Terms & Conditions

Flexible Supportive Plan Management | NDIS Plan Management

Flexible Supportive Plan Management (referred to as FSPM) (Registered Provider NDIS Plan Management – Registration number 4050102046; ABN 25 226 391 189).

Plan management is a type of funding management for NDIS Plans. Plan managers have to adhere to the NDIS Price Guide, and will assist plan managed clients and mixed managed clients with drawing on their NDIS budget and paying their NDIS invoices for them.

Your Responsibilities

1. Provide accurate and relevant personal details necessary for the delivery of the Flexible Supportive Plan Management service (FSPM), including your NDIS Plan details, date of birth, and NDIS number.
2. Advise Flexible Supportive Plan Management (FSPM) immediately if your NDIS Plan is suspended or replaced by a new NDIS Plan, or if you stop being a participant in the NDIS.
3. Provide all information necessary to ensure your needs are understood, so the most effective service can be provided to you.
4. Be responsible for any activity that occurs through your account.
5. Keep your account identification and password confidential and secure.
6. Not participate in, encourage, or advocate any illegal activity or violate any law, statute, or regulation in your dealings with Flexible Supportive Plan Management (FSPM).

Your Rights

1. Receive quality plan management services.
2. Be treated with dignity and respect.
3. Access a service free from discrimination, abuse, and harm.
4. Offer feedback, compliments, suggestions, and complaints for consideration and action.
5. Have your feedback responded to in a timely manner.
6. Access information in a format that is clear and understandable.
7. Exercise choice and active decision making.
8. Have a representative (formal or informal) participate in decisions related to services provided.
9. Have your confidentiality and privacy maintained.

Our Responsibilities

1. Provide you with financial intermediary services.

2. Reconcile your NDIS Plan balances.
3. Provide you with the opportunity to approve invoices.
4. Pay supplier invoices on your behalf.
5. Process your reimbursement claims.
6. Track your expenditure against your NDIS Plan budget and make it available in real-time via the Flexible Supportive Plan Management (FSPM) app.
7. Provide you with monthly statements of expenditure.
8. Consult with you regarding how your funds are spent.
9. Assist you with purchases where appropriate.
10. Assist you with provider service agreements.
11. Assist you in tracking your progress towards your defined goals.
12. Provide you with access to support and coaching to help you maximize your NDIS plan.
13. Troubleshoot for you.
14. Connect with you via emails, phone calls, and text.

We Do Not Take Responsibility

1. If you exhaust your funds before your NDIS plan expires.
2. If you purchase supports that are not compliant with the current NDIS legislation, rules or guidelines.
3. To approve payments or invoices on behalf of the NDIS (our ability to create a payment request and finalise payment does not mean the NDIS has approved your purchase or will approve your purchase during an audit).
4. To check that your invoices/receipts adhere to employment laws and regulations as outlined by Fair Work Australia, the Australian Taxation Office (ATO) and any applicable awards (We strongly encourage the participant to contact the ATO directly if they engage contractors – depending on the circumstances, the law may require these workers to be formally employed or paid superannuation).

General Terms of Plan Management

1. Flexible Supportive Plan Management (FSPM) has the authority to act on your behalf to claim payment for supports provided to you from your NDIS Plan and to pay these funds to providers.
2. A service booking will be created for the entire value of your Plan Managed Support Budget Categories through the NDIS provider portal.
3. The supports and maximum prices are set out in the NDIS Price List.
4. All prices are GST inclusive (if applicable) and include the cost of providing the supports.
5. We will claim from the NDIA portal for funding up to the amounts specified in the support category and budget approved in your current NDIS plan. After these supports are delivered, the service provider will claim payment for those supports from Flexible Supportive Plan Management (FSPM).
6. We have no involvement or liability for charges above the unit price as prescribed in the relevant NDIS price guide.
7. The 'gap' difference between the invoiced item amount and the NDIS unit price for supports purchased is your responsibility to pay to the provider directly.

8. Where a price change is executed by the NDIA for services provided historically, fees will be backdated to support full recovery.
9. Providers engage directly with you in relation to the provision of goods and services and send your invoice to Flexible Supportive Plan Management (FSPM) as your Plan Manager to arrange payment with the NDIS.
10. Providers are responsible for the quality and actual service provision and activities, as well as their safety while providing services to you. They will have their ABN and are responsible for their business activity as a business entity.
11. You may be required to sign a specific service agreement to receive goods and services provided by Providers.
12. As part of establishing your service agreement with them, or engaging their services, please take the time to ensure that they have the relevant coverage for public liability, medical malpractice, and personal injury.