

# YOUR QUARTERLY NEWSLETTER



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What a year it's been!

For the team at YPM, COVID continued to cause staff shortages, the skills shortage hit us and the floods had a massive impact on many of our participants, providers and staff members. It's been a difficult year and we recognise it has been for you, too.

With that being said, there have been some incredible positives to come out of 2022. We were finalists for our diversity and inclusion practices in the Northern Rivers NSW Business Awards, our technology improved immensely and we saw some team members reach three years of service. Considering I have not yet been running the business full time for five years, this is amazing and so appreciated. Our team spend every day thinking about how to do better and be better. I hear and see team members discussing how to improve a small part of our service to benefit you and it makes me incredibly proud.

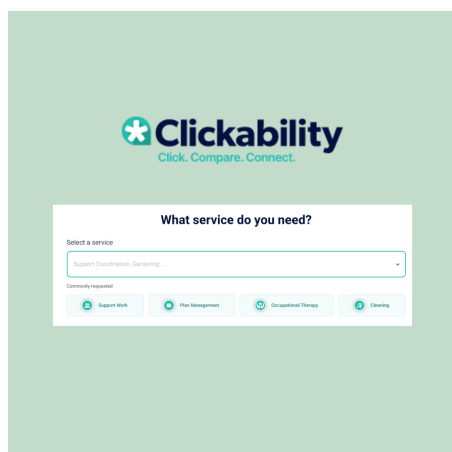
We don't always get it right. But in an NDIS world where plan management is now being dominated by the very large players (with more than 50,000 participants as an example) we are faced with an opportunity to build upon our reputation as a preferred plan management company in 2023. This is where we ask you, and your teams to continue to provide support, referrals, feedback, and advice so that we can continue to grow with a view for continuous improvement. We want to continue to support employment, opportunity and diversity and we cannot do it without you.

I want to say a massive thank you for your support and assistance. Have a wonderful festive season if you celebrate it. And I wish you and your teams a positive 2023.



**Tanya Walford**  
Founder & Director  
Your Plan Manager

## Dashboard Improvements



### Click, Compare, Connect.

Our **MYP** Dashboard is now integrated with **Clickability** - A public NDIS provider directory platform featuring registered and un-registered providers.

**What does this mean for you?** You're one step closer to accessing the providers that you need, giving you choice and control over who you'd like to work with to reach your goals.

**Don't have access to your Dashboard?** Request access today, email our team through our [Contact Us](#) page and we'll work towards getting you set up.

[Learn More](#)

## PACE



### New myNDIS Provider Portal

The NDIA are testing a new provider & participant portal over the coming months with Tasmanian clients only. It's a more user-friendly platform that will be gradually introduced.

**PACE** has been specifically built for the NDIA and the NDIS scheme itself. Our team is working in the background with the NDIA to ensure a smooth roll-out process for all of our Tasmanian clients. If you're not in Tasmania, nothing is changing for you at this time.

If you'd like to learn more we've answered some PACE questions over on our [FAQ's](#) page.

[Learn More](#)

## New Resources Page



### Everything you need in one place.

Our most recent addition to our resources page is our **Decision Making Tool** for Everyday Items / Consumables Up To \$1500, which has been designed to make purchases using NDIS Funds that little bit easier. From consumables through to everyday items, the NDIS need to see evidence that the purchase will aid and/or assist you in your everyday life.

- Download the PDF version [here](#) and email the completed checklist to: [yourteam@ypm.com.au](mailto:yourteam@ypm.com.au)
- Complete the checklist online via our website [here](#)
- Ask one of our team members email you the checklist to complete.

[Visit Resources](#)

## Testimonials



### Kind words make a difference.

We recently reached out to our network of Support Coordinators for a testimonial and have been encouraged by the responses received. Thank you to all who have provided such valuable feedback. We have already started working to implement changes based upon your recommendations.

Quality of service is of the utmost importance and is one of our core values here at Your Plan Manager. If you've experienced great customer service from one of team members, we'd love to hear from you. Likewise, if you have any constructive feedback or ideas as it gives us the opportunity to grow and learn with a view for continuous improvement.

