

January 2025

# PARTICIPANT HANDBOOK

NDIS Plan Management

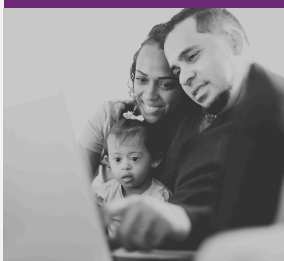
PLAN MANAGEMENT BY  
**NATION CHOICE**



Registered  
NDIS  
Provider

[www.nationchoice.com.au](http://www.nationchoice.com.au)

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# Welcome to Nation Choice NDIS Plan Management



As a registered NDIS provider of plan management services, we're here to manage the funding of supports and services under your NDIS-approved plan.

If you choose us as your Plan Manager, we'll work with you to help manage your NDIS budget under your plan in a way that meets your needs. This helps you focus on achieving your goals and living your best life.

## Who We Are

We are registered NDIS providers, audited and approved by the Australian Government body NDIS Quality and Safeguards Commission. We are CPA-qualified accountants and members, registered with the Tax Practitioners Board, members of the National Tax Accountants Association, and certified advisors/partners for iconic accounting brands.

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NDIS Quality  
and Safeguards  
Commission



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# Why Choose Us?



## Your Own Plan Manager

Personalized service through a dedicated Plan Manager to help you achieve your goals.



## Trusted Expertise

With years of experience, we specialize in personal injury and disability management, offering a service you can trust.



## Quick and Easy Self-Service

Our accessible online portal helps track your spending with real-time updates.



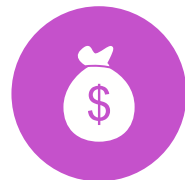
## Empathetic Support

Our team specializes in supporting people with disabilities, communicating clearly and sensitively.



## Hassle-Free Plan Management

We aim to pay invoices for NDIS-approved services within two business days of receipt.



## No Cost to You

Plan Manager fees are fully covered by the NDIS.



## Simple Plan Management

We help removing delays in your funding by eliminate inefficiency



## National Reach

Operating in all Australian states and territories, we ensure consistent support



## Extensive Provider Network

Access a wide range of service providers to enhance your choices.



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# What You Can Expect from Nation Choice as Your Plan Manager



We're here to help you manage your NDIS funding confidently. Our role includes:

- Helping you navigate the NDIS Scheme and understand your rights.
- Supporting you to make informed choices to maximize independence.

## Our Commitment to You

- Advising on supports covered by your NDIS plan.
- Managing your funding, invoices, and reimbursements.
- Ensuring funds align with your plan and NDIS requirements.
- Paying your providers promptly for approved supports.
- Providing monthly statements and financial reporting.
- Communicating openly, honestly, and respectfully.
- Addressing feedback and complaints promptly.
- Keeping your personal information confidential.
- Adhering to all NDIS guidelines and legal requirements.

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## What We'll Expect from You



To ensure effective collaboration, we ask that you:

- Share a copy of your NDIS plan or participant number and inform us of any changes.
- Notify us promptly of changes to your address or contact details.
- Respond to requests for information to help us deliver services efficiently.

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# Money Matters



## Cost of Services

Our services are free to participants, with fees claimed directly from the NDIS as per the NDIS Price Guide. For more details, visit: [NDIS Pricing Arrangements](#).

## Payments Process

We handle payments under your NDIS plan, paying invoices for approved supports within two business days upon validation.

## What If You Want to Cancel?

You can stop using Nation Choice as your Plan Manager at any time by providing 28 days' written notice. We're always happy to discuss and resolve any concerns before cancellation.



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## Agreement with You



Our Agreement document includes:

- **Your Details:** Information required to start Plan Management.
- **Introduction to Agreement:** Overview of our terms.
- **Agreement:** Customizable terms to suit your needs.

The finalized Agreement will be signed by both parties to establish clear arrangements and minimize misunderstandings.



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## Privacy

We prioritize your privacy. Personal information is handled per our privacy policy, available online: **[Nation Choice Privacy Policy](#)**.

For privacy inquiries, contact us:

- Mail: 1 Putters Circuit, Blacktown, NSW 2148
- Email: [ndis@nationchoice.com.au](mailto:ndis@nationchoice.com.au)



## Feedback

Your feedback helps us improve. Share your thoughts via surveys, conversations, or anonymously online.

## Complaints

We treat complaints seriously. Submit concerns anonymously online or contact us directly. We'll investigate promptly and keep you informed.

## Contact Us

- Phone: 0410 602 383\*
- Email: [ndis@nationchoice.com.au](mailto:ndis@nationchoice.com.au)
- Website: [www.nationchoice.com.au](http://www.nationchoice.com.au)
- Address: 1 Putters Circuit, Blacktown, NSW 2148

\*Available Monday to Friday, 9:00 AM – 5:00 PM AEST