



Options to manage your NDIS plan and funding

NDIS registered provider

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During your planning conversation with the NDIA, you will have an opportunity to discuss how you would like to manage your plan and funding. Ultimately, the NDIA will take this into consideration, along with other factors, to identify how the plan and funding will be managed.

The four options include:

1. NDIA manages your funding
2. A Registered Plan Manager Provider
3. Self-Managing
4. Or a mixture of the above

NDIA Managed

The NDIA may be appointed to manage your NDIS funding and budget. If NDIA are managing your funding, you will be required to access services from providers who are registered with the NDIA. The NDIA will then take the responsibility of paying these service providers directly for the services that you have received.

Those registered providers have a direct link to the NDIS portal and electronically send their invoices directly to the NDIS for payment. You (or your nominee) can monitor your budget and plan on the MyPlace NDIS web portal at any time to see how you're tracking with your funds, what has been claimed, and what is left.

There is a list of registered providers on the NDIS website at: <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers.html> and on the NDIS portal.

A Registered Plan Manager Provider

As part of your planning process, you may identify a preference to have a Plan Manager appointed to assist you to manage your funding and budget. Plan management includes:

- Researching services and providers for you and presenting options for you to make an informed decision
- Negotiating with providers to get the best value for your funding and organising the contract
- Booking providers according to your needs
- Managing payment of providers
- Providing ongoing reports to you and the NDIA so you can keep track of your funding

After you have received a service, your Plan Manager will claim from the NDIA, and then pay the service providers' bill on your behalf. Providers can also send the bills directly to your Plan Manager for payment.

You can use registered or unregistered providers to provide supports and services through a Plan Manager, but all Plan Managers must be registered with the NDIA.

The Plan Managers role will also include providing you with support and tools to develop your capacity and independence to manage your funding and budget.

This is a funded line item within the NDIS Price Guide, and therefore, does not come out of your allocated funding for other supports and services.

How do I find a Registered Plan Manager Provider?

The NDIS website lists registered plan manager providers. This information is available at: <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers.html>.

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There will be many Plan Manager options available to you to choose. Epilepsy Queensland suggests that you consider these handy hints when selecting a Plan Manager:

- Spend some time researching the service provider - do they provide services aligned to your personal values?
- Shortlist a few services – this may be in relation to services provided, reputation, longevity of service, reviews about the service
- Phone the service to make enquiries about their service delivery – this may be in relation to:
 - How flexible are they and what was your customer experience like?
 - What are their internal processes to make decisions on your behalf, will this enable timely actions and decisions?
 - Do they have an online function, where you can monitor your funding and plan?

Self-Managing

Self-managing any part of your NDIS funding or budget gives you choice and control over the people that you pay to support you.

This means you are responsible for requesting and paying the invoices related to the supports you have received through your NDIS plan.

Self-managing gives you the opportunity to purchase supports from suppliers that have not registered with the NDIA. This can include any type of support provided - if these supports have been incorporated in your NDIS Plan. Through having greater options in relation to service providers, you may be able to negotiate a cheaper rate, and therefore, have your funding stretch further.

It is important to keep good documentation in relation to self-managing, as this will be subject to random audits over time.

In relation to paying for the services received, you can either pay up front for services as you use them and then be reimbursed by the NDIA, or submit a claim through the Portal after you are invoiced for the received services, and then pay the provider with the funds received from the NDIA. Your reimbursement will be deposited into your account, usually within a few days.

Mixture of the above

You may also choose to have some elements of your plan managed by the NDIA or Plan Managed, with other areas under the self-managed arrangement. For example, you may wish to self manage your transport funding to enable greater flexibility and timeliness of available funds, or other aids such as incontinence products, so you can purchase items when they are on special.

Some people who have already accessed the NDIS, have identified that it is be beneficial for NDIS participants to have a separate bank account for NDIS funds, and to speak with financial institutions regarding no fee options.

More information about the above options can be found here: <https://www.ndis.gov.au/participants/startingmyplan.html>

What if the option I chose is no longer right for me?

If the way you have chosen isn't working for you, or you need more support, you can change the arrangements at any time – not just at review time. To make this change, you will need to contact your local NDIS office.

Monitoring your NDIS Plan and budget:

Participant Portal

You can access your plan on the Participant Portal, an online tool available through <https://my.gov.au>, that keeps all of your documents together. You will receive portal access instructions and access password once your plan is approved and ready.

You can access your MyPlace NDIS web portal at any time to see how you're tracking with your funds, what has been claimed, and what is left.

If you choose to self-manage your funding, you can process payments through the portal.

For more information about these options, or any NDIS and epilepsy related questions, please contact us on the details below.

We are an approved NDIS Registered Provider and are here to help you.

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