

NDIS Plan Management Participant Booklet

Welcome

On behalf of the whole team, a very warm welcome to RenaissCare Plan Management. We are thrilled that you chose our organisation, and we look forward to working with you to achieve your goals.

The purpose of this document is to provide information for new participants joining RenaissCare Plan Management, as well as your families, carers, or significant others, about the important policies and procedures which may affect you during your time with us.

In the following pages, you will find information about our services, your rights while at RenaissCare Plan Management, and information about your privacy, information we gather about you, and who to contact to give feedback or to make a complaint.

This document also gives you a thorough understanding of the important workplace expectations we set, as well as what you can expect from us as an organisation.

Interpretation and Translation

The delivery of safe, high-quality services relies on effective communication. We are a multi-lingual business and will try our best to help you in your preferred language and where required, interpreters and translators will be made available at no cost to support your interactions with us.

About RenaissCare Plan Management

Our Mission

Our mission is to help people with a disability live healthier lives and to be a valued member of the community.

Our Motto

Transforming Lives Today, Tomorrow, and Forever.

Our Values

Integrity

We will honour commitments and never compromise ethics.

Empowerment

We work in partnership with participants, their families, and carers to ensure they



have choice, control, and a voice in determining the supports, services, and community activities in their lives.

Respect

We respect the dignity, diversity, and individuality of all people. **Compassion**

We strive to continually be welcoming and serving to all with understanding and without judgement.

Our Service

Our team will support you to:

- Feel in control of your supports.
- Facilitating payments of invoices on your behalf.
- Processing reimbursement claims to you (where approved to do so).
- Tracking expenditure on provider supports, against your budget.
- Providing monthly statements of your expenditure and remaining available funding (on request or through our online portal).
- Providing a transparent electronic budget monitoring tool for your use; and
- Maximise supports.
- Feel more connected.
- Increase confidence.

Our team will assist you to navigate the NDIS system by providing information, advice, and support when decisions need to be made.

We will ensure you are supported to understand your National Disability Insurance Scheme (NDIS) plan and connect you with people and supports that will enable you to live life as you have chosen and reach your potential.

What you can expect from Us

We are committed to you and as part of our service delivery you can expect: **Personalised service**

- Communicate openly and honestly in a timely manner.
- Treat you with dignity and respect and support your choice of supports and providers.
- Consult you on decisions regarding how supports are provided.
- Help you understand your plan and what supports funding can be used for establishing connection between you and providers.
- Set up plan budgets for each category and the duration of the plan.
- Track expenditure against your budget.
- We will mentor and coach you to build your understanding of the NDIS.
- Implement a Standing Approval to automatically approve invoices from providers on your behalf. If you opt-out of Standing Approval for any of your providers, automatically approve invoices will occur after 3 days if you have not approved or rejected them within our payment timeframe.

Extensive resources

- Our teams are experts in navigating NDIS information system.
- We have access to a diverse range of information about suitable mainstream services and activities.

Proactive communications

- We will prioritise crisis situations and attend to them as appropriate
- We will commit to regular, open, and responsive communication in your preferred format.
- RenaissCare Plan Management will provide you with a free Mobile App called Brevity. This is available for both Apple and Android mobile phones which allow the participant a 'live' view of their NDIS plan funding managed by RenaissCare Plan Management. A participant has the option to approve or decline the invoice via this App. When an invoice is uploaded, the App will receive a notification alerting to the new invoice. Participants have the choice of selecting auto approval for invoices or manually approve each one received.

Our Responsibilities

We agree to deliver a positive Plan Management experience by:

- Providing services in accordance with the service descriptions.
- Pay all service provider invoices that meet the NDIS 'reasonable and necessary' legislation as approved by you.
- Once invoices have been validated by you, provider payment will be completed within less than 3 days.
- Process your reimbursement claims that meet the NDIS 'reasonable and necessary' legislation.
- Protecting your privacy and confidential information in accordance with the RenaissCare Privacy & Confidentiality Policy, as published and updated on our website: <https://renaiss.com.au/privacy>.
- Communicating openly and honestly in a timely manner.
- Treating you with courtesy and respect and deliver our services in a fair, equitable and transparent manner.
- Consulting you on decisions regarding how your supports are provided.
- Facilitating arrangements for your Advocate (as defined under the NDIS) if you are affected by a complaint or incident and wish to be independently supported in that process by an Advocate.
- Helping you understand your plan and what supports funding can be used for establishing connection between you and providers.
- Setting up plan budgets for each category for the duration of the plan.

