

Warning on a mobile device? Please the price to enhance mobile view to view this newsletter as intended.

Welcome to 2023! I hope you are doing well and have settled into the new year like a cat.

We have been working hard to continue providing excellent service to all our valued participants. We are proud to say that we have already achieved some significant milestones this year, including expanding our team of experts and making big improvements in our systems and processes for streamlined plan management and making it easier for our participants to access the services they need. Our MYPP Coordinators and Participants, our MYPP dashboard and budget information are about to undergo a huge overhaul, which will make information easier and clearer to access. We would love your input, so if there are certain aspects of the MYPP Dashboard that you like, dislike, or have suggestions for, let us know by clicking here.

Many of you may have heard about the entry of some new players into the plan management market, including NDIS. This helps our plan management to have to play. However, with the upcoming review into the NDIS, it is far to say that the role of a plan manager will be changing. There is already increased pressure on us to justify spending and goals of a participant, which we strongly feel is outside the current paid scope of a plan manager.

With a focus on reform sustainability and compliance, the NDIS review will be looking for ways to ensure participant spending is in line with plans and that items purchased are reasonable.

In the purchase of "everyday items" (such as toiletries and items that anyone may own), there is an expectation that participants are able to clearly demonstrate that the item is value for money, related to the disability, and provides a clear benefit. We now see the NDIS compliance team looking further into spending, including:

- Requesting letters from NDIS delegates approving the purchase of the item
- Requesting clear spending decisions to demonstrate a thought process and understanding around the purchase
- Refusing some items and requesting the participant pay back funds
- Increasing audits on individual spending choices and patterns

This increased compliance activity along with the embrace of businesses like NDIS, shows that the future NDIS will be very different from the current model. This is why we may need to ask for more information to include with your decisions to ensure that we are keeping up-to-date with increasing expectations. The NDIS is taxpayer-funded, and there is a focus on value for money. This is also why your matter.

If you are passionate about plan managers remaining a payment gateway and not a gatekeeper we ask you to submit your thoughts to the NDIS review. In particular, we encourage you to insist that you want participants to be able to exercise full choice and control over their plans without the intervention of a plan manager.

If the agency continues to require plan manager intervention, which is increasing, my fear is that the flow of funds will stop while we are forced to go through a series of validations with providers and participants. Our current payment flow is three (3) working days, and we have many happy providers and participants who reap the benefits of the current model.

When we implement changes to processes, the ending for more information, we do it because we have been asked by the NDIS to do so. As a result of your fears, I am pleased to see the rights of participants to make educated spending decisions and to exercise both choice and dignity of risk. However, the current environment requires increased oversight to justify purchasing items and services that are more generic. In addition, we all need to work together to support our small businesses.

If you want to talk through a purchasing decision with the team, please [get in touch](#). We are keen to work with you to get the best outcomes for participants always!

In this newsletter, you will find a range of informative articles to help you better understand different aspects of our services. We have included an NDIS report that will provide you with an update on changes in the industry, as well as tips on how to understand your budget report. You will also find information on how to leave Google Reviews for our services, and how we contribute to the community through our YPM4GOOD initiative. Additionally, we are proud to share Max's Journey with you, a heart-warming story about one of our participants. Lastly, we have included an invoice template and an explanation on Short Term Accommodation (STA) to make the payment process more streamlined for you.

It would be my pleasure to thank you for your ongoing support. We cannot do it without you!



Tanya Walford
Founder & Director
Your Plan Manager



Understanding Your Budget Report

Understanding your budget report is crucial for managing your NDIS funds effectively. To simplify this process, our Quality Services Commission, Katherine, has provided a breakdown of the key elements. By following her guidance, you can determine if you're on track, under-spending, or over-spending.

[Discover More](#)



Short-Term Accommodation Explained

Looking for short-term accommodation options? Consider STA (Short Term Accommodation), which offers general care, accommodation, food, and activities. It's perfect for people giving carers a break, or when your support network is unavailable.

[Read More](#)



Max's Journey

Join us in celebrating World Down Syndrome Awareness Day on 21st of March 2023 by reading about the incredible journey of our client, Max. Max's passion for dance has led him to national television (Australia's Got Talent), and his dedication and hard work are truly inspiring. In his story, Max's team also shares how experience with the NDIS and YPM and how Max has helped Max achieve his desired outcomes and goals.

[Meet Max](#)



Want to share your NDIS Journey?

Do you have a YPM or NDIS story you'd like to see featured on our Client Journey page? We'd love to hear from you! You can share it with us by sending an email to share@yourplan.com.au or our Team will reach out.

[Submit Us](#)

Our Latest Blog

NDIS Budget Calculator



The Sky's The Limit: 8 Tips To Help NDIS Participants Reach Their Goals

Our latest blog looks at 8 ways providers can help participants achieve their NDIS goals.

As a service provider, part of your role is to help participants navigate the system, access the appropriate supports, and reach their full potential.

By adopting a person-centred approach and collaborating with your participants and their support network, you can help make their NDIS journey a success.

[Read More](#)



Are you curious about how much spending you have in your NDIS plan?

We've got you covered! The NDIS calculator is here to help you understand your funding and stay within budget. Simply enter your funding amount and time frame to get an estimate of your available support. It's as easy as that!

Give it a try and let us know what you think!

[Learn More](#)

Invoice Template

YPM4GOOD



Make Invoicing Easier

Want to get your NDIS invoices paid faster? We can help!

Download our [Provider Invoice Template](#) and streamline the invoicing process. Simply provide the PDF document and submit it to accounts@yourplan.com.au.

If you have any questions about invoicing for your NDIS Participants, [get in touch](#).

[Download](#)



How we Give Back to the Community

At YPM, we believe in making a positive impact in our community. That's why we're proud to highlight our YPM4GOOD initiative, which focuses on giving back to the community through monthly donations.

When you sign up with us, we donate a portion of our earnings towards a chosen charity. The charity is chosen by one (1) of our Team Members from the yourplan.com.au website.

Since the launch of YPM4GOOD, we've been able to make significant donations, and we're not stopping anytime soon!

[Learn More](#)



NDIS Reports

NDIS Reports are an important tool for disability providers to get insights on NDIS participants and funding for supports in each jurisdiction. At YPM, we're always excited to see how the NDIS is progressing, and these reports help us do just that. The NDIS provides the reports each quarter, as well as annually and after a thorough review by their board, they're available to the public.

[View More](#)



International Women's Day Q&A with Nic.

Nic is a female leader in Plan Management, shares her insights on the industry and provides advice for women who are just starting out. She highlights the rewarding and seemingly existing nature of the sector, as well as the importance of building relationships and listening to others.

[Read More](#)



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

[Learn a Google 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 support team seriously.

If you have any questions, or need 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@yourplan.com.au or call our office on 1800 628 776 today.

Thank you for supporting small business.

Warm Regards,
The YPM Team



Easter Closure Details

Your Plan Manager's office will be closed on:

- Friday, 7th of April 2023 and
- Monday, 10th of April 2023

We will be open Tuesday, 11th of April 2023 ready to answer any and all enquiries.