



Participant - FAQ

Important Update: Adept Plan Management is moving to Developing Links

Will there be changes to the branding or my dedicated plan manager?

- Participants of Adept Plan Management will be rebranded to Developing Links Plan Management. This will occur from 18th of August 2023.
- For Adept Plan Management participants and providers, it will be 'business as usual', as you will still speak with the same team of dedicated plan managers.
- Importantly, we value and want to preserve Adept Plan Management's specialist capability and experience in NDIS plan management. The rebranding to Developing Links will ensure we are able to continue to provide you with a premium plan management service.
- You will continue to work with the same experienced team, making contact in the same way for the immediate future, and working with the same Plan Manager. We will be in contact in the coming weeks with updated contact information for submitting invoices and speaking with your plan manager.

Will there be changes to the way I submit invoices, or the way in which they are paid?

No, submitting your invoices and claims will continue in exactly the same way, the process of approving these and having them paid will also continue in the same way.

There will be no change to the payment terms – your trusted providers will continue to receive the same level of service at the same quick rate.

Do I need to do anything differently to what I currently do?

No, please continue to contact us when you need assistance, we will continue to look after your plan management in the same way we always have.

If I choose to cease my plan management with Adept / Developing Links, how do I go about this?

We respect the rights of our participants and a key value we share with the NDIS is choice and control. If you want to, you can always leave us and move to another Plan Manager. Please contact us and we can assist you in doing this.

If I chose to stay with Developing Links, will my service terms change?

Yes. Unless you tell us otherwise, from 18th of August 2023, your existing service agreement will be replaced to reflect the service agreement of Developing Links. A copy of that service agreement is available on the Developing Links website.

**Will my data be kept safe and confidential?**

We understand the need to ensure that your data is kept safe and confidential – we will ensure the transition from the Adept Plan Management to the Developing Links Plan Management systems will maintain the security of your personal information. The privacy policy for both Adept and Developing Links is available from their respective websites. If you have questions, please reach out to discuss.

Can I still call (08) 7009 4433 or email info@adeptplan.com.au?

Starting from Monday, 21st of August 2023, you can reach out to Bianca, Emily, Kylie, and Liz at Developing Links using the same contact details you're familiar with. Alternatively, you can also contact them and the team at Developing Links on their dedicated line during business hours (Monday to Friday, 9 am – 5 pm).

Developing Links Contact Details:

- Call us on 1300 100 556
- For Invoices email: accounts@developinglinks.com.au
- For any general enquiries or support email: support@developinglinks.com.au

How can I view my invoices/funding after August 18?

Developing Links use a system called Careview which helps you keep track of your NDIS funding. This is different to a system you may have been familiar with called Planability. Careview will replace Planability when you officially transition to Developing Links.

We will be in touch with information about getting set up in Careview including giving you a link to download the Careview app where you will be able to view your NDIS funding details anytime you want.

In the Careview app you will be able to see how much NDIS funding you have used, how much is left, and the invoices we have processed for you. If you have a Support Coordinator, they will also have access to Careview to keep track of your supports and NDIS funding.

Careview Advantage App User Guide for Participants – [CLICK HERE](#)

Careview Connect Overview for Support Coordinators – [CLICK HERE](#)

Updated: 03/08/2023