



# NDIS plan management



Your approved NDIS plan gives you choice in which services you will use to help achieve your goals.

Depending on how your NDIS funding is managed, you may be able to use registered providers, unregistered providers, or even directly employ your own staff to help you reach your goals.

Services may come from a person, business or organisation. There are different ways to manage your NDIS funding.

**The different options are:**

1. NDIA managed (also called Agency managed)
2. Plan-managed
3. Self-managed
4. A combination of the above three management types.



Regardless of how your NDIS funding is managed, the NDIS Quality and Safeguards Commission is working to ensure you receive quality and safe supports.

We support your rights including your right to dignity, respect and to live free from abuse, exploitation, and violence. If you feel unsafe or unhappy with your services, it's always okay to speak up.

**Regardless of how your plan is managed, you:**

- will be protected by the NDIS Code of Conduct
- can raise a concern or make a complaint to the NDIS Commission
- have the right to feel safe when working with your NDIS providers
- have the right to receive quality service and support from your NDIS providers
- can access information about which providers have restrictions or bans placed on them by the Commission
- can speak up if you have concerns about the quality or safety of the services from your providers.

If you have concerns about the quality or safety at NDIS Supports or Services, you can contact the NDIS Commission:

Phone 1800 035 544 (free call from landlines)

Text Telephone TTY 133 677

Translating and Interpreting Service 131 450

National Relay Service [internet-relay.nrscall.gov.au](https://internet-relay.nrscall.gov.au) and ask for 1800 035 544

Submit the Online Complaint Contact Form [www.ndiscommission.gov.au/participants/complaints](https://www.ndiscommission.gov.au/participants/complaints)

Mail: PO Box 210, Penrith NSW 2750.



For information about how to manage your plan, please visit the NDIS website: [www.ndis.gov.au/participants/how-planning-process-works](https://www.ndis.gov.au/participants/how-planning-process-works)