We ndis

mpower inc.
since 1975

Participants Guide to
Plan Management at Mpower

A community inspired and empowered by people of all ages and abilities



Enhancing Abilities ● Supporting Families ● Strengthening Communities

How Plan Management Works

Submit Invoice	Submit Claim	Authorise	Funds Received & Paid
01	02	03	04
Invoices from providers or participants are submitted via our email at pm@mpower.org.au	We will initiate the invoice claim process to the NDIS through our MYP Platform	If you have chosen to approve your invoices, this will be done through your MYP Dashboard or email	Provider receives payment and remittance within 7 - 10 business days









Release Date: July 2025

What is Plan Management

Having your NDIS funds overseen by a Plan Management Team is one way to manage funding in your National Disability Insurance Scheme (NDIS) plan. Plan Management is a service funded through the NDIS, and if included in your NDIS plan there is no additional cost to the participant. Plan Management officers support NDIS participants to manage their NDIS funding. Plan Managed participants can engage services from registered or unregistered NDIS providers.

How does Plan Management work at Mpower?

Since 2015, our experienced Plan Management Team understands that navigating your own NDIS funding may be difficult and overwhelming. At Mpower we get to know you and your needs and provide you with a service most suited to you and your unique situation. As your Plan Manager we will prioritise your claims and payments, taking the pressure off you while ensuring you have all the information to give you choice and control.

To support you in having the most accurate and up to date information, Mpower uses a client platform called MYP. This platform allows you to effortlessly engage with our team to efficiently manage your plan budgets. Our platform is tailored to your needs allowing you to approve payment to your chosen providers, manage and monitor your budget, see all claims and payments made from your NDIS plan while providing you with real time updates of your plan budget.

Our platform combined with our Plan Management Team will ensure you receive a personalised service that meets your individual needs.

Empowering your independence, simplyfing your NDIS journey

Our dedicated Plan Management Team is here to take the hassle out of admin, so you can focus on living life your way. We provide fast payments, clear budgeting tools and personalised support that's just a phone call away,because your goals matter to us as much as they do to you.

Prefer to meet in person? We'd love that. If you can't make it to our office, we'll happily come to you. And yes, we proudly service all of South West Victoria.

Partner with us for confidence, clarity and greater control over your plan.

What participants are saying about Mpower Plan Management

"The plan management process is often difficult, particularly in the early years, but the team at Mpower have made every effort to accommodate our changing needs."
– Program Participant

" I'm very happy with the support that Mpower have provided over the past few years. I would like this arrangement to continue into the future."
– Program Participant



Who makes the rules?

As a registered NDIS provider, Mpower is governed and accountable to the National Disability Insurance Scheme Act 2013. Our service parameters are determined by the National Disability Services Insurance Agency (NDIA). Further information can be found at;
NDIS Guide to Plan Management (including easy read version)

https://www.ndis.gov.au/participants/creating-your-plan/ways-manage-your-funding/plan-management

These documents provide an overall guide to the NDIA's expectations of Plan Management Service Providers and further information on governing legislation.

It is important that you know what to expect from Mpower, its services and employees, and what we need from you as a participant to ensure we deliver a quality plan management service.

As participants you are required to:

- Supply Mpower with your full NDIS plan (optional).
- Supply Mpower with a copy of your Service Agreement(s) with support providers engaged by you or your representative.
- Supply invoices via email to pm@mpower.org.au or in person to Mpower reception offices.
- Inform all your support providers that Mpower is your Plan Management Team.
- Update Mpower with any changes to ensure current and up to date information can be relied upon to manage your plan.

As your Plan Manager we will:

- Advise you of your plan balance to maximise choice and control of your budget.
- Assist you in using the Mpower client portal (MYP).
- Consult with you on choices for supports.
- Advise you of options for authorising claiming and payment for supports.
- Advise you of any potential for overspending on your plan.
- Assist in ensuring your information is current and up to date.
- Ensure your information is kept private and confidential.
- Assist you in providing feedback as required.
- Regularly invoice and/or claim as agreed by you/your representative.
- Provide supports in a manner consistent with all relevant laws including the *National Disability Insurance Scheme Act 2013, the National Disability Insurance Scheme Rules and the Australian Consumer Law.*
- Manage and monitor funds in your NDIS plan.
- Process payment of invoices within7-10 days days of approval.
- Contact you and/or the provider if it is believed there are errors in payment.
- Advise you of any supports and services which cannot be paid for out of your NDIS plan.
- Advise you about what has been spent, where payments have been made.
- The remaining balance of funds, by keeping the information in the Mpower client platform up to date.
- Ensure the providers you engage have a valid ABN.



Private and Health Information

Privacy Information

Mpower is a community service organisation that works together with other services to meet the needs of the community. The following information provides general advice on how your personal and health information will be handled while you are a user of this service.