- Maintaining accurate records regarding the supports delivered to you.

- Providing you with information about managing any complaints or disagreements with providers (including the details of their cancellation policy, if relevant); and
- Listening to your feedback and resolve problems as quickly as is reasonable to do so.

However, please note that RenaissCare Plan Management are not able to,

- Act as an Advocate for you, however further information on disability advocacy and finding a disability Advocate can be found at www.ndiscommission.gov.au/participants/disability-advocacy and disabilityadvocacyfinder.dss.gov.au/disability/ndap/
- Provide you with case management services; or
- Provide you with any transport in a private vehicle owned by RenaissCare Plan Management or one of its employees.

Conflict of Interest Disclaimer

The NDIS Terms of Business for Registered Providers require providers to have policies (Conflict of Interest Policy) about potential conflicts of interest in service delivery.

RenaissCare Plan Management and its team members will:

- Ensure that when providing support to participants under the NDIS, including when offering Plan Management services, any conflict of interest is declared and any risks to participants are mitigated.
- Ensure that advice to a participant about support options (including those not delivered directly by RenaissCare Plan Management) is transparent and promotes choice and control.

Your Rights

RenaissCare Plan Management respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, National Disability Insurance Scheme Act 2013 and NDIS Practice Standards (2018) - Rights and Responsibilities.

Respect

You have the right to be respected, accepted, and always treated with dignity when working with RenaissCare Plan Management.

A Safe Environment

Every person has a right to live a life free from fear of violence, abuse, harm, neglect, and exploitation, regardless of their disability, race, gender, age, sexual orientation, religion, or political or other opinion. You have a right to be safe and protected while with RenaissCare Plan Management.

Autonomy and Independence

You have the right to make your own choices and decisions, to have control over your own life, and to choose the supports and services that best suit your needs. RenaissCare Plan Management will always respect your independence and the decisions you make.

Person-Centred Decision Making

RenaissCare Plan Management is committed to a person-centred approach to service delivery and service development. RenaissCare Plan Management will take into account individual choices and the rights of each participant when providing services. All participants have the right to make their own decisions and to have choices that enable them to fully participate in their community.

Non-discrimination

You have the right not to be discriminated against on the basis of your disability, race, gender, age, sexual orientation, religion, or political or other opinion, both with RenaissCare Plan Management and in every other arena. You have the right to be free from stereotypes and prejudices. No one at RenaissCare Plan Management will ever discriminate against or stereotype you.

Participation and Inclusion

You have the right to full and effective social participation and cultural inclusion, and to have your individual and cultural needs supported while you are with RenaissCare Plan Management.

Equal Opportunities

RenaissCare Plan Management will always support you to exercise your right to reach your full potential, and to have your capability and capacity recognised and supported. RenaissCare Plan Management will always promote your rights, interests, and wellbeing.

Accessibility

You have the right to access all aspects of social, recreational, educational, and vocational life, in a way which is free from discrimination, abuse, neglect and exploitation. You have the right to equal access to the physical environment, transport, information and communication, and other facilities. RenaissCare Plan Management will always offer its services and supports in a way which is fully accessible.

Equality

You have the right to be treated equally, including under the law and between genders. Every person at RenaissCare Plan Management is equal and will always be treated equally.

Access to Justice

You have the right to equal access and participation in the justice system. RenaissCare Plan Management will always support you to access the justice system, should you require it.

Exercising Your Rights

You can exercise your rights at all times while with RenaissCare Plan Management and expect to have your rights upheld and respected.

Your Responsibilities

RenaissCare Plan Management is committed to working in partnership with all participants, and their families, to ensure that everyone remains happy, healthy, safe in and is empowered to achieve their goals. We are 100% committed to upholding your rights, and we ask that you also uphold your responsibilities during your time with RenaissCare Plan Management.

