

## Key points

- If you have funding for plan managers, support coordinators or psychosocial recovery coaches in your NDIS plan, you choose who delivers these services.
- If you have Agency-managed funding for these providers, once you choose your provider, you can choose if they become the [participant-endorsed providers](#) recorded in your plan.
- If you already have a plan manager, support coordinator or psychosocial recovery coach, and want to keep working with them, we can record them into your NDIS plan if you want us to.

## Plan managers

Plan management is when a provider supports you to manage funding in your NDIS plan. These providers are known as plan managers.

You can use a plan manager to help you increase your financial and plan management skills and pay your providers.

The rules for including and using a [plan manager](#) for your NDIS plan are the same for participants everywhere in Australia.

If you are choosing a plan manager for the first time, or you want to change the plan manager you have, you can look for providers who deliver this service. You can also use the tools on our website, like the [provider finder](#).

Once you've talked to your preferred provider and you've agreed to work together, you can get in touch with your myNDIS contact, or our National Contact Centre to tell us who your preferred provider is. We can then record your chosen plan manager as a participant-endorsed provider on your plan.

Your plan manager will then be able to see the parts of your plan they are managing on your behalf in the my NDIS provider portal.

## Support coordinators and psychosocial recovery coaches

If you have an NDIS plan developed in our new computer system, and you also have funding for support coordination and/or recovery coach services, we can help you to select a provider.

You can use our [provider finder](#) to learn about support coordinators and psychosocial recovery coaches in your area.

If you are looking for these providers for the first time, or you want to change the provider you have, we can request support coordination and recovery coach services through our new computer system. This is called a Request for Service.

If you already have a support coordinator and/or psychosocial recovery coach, and want to keep working with them, a Request for Service will be sent to them when we transfer your details to the new computer system.

We can make a Request for Service at your plan meeting, your plan implementation meeting, at your check-in, or at any other time you ask us to.

When we send a request to the providers you choose, asking them to let us know if they are available to work with you. They have 4 days to decide.

When you choose your support coordinator and/or psychosocial recovery coach and have Agency-managed funding for this support, they will be recorded as a [participant-endorsed](#) provider in your plan.

It's a good idea to make [service agreements](#) with your providers, including your support coordinator or psychosocial recovery coach.

Service agreements mean you and your provider can be clear about how you will work together, what your expectations of each other are, and what you need to know and do if you want to end the agreement.

## Reports from your support coordinators/psychosocial recovery coach

Your support coordinator and/or psychosocial recovery coach will talk to you about how you are going with your plan and send us a report of what you talked about at different times across the life of your plan.

The report will include information like:

- your support needs and personal situation
- the supports you are receiving
- how you are tracking against your goals
- any help you need to use your plan.

NDIA planners and myNDIS contacts use support coordinator and psychosocial recovery coach reports to help them get ready for your check-in and your plan reassessment. The reports help planners and myNDIS contacts to understand your situation and support needs.

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