information provider offering information to people with a disability, their families and carers that assist people with a disability access relevant services and make informed choices about daily living.

National Disability Insurance Agency

Tel: 1800 800 110

Website: <https://www.ndis.gov.au/form/contact-form.html>

Indigenous Disability Advocacy Service

Tel: (02) 9687 7688

Email: idas@idas.org.au

Indigenous people with disability, their families and carers when the person they are looking after needs help.

Service area - Western Sydney and Regional Centres of NSW.

Disabled People's Organisations Australia

Website: <http://dpoa.org.au/contact/>



P.O. Box 113
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www.platypusplanmanagement.com.au

1800 111 223