What happens to information about me?

When you become a service user of Mpower a record of your personal and health information will be kept. This includes your name, address, contact details and information about your health. Every time you attend or have contact with us, new information is added to your record. Your personal and health information is stored securely and disposed of, as required by the Health Records Act 2001.

Why is this information necessary?

Mpower collect and keep this information to provide you with an appropriate service. Your personal and health information can help us to identify which services are best to meet your needs. This allows staff involved with your support to access your information easily when it is needed and lessens the need to collect the same information over and over. Some information may also be used for research and planning, to help us provide better service outcomes. In this case, any identifying information, such as your name and contact details, will be removed before the information is used.

Private and Health Information

What rights do I have to access my health information?

You can ask to see or correct any information held on your record. This may include viewing the information, getting a summary or in some cases a full copy of your record, or having information explained to you. If you believe your information is incorrect, incomplete, out of date or misleading, a correcting statement can be added. Some limits may apply where particular circumstances prevent us from releasing information (and you cannot ask to have information removed). If limits apply to your record, this will be explained to you.

How will my information remain confidential?

Mpower has policies about who can see and use your personal and health information and our staff members must treat your information confidentially. Your privacy is also protected by The Privacy Act, 1988. We only share personal or health information about you with people who are directly involved in your ongoing care, for the purpose of a particular service with consent. If we need to share information for any other purpose we will request your consent before doing so (unless otherwise required by law).



Private and Health Information

What if I am unable to give consent?

In some cases, consumers may not be able to give consent because they are legally unable to make a decision about release of their information (e.g., children, people with a severe illness or major injury, or those with a mental illness or other disability). In such cases, a decision will be sought from the services users authorised representative. People who can act as authorised representatives in these circumstances are specified by law.

When can information be disclosed to other people without my consent?

There are few situations when your information may be shared without your consent. For example, in an emergency situation we would release medical information about you to aid emergency treatment.

In certain circumstances, Mpower may be required by law to release personal information about you. Examples may include:

- Report of notifiable diseases to the Department of Health & Human Services.
- Providing health records to a court when required in relation to legal proceedings.
- Providing health records to a law enforcement agency (e.g., Police, Child Protection) in response to a search warrant.

If any of these circumstances apply, we will advise you.

Private and Health Information

It is important that you know what to expect from Mpower, its services and staff and what your responsibilities are whilst receiving services.

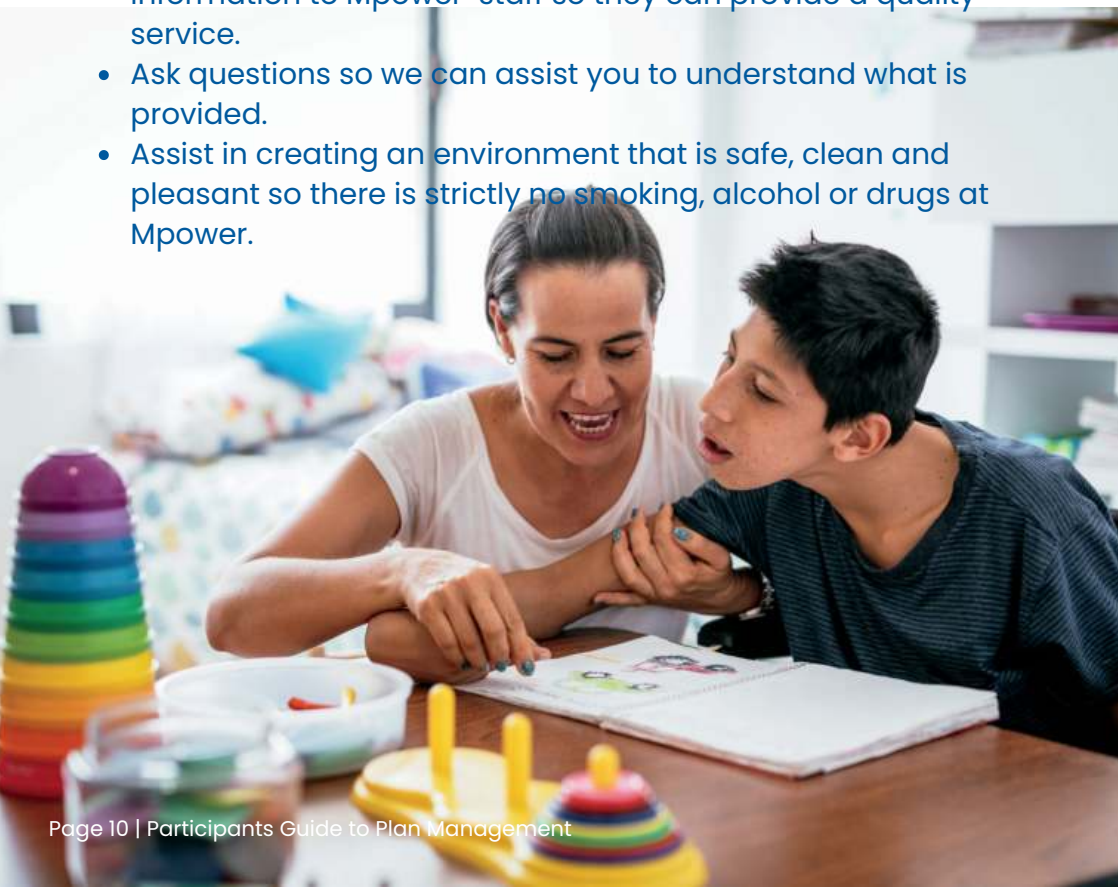
You have the right to:

- Access quality services and programs with high standards.
- Be treated with respect and dignity at all times.
- Be informed of all aspects of the service provided e.g., eligibility, fees, people involved in your support, services available, alternative services.
- Refuse services and change plan managers at any time. A plan manager cannot stop you from leaving, nor ask you to explain why.
- Have your privacy respected and your personal information treated as confidential.
- Receive services for which you have provided consent.
- Have services provided in an environment that is accessible, clean, safe and secure.
- Be free from abuse and neglect.
- Provide feedback and / or make a complaint.
- Involve an advocate of your choice in any aspect of your support.
- Have strength-based planning that is person centered. Having your individual needs considered when a service is provided.
- To be actively involved in the decisions around the delivery of your service.
- Have services that respect your culture and communication needs.
- Have opportunities for community inclusion and a valued role in the community.

Private and Health Information

You have the right to:

- Inform staff about changes to your situation.
- Treat Mpower equipment and property with care and to report any damage.
- Contribute to quality improvement by providing feedback to the agency.
- Respect the human worth and dignity of Mpower staff and other consumers.
- Inform staff of any cancellation to appointment or programs as early as possible.
- Provide, to the best of your ability, accurate, up to date information to Mpower staff so they can provide a quality service.
- Ask questions so we can assist you to understand what is provided.
- Assist in creating an environment that is safe, clean and pleasant so there is strictly no smoking, alcohol or drugs at Mpower.



Feedback

What can feedback be about?

Feedback can be about anything to do with the service you receive from Mpower. It can be a complaint, compliment or general feedback.

Who can provide Feedback?

Anyone can provide feedback about Mpower services. It may be a person with a disability, a family member or an advocate.

Who can help you provide feedback?

To help you provide feedback you can ask a friend, family member, support worker, case manager, plan support coordinator or advocate. Mpower staff can also support this process.

Will you get into trouble or lose your services for providing feedback?

No, you will not get into trouble or lose your service. It is your right to provide feedback when you are not happy with the services received. Mpower must make sure that you are treated with respect and not disadvantaged because you provide feedback.



Feedback

Feedback process

Mpower treats all feedback seriously and with confidentiality. You can find a copy of our Feedback Policy on the website, or you can ask a member of staff to provide you with a copy.

You can also provide feedback on the Mpower website www.mpower.org.au by phone (03) 5561 8111 or email, feedback@mpower.org.au. Feedback details will be kept confidentially in a register at Mpower which is reviewed regularly for areas of improvement.

If you are not happy with the outcome or want to make a complaint outside of Mpower you can;

- Contact the NDIS Commission on 1800 035 544 or www.ndiscommission.gov.au

- Contact the Office of the Australian Information Commissioner 1300 363 992 or www.oaic.gov.au.

If you have hearing difficulty you can contact;

- National Relay Service 1300 555 727 www.accesshub.gov.au/about-the-nrs

If you would like an interpreter you can contact;

- Language Loop 131 450 www.languageloop.com.au

Feedback

Incident Management

As an NDIS registered provider Mpower has documented processes in place to record, investigate, assess and respond to incidents as they occur. If you have any concern with Mpower services, please contact us.

Advocacy

Mpower service users are entitled to have an advocate present at any meeting at Mpower. This includes meetings for access to services, assistance with planning, decision making, choice or providing feedback. The person who requires an advocate to be appointed needs to be involved in the selection of the advocate to ensure they maintain active participation in the process.

To ensure independence and avoid conflict of interest, Mpower employees cannot act as an advocate for Mpower consumers. For further information about advocacy please contact: Southwest Advocacy Association (03) 5561 4584.

NDIS Contact Details

National Disability Insurance Scheme (NDIS)

- Website: www.ndis.gov.au
- Phone: 1800 800 110

Latrobe Community Health

- Website: www.lchs.com.au
- Phone: 1800 242 696

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since 1975

www.mpower.org.au

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