



NDIS plan management



Your approved NDIS plan allows you to choose which services you will use to help you reach your goals.

Depending on how your NDIS funding is managed, you might be able to use registered providers, unregistered providers, or even directly employ your own staff to help you reach your goals. Services might be delivered by a person, business or organisation.



There are different ways to manage your NDIS funding. They are:

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



Regardless of how you manage your funding, the NDIS Quality and Safeguards Commission works to ensure you receive quality and safe services.

We support your rights including:

- to dignity and respect
- to live free from abuse, exploitation, and violence
- to have your culture and identity recognised and respected.

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 support and/or services 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 support and/or services from your providers.

For information about how to manage your plan, please visit the NDIS website at <https://www.ndis.gov.au/participants/how-planning-process-works>.