



Registered
NDIS
Provider



ndis
superhero

Participant Handbook

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Welcome

Welcome to **NDIS Superhero** – you have made an heroic choice to join our national plan management company!

NDIS Superhero is a registered NDIS Service Provider. Our founders are passionate about, and committed to, delivering effective and high-quality plan management services to meet your needs.

All services and supports we provide are person-centered and aligned with the National Disability Insurance Act 2013, and the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018. You will be notified of changes to our organisation as they occur.

If you required further information in relation to the content or you would like to suggest improvements to the Participant Handbook, please do not hesitate to contact us directly by email (hello@ndissuperhero.com.au) or phone (1300 310 710).

We are excited that you have decided to join us, and look forward to an amazing and collaborative, happy and successful partnership,

Rachel

Director, Intake/Plan Management

Graham

Director, Accounts

About Us

At **NDIS Superhero**, we're more than just plan managers — we're part of the community we serve. Our team brings over **50 years** of combined lived experience as people with disability, parents, and partners as well as over 30 years disability sector experience. We know firsthand the challenges, frustrations, and triumphs that come with navigating the NDIS because we've lived them ourselves.

That deep understanding is what drives us to do things differently.

By combining our lived experience with industry knowledge and professional expertise, we created a plan management service that's built around your real needs. That means same-day processing, fast and responsive communication, and a personalised approach that actually makes sense.

NDIS Superhero was born from the belief that participants and their families deserve a plan manager who truly understands their journey — and is here to make it smoother.

Our Mission

To deliver a **high quality, independent and person-centred** plan management service to NDIS participants and their families

Our Vision

To **empower people with disability** and their support networks through fast, personalised, and truly understanding plan management — creating a system that feels human, responsive, and built with lived experience at its core.

Our Service

We offer one service: NDIS Plan Management.

This is a deliberate decision – we provide one service and we do it well! (Some would say heroically).

This means we have no conflicts with other Service Provider. We are completely independent.

NDIS Superhero was founded as a person-centered company, focused on ensuring that NDIS Participants are at the centre of decisions which relate to the management of their plan budget. We believe that we, people with disability, and our children with disability, have the same basic human rights as other members of society and should be empowered to exercise our/their rights, including:

- **The right to be valued as individuals**
- **The right to access services on a non-discriminatory basis**
- **The right to dignity, courteous treatment, privacy and confidentiality**
- **The right to make choices that effect our/their own lives**
- **The right to be involved in the design and monitoring of supports provided**
- **The right to a quality of life**

NDIS Superhero will work in partnership with you to assist you to explore all your options and apply a creative and effective methodology to assist you to manage your NDIS funding and achieve your goals.

The Team

Our team members are heroes too. They devote their time to making sure our vision becomes a reality. They are:

- **Friendly, personable, reliable and committed to providing the best possible plan management service**
- **Constantly learning and updating their skills to ensure they have the required knowledge and expertise to do their job well**
- **Available to assist you with managing your plan and your budget**

Becoming a NDIS Superhero – Customer

To be eligible to receive support from us you must be a Participant of the National Disability Insurance Scheme (NDIS) with plan management in your budget. This is a budget separate from your support budget – it allows you to access our services at no cost to you.

If you don't have plan management funding, let NDIS staff know that you wish to have this added to your budget. You can do this at your planning meeting or mid-plan.

Services can be accessed through self-referral or third-party referral in the following ways:

- **Email: hello@ndissuperhero.com.au**
- **Phone: 1300 310 710**
- **Online: www.ndissuperhero.com.au**
- **Recommendation from your Local Area Coordinator (who can nominate us to be your plan manager)**

When you sign up to a NDIS Superhero, you will agree to our Service Agreement. You will find a copy of this Service Agreement on our website www.ndissuperhero.com.au.

Once you are a NDIS Superhero Customer

Our participants will receive the following services from us:

- **Provider management:** we can work directly with all your NDIS providers to ensure payments and invoice processing are seamless.
- **Budget tracking:** you will receive monthly statements outlining how your budget is tracking. If you are over or under spending, you will hear from us via phone or email to discuss how you can adjust your spending to ensure you get your budget back on track.
- **Invoice processing:** we will receive invoices directly from your providers, or from you, and pay them directly on your behalf.
- **Claim lodgement:** we will lodge your claims through the NDIS portal for you.
- **You can choose your providers:** unlike when you are agency-managed, you can choose any provider including unregistered providers, to provide you with goods and services which meet your needs.
- **Bill the NDIA directly:** our plan management fees do not come out of your support budget. They are calculated in addition to your care needs and paid separately by the NDIS. This means there is no out of pocket expenses to you.

