



Managing your participant plan

As an NDIS participant you can choose how to manage the funding for the supports in your plan.

When you meet with your NDIS planner to develop your plan, you will need to decide which plan management option is right for you.

No matter which option you choose for the payment of providers, you remain in control of which providers you select and when and how your supports are delivered.

The Agency has a role in ensuring that participants are not put at risk in managing the funding for supports in their plan. The Agency therefore has to determine which plan management option can be agreed with the participant (see [s44 NDIS Act](#)).

The options

There are several ways you can manage the supports in your plan:

1. [self-managed](#) (including by [plan nominee](#))
2. [registered plan management provider](#)
3. the National Disability Insurance Agency (NDIA), or
4. combination.

Self-managed

If you choose to self-manage the supports in your plan, or your nominee does on your behalf, you or your nominee will be responsible for:

- finding and organising your supports
- making payments to your chosen providers, including paying providers on-time
- managing your plan expenditure, including sending My Plan Purchases forms to the NDIA, and
- keeping records of all your plan purchases and providing these to NDIA, if requested.

There is more information about [self-managed plans](#) and [plan nominees](#) on the NDIS website.

Registered plan management provider

A registered plan management provider is an individual or organisation that manages the funding of the supports in a participant's plan.

A participant can decide to use a registered plan management provider to manage some or all of the funding of supports in their plan.

A registered plan management provider can undertake financial intermediary activities, or financial and service intermediary activities. The activities of a financial intermediary include:

- assisting participants in increasing their skills in these activities
- paying providers and processing expense claims for participants
- developing monthly statements for participants
- claiming from the NDIA

The activities of a financial and service intermediary include:

- assisting participants develop skills in this area
- negotiating and coordinating the provision of support
- sourcing providers
- negotiating method and timing of delivery of supports, and
- negotiating individual requirements as part of the support management.
- paying providers and,
- processing expense claims for participants
- developing monthly statements for participants, and
- claiming from the National Disability Insurance Agency.

There is more information about [registered plan management providers](#) on the NDIS website.

National Disability Insurance Agency

A participant can choose the NDIA to manage the funding of supports in their plan.

If a participant prefers the Agency to pay providers on their behalf, the participant selects their own providers and enters into a service agreement with providers as to how and when supports are to be delivered. Participants need to certify that supports have been delivered in accordance with this Agreement for the provider to be paid by the Agency.

The Agency will issue a monthly statement detailing the supports paid on behalf of the participant.

Combination

Participants may choose to have some or all of their supports delivered in line with the plan management options already mentioned.

As an example, a participant new to self-management might choose to manage only one type of supports in their plan and have the Agency manage the rest.

Choosing a plan management option

There are a number of important factors that should be considered when choosing a plan management option, including:

- time available
- comfort level in negotiating with providers and suppliers
- organisational ability to manage the administrative tasks and keep good records.

More information

Please contact us if you have questions.

- Visit: ndis.gov.au
- Email: enquiries@ndis.gov.au
- Call 1800 800 110* Monday to Friday, 8 am to 8 pm EST.

For people with hearing or speech loss:

- TTY: 1800 555 677
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