Treating Our Staff with Respect

RenaissCare Plan Management staff have the right to come to a safe and happy workplace. We ask that you treat any employee or representative of RenaissCare Plan Management, and its enterprises, with courtesy and respect.

Working with RenaissCare Plan Management to Ensure Services Meet Your Needs You have a responsibility to work with the RenaissCare Plan Management team to ensure the services we are providing to you truly meet your needs. Please reach out to us if your goals or needs change, or if you are not happy with the outcomes you are achieving.

We also ask that you talk with us in circumstances where we raise concerns with you directly about how the service is going.

Changes to Contact and Support Information

It is the responsibility of participants, or their representatives, to inform RenaissCare Plan Management of any changes to:

- Contact details, living arrangements, transport requirements, home environment and personal situation, as this can impact the provision of the services we provide.
- Your NDIS plan or billing arrangements.
- Anything else that may affect your service with RenaissCare Plan Management. **Health**

and Safety

We ask that you respect RenaissCare Plan Management's WH&S policies and procedures and listen to requests from staff as it relates to safety when conducting visits and behave in a professional manner. Unsafe and/or violent behaviours are not tolerated by RenaissCare Plan Management. An unsafe behaviour is any behaviour that may endanger the safety of an individual or others around them, such as throwing items or aggressive acts.

Personal Relationships

At RenaissCare Plan Management, we encourage the development of strong, dynamic and vibrant relationships between everyone within the organisation, including between all staff, volunteers, participants, supporters, and other stakeholders. We believe that the stronger and deeper our interpersonal relationships are, the better we will fare as

an organisation. We encourage all our personnel to adopt healthy relationships with others involved in the organisation, but we do expect that everyone remains mindful of each other's boundaries. If an individual feels that a relationship with any person involved with the organisation has crossed a line, they are encouraged to bring it to the attention of a Manager.

Involving Family, Carers and Advocates in Decision Making

You have the choice about whether your family, carers and advocates are involved in the decision-making process and in the exercising of your rights. Your choice in this regard will always be respected.

To ensure the open and transparent flow of communication about your services, we will always endeavour to keep your family, carers and advocates up to date about your progress at Better Planning. If you would rather, we do not share any information about your program with your family, please let us know and this preference will be respected.

RenaissCare Plan Management fully supports your right to have an independent advocate support you in your interactions with us. If you would like help finding an independent advocate, speak to one of our staff.

Privacy and Record Keeping

When you start with RenaissCare Plan Management, we will discuss with you our service agreement which is also our consent form.

You have the right to have your privacy respected by RenaissCare Plan Management, in terms of the information we retain about you, and the information we share with your family, support workers and advocates.

We collect, use, protect and release Personal Information in full compliance with relevant State and Federal privacy legislation and 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. For example, Mandatory Reporting of any child protection concerns.

RenaissCare Plan Management will only collect information necessary for safe and effective service delivery. These files are an integral part of daily operations and service delivery at RenaissCare Plan Management.

We will only use 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.

Recorded material in audio and or visual format may be required for proof of consent and or to support services. You will be informed prior to recording of what is being captured the reasons for it and who it is for. We will only take photos or videos of you with your full and voluntary consent.

Types of consent used by RenaissCare Plan Management. Written—For all service agreements

Verbal—Can be used where it is not practicable to obtain written consent

We will keep clear records about the services delivered to you and you may access the information we hold about you, including in order to update or correct it, subject to certain exceptions. If you wish to access your information, please speak to a staff member.

When your information is no longer needed for the purpose for which it was obtained, we will destroy or permanently de-identify it.

Collecting Statistical Information

At intervals across the year, RenaissCare Plan Management will attempt to collect quantitative and qualitative statistical information for the purposes of quality control, measurement of impact, etc.

RenaissCare Plan Management will request permission from the participant and their family/carer or guardian to participate prior to the information gathering exercise.

If individuals would not like to participate in our information gathering program, or would like to opt out at any stage, they have the right to do so. Simply email claims@renaiss.com.au for more information or to opt out of statistical gathering exercises.

Feedback and Complaints

You have the right to provide feedback about the services you receive from RenaissCare Plan Management, and to make a complaint at any time. We will listen to your feedback and work to resolve any issues or problems as quickly as we can.

What Happens Once I Raise A Complaint?

