

Professional Standards of Practice Plan Management Services under the NDIS

Section 8 of the Plan Management Practice Standards outlines the types of services delivered by RPMP's.

This section will ensure that RPMP's meet the following service statement and principles: Self Direction, Consumer Approach, Best Interest, Dignity, Accountability, Values and Beliefs and Position of Power by:

- Act at the discretion of the Participant in providing the types of Plan Management services available in the NDIS;
 - The financial administration of a participant's plan; and
 - Plan and financial management capacity building and training.
- Providing Plan Management (Financial Administration) that incorporates: processing of invoices, monitoring participant plan budgets, updating participants on plan spend and remaining budget, support participant decision making and assisting participants in understanding their purchasing;
 - Plan Management (Financial Management) is not a reasonable and necessary support and is funded in two parts;
 - An establishment fee for the initial service and setup of the ongoing service; and
 - Monthly administration fee for the ongoing provision of the financial management of the plan.
- Delivering Capacity Building and Training in Plan and Financial Management that develops participants management skills for self-management in future plans where possible;

- This includes: building financial skills, organisational skills, ability to direct supports and self-management capabilities.
- Capacity Building and Training in Plan and Financial Management is a reasonable and necessary support and is funded per hour of service delivery.
- RPMP's can engage with participants using General Marketing techniques such as;
 - Relationship marketing;
 - Online and social media;
 - Content marketing;
 - Activism marketing; and
 - Inbound marketing.

Chapters 4–12 of the Plan Management Professional Standards of Practice expand on the 11 principles outlined in Chapter 3 and, when followed in unison, ensure that participants receive objective support, delivered in a professional manner.