

INFOCUS PLAN MANAGEMENT CLOSURE - 24 MARCH 2025

FREQUENTLY ASKED QUESTIONS

1. Will InFocus continue to pay my invoices?

Yes, InFocus will continue to pay your invoices until one of the following dates chosen by you:

- The nominated date that you transition to your new Plan Manager and exit from InFocus; *or*
- before **24 March 2025**, close of business.

2. How will InFocus help me with the transition?

To support a smooth and hassle-free transition, we've partnered with Leap in! to make the process effortless. You will receive a survey form via email, once completed and with your permission, we will work with Leap in! to handle your sign-up to their service. Simply complete the online form which we will email to you and provide your preferences and consent. We will handle the rest.

3. Who is Leap in!?

Leap in! is Australia's leading NDIS Plan Manager. They are Queensland based and support thousands of Australians across the country. They have been recognised with the "Most Outstanding Plan Management Award" in 2023 and again, in 2024.

We trust Leap in! for their expertise and commitment to delivering excellent outcomes for people with disability, which is why we've chosen to partner with them.

Link to Leap in! website: www.leapin.com.au

4. What if I want to choose another Plan Management provider?

You have the freedom of choice. If you decide not to go with Leap in, please let us know if you have found your own Plan Manager and provide their details to us, including:

- Organisation name:
- Email addresses for
 - onboarding
 - invoices
- Phone number
- Contact person (*optional*)

5. Do I have to go with leap in!?

No, you are not required to choose Leap in! as your new Plan Manager, the choice is entirely yours. We are providing this option as the Leap in! team are

happy to work with us to provide you with a hassle-free sign-up process and ensure that your invoices are paid promptly without any delays. If you prefer another Plan Manager, simply let us know.

6. What happens to my plan managed funds?

We will transition all your plan managed funds over to your new chosen Plan Manager, Leap In! or a different Plan Manager. Depending on which type of plan, we will be either closing all plan managed service bookings; or PACE plans where we end our role with you on an 'agreed date' before 24 March 2025.

7. What happens if I choose another provider and not Leap in!?

If you choose a Plan Manager other than Leap in!, with your permission, we will prepare a handover document and send it directly to them and you on your behalf. You can provide your consent for this to happen via the form that we will email to you.

8. If I choose a provider other than Leap in! what will be included in my transition handover document?

The handover document will include the following:

- Participant details
- Signed service agreements (if applicable)
- Activity Statement of transaction history for the current plan
- Support plan (if any)
- Breakdown of remaining balance on your plan budgets
- Any other relevant information, such as outstanding invoices

9. What if my providers of support continue to send invoices to InFocus?

We will inform your providers that InFocus is no longer your Plan Manager. With your consent, we will share your new Plan Manager's details, or we'll ask them to contact you directly.

10. I use InFocus for Support Coordination. Will I be able to continue using InFocus for Support Coordination?

Yes, InFocus Support Coordination will continue to support you. There is no change to our Support Coordination service.

11. Why is the request to transition to a new plan manager happening?

Unfortunately, as Plan Managers we are experiencing challenges and with much regret, it is no longer sustainable for our organisation to continue the service.