

You can hold us to the promises in this Charter.

We will regularly check our performance against these commitments and will ask an independent auditor to review us each year, starting in June 2019. We will publish each years' results on our website so you can see how we are going.

If we do not meet the standards in this Charter, we promise to donate \$5,000 to a good cause. We will ask a disability advocacy organisation to help us choose a cause that will benefit people with a disability.

For more information, visit our website, send us an email or call our friendly team today.

 planpartners.com.au
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Plan Partners 
Bringing your plan to life

This customer charter contains general information and doesn't take your personal circumstances into account. Please consider whether the information is right for you before making a decision. Plan Management Partners Pty Ltd | ABN 54 609 868 993

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Customer Charter: What we promise, we deliver.



Our commitments to you.

At Plan Partners, we are committed to helping you bring your NDIS plan to life. We offer two services - Plan Management and Support Coordination. At every stage of your NDIS journey, you can rely on us to be on your side and by your side.

This Customer Charter outlines our key commitments to you and makes us accountable, so you can trust us to deliver.



1. You can always see and control how your budget is tracking.

You can see exactly how your budget is tracking at any time. You are always in control.

Each month we will send you a statement showing how your NDIS budgets are tracking. You can also see your funding details whenever you like by logging in to your personal dashboard on our website.



2. We welcome all your questions and feedback. We respond to you quickly, consistently and fairly.

You can contact us over the phone, by email or by writing to us. We will endeavor to get back to you within 2 working days and be consistent and fair in the way we respond.



3. We make sure your service providers are paid promptly.

You don't need to worry about your service providers being paid. As we process invoices promptly, they usually get paid within 7 or 8 working days.



4. We give you more choice of service providers.

We have a large list of NDIS registered and non-registered service providers. We are always adding to it and making sure it is correct. We talk to our customers to find out what they like and don't like about their service providers, and we use that information to build a better network for you.



5. When you need us, we will move quickly and always put you first.

We keep your information at hand so we can move quickly when you contact us and focus on what you need. If our customer service team can't help you, your enquiry will be directed to a State Manager.

Our aim is to keep our customers happy. At least once a year, we will ask you how we are doing in a survey. We will use your feedback to improve what we do.



6. We are independent and only work for you.

We only consider your needs when we advise you on how to spend your funds or select your providers. We don't take payments from anyone else or provide NDIS-funded services other than Plan Management and Support Coordination. We will also handle your personal information with care, in accordance with our Privacy Policy. You can find a copy of this policy on our website.

Every year, we are audited, so you can be sure we stay independent and unbiased.



7. Our people are well trained and informed.

You can count on us to have a deep and up-to-date knowledge of the NDIS, the disability community, Plan Management and Support Coordination.

All our people spend at least 20 hours each year learning and developing their skills through professional development. We also encourage our people to volunteer. We offer them 2 days extra paid leave each year to volunteer in the disability community.



8. We are committed to making the NDIS a success.

We are always talking to and working with members of the disability community, the NDIA and the government to make the NDIS a success.

We will share our knowledge of the NDIS by taking part in at least 10 industry expos and events each year and publishing at least 2 articles each month to help educate people about how to make the most of the NDIS.