- When you raise a complaint to RenaissCare Plan Management, we will explain:
- What will happen while the complaint is being dealt with.
- What supports are available to you while the complaint is being dealt with.
- Who will deal with the complaint.
- What will happen next, such as when you are likely to be contacted. You

Should Not:

- Be made to feel that you cannot make a complaint.
- Feel that making a complaint will have any effect on the services you are receiving from RenaissCare Plan Management.
- Feel that you cannot request assistance while making the complaint.

The time it takes to resolve a complaint will depend on the nature of the complaint. Simple complaints may be resolved immediately. If we need to make further enquiries, it may take a few weeks to resolve.

RenaissCare Plan Management is committed to resolving complaints in the timeliest manner possible. Once the complaint is resolved, you will be informed of the outcome. You may wish to raise any ongoing problems or concerns at this time.

How to Provide Feedback or Make a Complaint

If you wish to give RenaissCare Plan Management feedback or make a complaint, please contact us at any time via:

Phone: 0427 237 808

Email: claims@renaiss.com.au

Mail: RenaissCare Plan Management, Her Majestys Business Centre, Level 1,
Suite 2, 54 Davis Avenue, South Yarra, VIC, 3141

What If I am Not Happy with The Outcome of The Complaint?

If you are not satisfied that your comment or complaint has been appropriately managed, please feel free to contact RenaissCare Plan Management CEO, Doug Kirkman, at any time on:

Email: doug.kirkman@renaiss.com.au

Mbl: 0427 237 808

You Can Also Contact the NDIS, Ombudsman and Other Services

If you are not satisfied with RenaissCare Plan Management's treatment of your complaint, or you do not want to talk to RenaissCare Plan Management, you can access the following supports:

National Disability Insurance Agency Quality and Safeguards Commission A

complaint can be made to the Commission by:

Phone: 1800 035 544 (free call from landlines) or

Web: www.ndiscommission.gov.au/about/complaints-feedback/complaints TTY 133

677 Interpreters can be arranged.

Further information is also available at www.ndis.gov.au

The Commission can take complaints about services or supports that were not provided in a safe and respectful way, or that were not delivered to an appropriate standard.

Incident Reporting

RenaissCare Plan Management take all incidents very seriously and can assure you that we will report all incidents to the relevant authorities as a matter of the highest priority.

RenaissCare Plan Management will also conduct very comprehensive internal investigation and ensure the following takes place during and after the investigation. The Manager will contact you to provide regular updates of the investigations progress.

RenaissCare Plan Management will review the findings with you and discuss what actions are being undertaken to eliminate or mitigate this from happening in the future. RenaissCare Plan Management will provide you a copy of the completed Incident report findings and SMART actions for your records.

If you have any questions or require additional information, please call our office, and ask to speak with the Manager at any time.

Phone: 0427 237 808

Email: doug.kirkman@renaiss.com.au

Getting Started with RenaissCare Plan Management So, you

are keen to get started.

What should you do now?

The first thing you need to do is contact the RenaissCare Plan Management Team and let them know you are ready to get started. The team will arrange an appointment at a time of your choosing to review your supports and complete a service agreement to allow RenaissCare Plan Management to assist and support you during your NDIS journey.

RenaissCare Plan Management Service Agreement and Intake Form

This document describes how we will work together to deliver services. It includes our terms and conditions, as well as information about cancellation of supports, funding arrangements etc. It is important that you read your Service Agreement and sign.

RenaissCare Plan Management will answer all your questions and if you need more time to consider your options or seek advice, we will fully support your request.

The RenaissCare Plan Management Intake form allows us to collect all the relevant information needed to establish the Plan Management service within our organisation. Please complete it and return to us for processing.

Schedule of Supports

The Schedule of Supports is incorporated into the service agreement which explains what services we will be delivering to you and what NDIS line number we will be using.

Fees & Charges

We will discuss fees with you before providing services and include all fees in the Service Agreement. The Service Agreement contains detailed information about the services we will provide you and how fees are paid. This must be agreed to by you before services can commence.

RenaissCare Plan Management will provide you with regular invoices and statements to assist you to manage payment for our services.