Policies and Procedures

NDIS Superhero has our own Policy and Procedures Manual to help us deliver a consistently high quality service. These policies and procedures have been aligned with the National Disability Insurance Act 2013, and the National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018.

If you wish to read these, please email hello@ndissuperhero.com.au

Below is a copy of the Policies and Procedures most relevant to you as our Customer.

Privacy and Confidentiality

NDIS Superhero work hard to ensure that your privacy and confidentiality is maintained. We have a Privacy Policy Statement on our website which you can refer to for more detail. In summary, we will:

- Only collect information about you that can be shown to be directly relevant to effective service delivery
- Seek your consent prior to obtaining information from any other source.
- Seek your consent prior to releasing information to any other source.
- Ensure that personal information is stored securely.
- Promptly investigate, remedy and document any consumer grievance regarding privacy, dignity or confidentiality.

You have a right to view what personal information is held by NDIS Superhero – ie to view your file. If you wish to do this, simply ask your plan manager, or email this request to hello@ndissuperhero.com.au

Violence, Abuse, Neglect, Exploitation and Discrimination

NDIS Superhero does not tolerate any form of violence, abuse, neglect, exploitation or discrimination. We are grateful for the Disability Royal Commission and look forward to seeing how the 222 recommendations it made on how to improve laws, policies and structures and practices will be adopted by government and the sector to ensure a more inclusive and just society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation.

At NDIS Superhero we will ensure that we:

- **Adopt a Zero Tolerance approach to violence, abuse, exploitation and discrimination in our workplace and in our practice**
- **Are free from violence, abuse, neglect, exploitation or discrimination**
- **Create a safe environment for all people with disability**
- **Identify and manage incidents and risks that might compromise our ability to act free from discrimination**
- **Train all our staff to respond to any action which may be abusive, violent, neglectful, exploitive or discriminatory.**

If you ever feel that we have fallen short of this commitment, we urge you to contact our directors or one of our other staff members report this. Your report will be taken seriously.

Feedback and Complaints

At NDIS Superhero, we value feedback and complaints as a crucial way to pinpoint what we're doing well and where we need to improve in serving you better. That's why we've put in place a Feedback and Complaints Policy and Procedure. This ensures that everyone involved can voice concerns or complaints without fear of backlash. Our team is fully briefed on this policy and will follow it diligently.

Complaints and feedback can be lodged in the following ways:

1. You can make a complaint or provide feedback anonymously.
2. You can ask an advocate or a support person to help you make a complaint or provide feedback. This is a person of your choice.

You can make your complaint in different ways:

- Via email to hello@ndissuperhero.com.au
- Via phone: 1300 310 710

You can also make your complaint directly to the NDIS Commission:

- Phone 1800 035 544 (free call from landlines) or TTY 133 677.
- Complete a complaint contact form: Complaint Contact Form (business.gov.au)
- Email contactcentre@ndiscommission.gov.au
- Online: Making a complaint about a provider | NDIS Quality and Safeguards Commission (ndiscommission.gov.au)

If you're not satisfied with how we've handled your complaint or its outcome, you have the right to appeal. The recommended route for appeals is through the NDIS Commission (see contact details above). We're committed to addressing complaints promptly and effectively.

What happens when you are no longer a NDIS Superhero Customer

We will be sad to see you go – but we understand that participants will sometimes exit the NDIS or chose another service provider. If you wish to chose another plan management provider, we will assist your transition by:

- Completing outstanding invoices within the one month notice period
- Informing the NDIA of your choice
- Exiting our service via the portal to ensure your new service provider can log in and provide plan management services for you
- Informing providers of the change if they contact us after your exit

For more information on how to exit or transfer, please speak to your Plan Manager.

More Questions?

You can find answers to some Frequently Asked Questions (FAQs) on our website, see: www.ndissuperhero.com.au

Why not reach out to discuss any extra questions with us? We would love to hear from you. You can:

- Phone us on 1300 310 710
- Email us at hello@ndissuperhero.com.au