



## Welcome to Plan Management with Boon Consulting

Thank you for considering Boon Consulting as your NDIS Plan Management provider. To help you decide if I am the right fit for you, here is some information about me, my business and how I provide my services.

**About me and my business:** My name is Lindsay Hayes. I have been a self-employed bookkeeper since 2013. I am a Member with the Institute of Certified Bookkeepers (ICB), I am a registered Plan Management provider for the NDIS.

I also have experience as a disability support worker and NDIS support coordinator working mainly with children and adults on the autism spectrum and adults with physical disabilities. I have been living in the NDIS and disability space since 2016 and have gained a lot of experience, both professionally and personally in the years since.

**How will I support you:** As a sole trader, I run the business and oversee all work myself. Danni works with me and is our Client & Business Support Officer. She can assist with most things in the plan management space, however all plan management decisions and claims are made by or reviewed by me. This means you will only ever deal with Danni or I, giving us a great opportunity to develop a close working relationship. I do not have set business hours, meaning I am able to assist you, when you need it. I can offer out of hours video meetings, including evenings and weekends if required. My aim is to provide the best service I can, with a focus on your individual needs.

I operate from my home office, so video meetings are always scheduled for a time that suits you. This helps to ensure that you are comfortable during our meetings and can be in a place that makes you feel safe. I encourage all my clients to have a support person or carer with them if that helps you to feel secure and understand what is being discussed. My aim is to build strong professional relationships with my clients to help you have as much independence as you can. I keep my client list small to ensure that I can assist you whenever and wherever suits your needs.

**Turnaround times for payments:** We aim to pay all claims within 3-5 business days after we receive a valid invoice or receipt. If there are any problems, we will contact you (or your provider if you have given us permission) to sort it out as quickly as possible. If you have paid for a service or item yourself, you can email us a copy of the receipt for reimbursement. If you are unable to email the receipt to us, we can arrange alternate ways to provide receipts that suits you and your situation.

**Quality improvements:** All quality improvement decisions are made based on feedback sought from our clients and their carer's. I encourage you to provide feedback regularly so that I can adjust the way I provide my service to suit your individual needs. I will always communicate with you about any changes prior to implementing them, so you are able to prepare for those changes and have an opportunity to raise any concerns in advance.

My service is tailored to your needs. All decisions regarding the service and support I provide to each client is made in conjunction with you and your carer's input during meetings and planning appointments. Meetings by video or phone can be arranged as regularly as you would like.

Monthly or quarterly check-ins are encouraged, with discussions regarding the use and planning of the supports within your budget, the support you are receiving from me and what changes may need to be made to ensure the best outcome for you. I am conscious that you may require a unique approach and I will actively design my support around your individual needs.

**What if I can no longer be a Plan Manager:** Because I am a sole trader, and a small local business, you have the advantage of only needing to deal with Danni or I. Unfortunately, this also means that if I am ill or injured, my ability to provide a quick service may be reduced. If I am unable to work for any period of time, we will contact you to and let you what the expected duration of my absence will if there will be any impact on payment timeframes. In the event that I am no longer able to continue as a Plan Manager for the NDIS, I will ensure that you are transitioned to another provider of your choice with all of your records provided to you and your new Plan Manager. If you decide to cease utilising my services or on request all copies of all documentation and correspondence can be provided to you within 7 days. All communication with external parties that I have authority to be in contact with will also be copied to you and/or your carer. If you would like help to choose another Plan Manager, I will help you to do this, but the final decision on who you work with is yours.

**Extra information:** I have several documents and links on my website that provide additional information relating to NDIS and plan management. If you are looking for any information in particular, please let me know and I can help you find it.

### Contact details:

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