



Shoalhaven Plan  
Management

## Rights and Responsibilities Fact Sheet

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### **ABOUT SHOALHAVEN PLAN MANAGEMENT PTY LTD**

Shoalhaven Plan Management Pty Ltd is an approved plan management agency under the National Disability Insurance Scheme (NDIS) that operates from the Shoalhaven area but available for all NDIS Participants and NDIS Providers throughout Australia. Our team is ready to help. We are approachable, efficient and effective and, above all, friendly. We are here to help you manage that funding and to connect you with the people who can help you best. We are here to take the hassle out of managing invoices and budgets. We are committed to ensuring that our service is always helpful, friendly, professional and efficient. Importantly, we are here to take the stress out of the system for you.

### **Participants**

The only clients of Shoalhaven Plan Management Pty Ltd are NDIS Participants.

### **Your Rights**

Shoalhaven Plan Management Pty Ltd has a commitment to ethical practice and supports all our Client's rights to:

- participate in community life;
- be treated fairly and with respect;
- receive quality services that are good value for money;
- make comments, offer suggestions or raise issues or complaints about your services, the policies or operations of Shoalhaven Plan Management Pty Ltd;
- change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services; and
- receive information in a format that is clear and that makes sense to you.

### **Your Responsibilities**

In receiving services from Shoalhaven Plan Management Pty Ltd we appreciate your assistance through:

- open communication with Shoalhaven Plan Management Pty Ltd to develop a plan for the delivery of your supports to meet your needs and provide information necessary for the safe and efficient delivery of your supports.;
- informing Shoalhaven Plan Management Pty Ltd as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided;
- informing Shoalhaven Plan Management Pty Ltd if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a Participant in the NDIS;
- respecting and treating staff and others well and encouraging your friends, visitors, guests and other family members to treat workers with respect and courtesy;
- refraining from offering gifts to staff members or making loans of money or goods and abiding by Shoalhaven Plan Management Pty Ltd's policies and procedures;
- taking reasonable care to not damage property or assets of Shoalhaven Plan Management Pty Ltd; and
- notifying Shoalhaven Plan Management Pty Ltd within the required notice period if a service is no longer required (either in a one-off or ongoing basis).

### **Feedback**

Feedback can always be provided:

by mail:

Shoalhaven Plan Management Pty Ltd  
PO Box 176, Vincentia NSW 2540

by email:

[karen@shoalhavenplanmanagement.com.au](mailto:karen@shoalhavenplanmanagement.com.au)