Leaving RenaissCare Plan Management Services

All participants have the right to exit RenaissCare Plan Management services at any time and a decision to do so will not prejudice future access to the service. You must give us 14 days' notice in writing if you wish to leave our services before the end date in your Service

Agreement.

All participants exiting the service will be offered an Exit Interview, where we can discuss the reason for them leaving and obtain feedback about how we can improve our processes. We also provide a support summary to support people exiting or changing services.

Participants who have chosen to exit our services have the right to re-access services without having to follow formal access processes, provided the necessary resources are available.

If you wish to end your service provision, please speak to a staff member. [Service](#)

Agreement Changes

If any material amendments to the Service Agreement are required, RenaissCare Plan Management shall notify you in writing of the changes and these shall be considered accepted by you, unless you otherwise notify us in writing, within 7 calendar days.

Emergencies/Disasters Leading to Unavoidable/Unplanned Interruption to Service Delivery

RenaissCare Plan Management shall notify you immediately of any changes and present a workable solution for your consideration.

RenaissCare Plan Management will work with you to find the best way forward that does not impact of your services.

Where changes or interruptions are unavoidable, alternative arrangements are explained and agreed with the participant.

Example of unplanned interruption could be workers becomes ill or family emergencies, vehicle breakdowns, natural disasters and or extreme weather conditions.

Withdrawing Supports

RenaissCare Plan Management understands that living with a disability can be challenging. We are here to assist you and will attempt a resolution as a priority and only end services if it is identified that it cannot be managed or reconciled.

RenaissCare Plan Management may terminate a participant's services when:

- Abusing or assaulting an employee, provider, other participant, or damage to RenaissCare Plan Management property.
- Possessing, trafficking, or supplying illicit drugs.
- Continually breaching the terms and conditions of the RenaissCare Plan Management Service Agreement.
- They are unwilling over a period to work towards agreed goals.
- Financial requirements are not being met.
- Acting which is intended to harm RenaissCare Plan Management reputation.

Any person whose services are terminated have the right to appeal. Appeals should be directed in writing to RenaissCare Plan Management Manager.

What you need to do!

RenaissCare Plan Managements approach is about you having your own accounting service to take care of paying the bills for services funded from your NDIS plan.

After you have completed both the Service Agreement and Intake Form, we will establish your Plan Management service with our systems. We will then send you via email the RenaissCare Plan Management Mobile App User Guide and also provide access information. Please read through the instructions and view the instruction video to familiarise yourself with the APP. We are always here to assist!

The simple steps moving forward:

- You engage a provider for a service and sets up Service Agreement with them.
- Have this Service agreement sent to RenaissCare Plan Management at: **Email**
claims@renaiss.com.au
- The participant receives a service from the provider and gets invoiced for the activity.
- If you are happy with the invoice, the participant sends the invoice to RenaissCare Plan Management at:
Email claims@renaiss.com.au
- RenaissCare Plan Management claims the monies from the NDIS, then pays the invoice for you directly to the provider of the services.
- All services must be within the scope of your NDIS plan.
- In the case RenaissCare Plan Management receives an invoice for payment directly from a service provider, you will need to approve the invoice using the RenaissCare Plan Management App by clicking on the 'For Approval' button. RenaissCare Plan Management will then claim the monies from the NDIS.
- Monthly, RenaissCare Plan Management will send you via email a Monthly Funding Statement Report that:
 - Summarises the Amount of Funding Remaining
 - Details the Invoices Claimed and Processed during the period
- Please let us know of any changes to your funding or service providers you have contracted with to ensure remain up-to-date with your arrangements.

Contact Us

Renaiss Pty Ltd trading as RenaissCare Plan Management

Her Majesty's Business Centre

Level 1, Suite 2, 54 Davis Avenue

South Yarra, VIC, 3141

Phone: 0427 237 808

Email: claims@renaiss.com.au

Office Hours

Monday - Thursday: 9am to

4pm Friday: 9am to 3pm

Weekend: Closed

Public Holidays:

Closed

Policy

RenaissCareCare is committed to:

- a) ensuring that Participants are supported to manage, control, access and spend their own money as they determine.
- b) ensuring that where workers have access to a Participant's money or other property, that it is managed, protected and accounted for.
- c) exercising a duty of care to ensure that Participants funds are not exploited or disadvantaged.