[Learn More](#)

## MYP Dashboard Manual

Along with our many other resources, we've developed a MYP Dashboard Manual, just for you. It breaks down how to login, how to reset your password and give a run through about what you'll find on the MYP Dashboard.

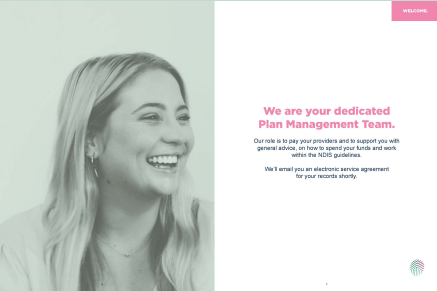
[View Here](#)



## YPM Services Guide

You asked, we listened. As part of our new Welcome Pack we've developed a YPM Services Guide. It gives a brief overview of who we are as a company, our mission and values. Plus details on where to submit your invoices and of course our contact details.

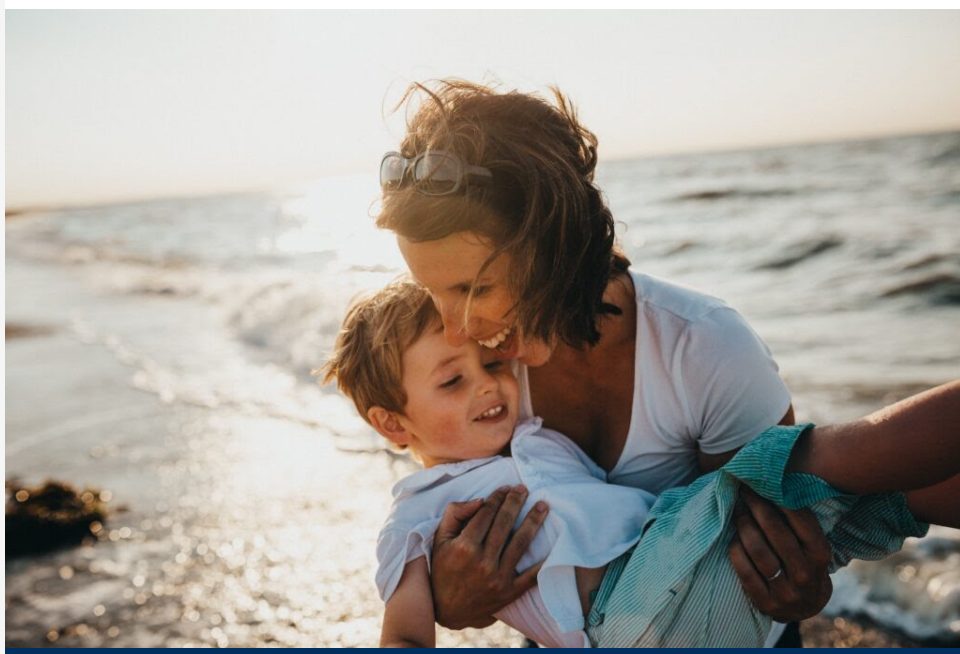
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## Are you living in Tasmania and about to have your plan reviewed?

Print out our **Contact Summary Sheet** and take it along with you to your next planning meeting, to make the Plan Management selection process that little bit easier.

[Download](#)



## Loving the support you're receiving from Your Plan Manager?

[Click to leave a review](#)

## Get In Touch With Our Team Today!

We genuinely love what we do here at Your Plan Manager, with family at the heart of our business, we take being a part of your chosen support team seriously.

If you have any questions, or would like to talk to one of our Plan Support Officers about the benefits of joining Your Plan Manager please don't hesitate to reach out via email [plan@ypm.com.au](mailto:plan@ypm.com.au) or call our office on **1800 968 775** today.

Thank you for supporting small business.

Warm Regards,  
The YPM Team

## Festive season closure details

Your Plan Manager are closed **Public Holidays** only.

Your needs don't take holidays. That's why YPM staff will be available to help with any of your NDIS plan management needs throughout the festive period.

Our physical office in Tweed Heads South, NSW will be closed from 23 December to 3 January.

NDIS offices will be closed from 4.30pm Friday 24 December 2021 and will re-open on Tuesday 4 January 2022.

[Find out more](#)

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