

- ♥ **Client:** At First2Care, we use the word 'client' to refer to an NDIS participant, an NDIA appointed nominee of a participant, or another person else who is appointed to assist a participant with accessing First2Care's services.
- ♥ **Client Manager:** Client Managers work closely with participants and their families, nominee or representative to ensure they are well supported, that they understand their NDIS funding, and how to make the most of their funding.
- ♥ **First2Care:** First2Care is the trading name of Support Management Solutions Pty Ltd (ABN 24 601 046 155). First2Care is an approachable and transparent NDIS Plan Management provider, committed to supporting NDIS participants by delivering support outlined in NDIS plans, and taking away the stress of NDIS funding and budget management.
- ♥ **Reasonable and Necessary:** The NDIA only approves funding for supports and services which are considered to be 'reasonable and necessary'. This means all supports and services that are funded by the NDIS must be related to a disability, not include day-to-day living expenses, should represent value for money, and should consider other forms of support you receive such as government, family and the community.
- ♥ **Registered and Unregistered Providers:** Registered providers are registered with the NDIS Commission to provide supports and services to NDIS participants. This means that the provider meets the NDIS standard level of quality and safety stated in the NDIS Practice Standards. Unregistered providers are support or service providers who are often small businesses or sole traders who do not have the time or resources to register with the NDIS Commission. This does not necessarily mean that they do not provide the same quality and safety as registered providers.
- ♥ **Service Agreement:** Our Service Agreement is a contract between First2Care and our clients, in which a set of responsibilities and expectations are agreed to by all parties involved based on the delivery of our Plan Management services. The Service Agreement also ensures mutual understanding of policies, procedures and rights.
- ♥ **Welcome Guide:** Our Welcome Guide provides essential information to our clients about First2Care, our roles and responsibilities, the invoicing process, budget management and other services we provide. We send this guide to all our clients so they can understand how to access resources, how to use the MyPlan app, or who to contact for different supports, services and advice.