A Participant's funds cannot be legally managed by another person unless:

- a) the Participant has competently assigned management to that person
- b) an order has been made by the Courts or the appropriate Administrative Tribunal or Guardianship Board

- c) the person has been appointed as a Centrelink nominee under the *Commonwealth Social Security (Administration) Act 1999*, which allows the person to receive social security payments on behalf of another.

RenaissCareCare workers will not informally manage Participant funds without the explicit consent of the Participant and authorisation from the Directors.

Participants' money or other property will only be used with the consent of the Participant and for the purposes intended for the Participant.

RenaissCareCare will not provide financial information, advice or information other than that which would reasonably be required under the Participant's plan.

RenaissCareCare will not manage, influence or advise Participants about their personal finances.

Participants should manage their own funds wherever possible. Workers should not manage or make decisions regarding Participants' funds if Participants are capable of doing so themselves, including providing financial information or advice other than that which would be reasonably required under the Participant's plan.

RenaissCareCare's systems will include appropriate checks and balances to ensure the safeguarding of Participants from being exploited, and to protect workers from allegations of financial mismanagement:

- a) Participants who rely on workers for managing their money must have an account with a savings institution that records all transactions.
- b) Participants' funds held onsite should be kept in a secure location.
- c) A worker's member who was not involved in the transactions must verify that Participants have received the goods and services that have been purchased.
- d) Workers cannot accrue benefits for themselves from managing Participants' funds.
- e) Family members or advocates must be involved in decisions concerning the expenditure or investment of significant amounts of Participants' funds.

All workers are expected to demonstrate a high level of ethical conduct in both their duty to the Participant and to RenaissCareCare. All workers are required to maintain absolute confidentiality in respect of Participant's funds and accounts.

1. Purpose

This policy provides guidelines for RenaissCareCare workers in relation to the handling and where appropriate, management, of Participant's NDIS funds.

2. Scope

This policy applies to all "workers" defined as: Employees, Managing Directors, Contractors, Subcontractors, Outworkers, Apprentices and Trainees, work experience students, volunteers and PCBUs who are individuals if they perform work for the business.

3. Procedure

Person-centred Principles

In general, person-centred principles govern the handling of Participant monies.

Workers should 'do with' not 'do for', supporting Participants to:

- lead and direct transactions;
- actively participate in the transaction and their community;
- take control of and responsibility for their choices;
- develop and maintain independence, problem solving, social and self-care skills appropriate to their age, developmental stage and cultural circumstances.

Roles and Responsibilities

- In providing plan management services, RenaissCareCare is responsible for:
 - Assisting Participants with budgeting and the purchase of goods and services.
 - Exercising a duty of care to prevent the exploitation of Participants whilst respecting the dignity of risk.
 - Monitoring any discrepancies between the Participant's NDIS Plan and invoices received.
 - Undertaking regular audits of Participants' funds.
 - Monitoring money management systems on sites and ensuring that the processes are accountable.
 - Providing families and guardians with reports about Participants' funds on an as required basis.
 - Monitoring for any discrepancies or deficiencies in the money management system.
 - Checking Participants spend against their NDIS Plan
 - Checking the appropriateness of charges levied by the organisation against Participants.
 - Checking payments made and goods and services purchased against receipts.
 - Preparing financial statements as required.
 - Ensuring regular contact with Participants.

Monitoring and Review

- This policy and procedure will be reviewed at least annually by the Directors, workers, Participant and other stakeholder feedback as well as Participant file audits, to assess alignment between documented processes and actual practice.
- RenaissCareCare's Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and feed into the service planning and delivery processes.

4. Risk

Where Participants require workers assistance in managing their funds, there exists:

- a risk of workers mismanaging Participant funds accidentally or purposefully;
- a risk of Participants wrongfully accusing workers of mismanagement;
- a risk of misjudging the balance between duty of care and dignity of risk; and thus
- a risk to the rights of the Participant; and
- a risk to the reputation, trust and effectiveness of the service.

5. Compliance

RenaissCareCare expects all workers to observe the standards set out in this Policy. Compliance with this Policy is expected, and non-compliance may result in disciplinary action including the termination of employment or termination of contract for services.