Plan Partners

Understanding the different roles in the NDIS

The NDIS has many people who can help you. It can be hard to know who they are. This guide explains each role in a simple way.

Local Area Coordinator (LAC)

A LAC works for a NDIS partner company. They can help you learn about the NDIS and support you with your plan.

Some ways they support you:

- Explaining the NDIS and how to access the NDIS
- Helping you find community and mainstream supports
- Helping you understand your NDIS plan
- Conduct check-ins throughout your NDIS plan

A LAC is not the same as a support coordinator.

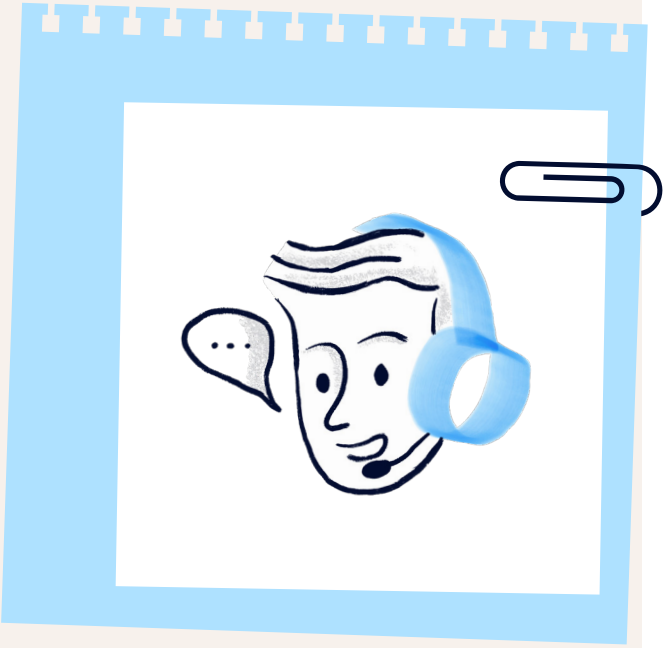
My NDIS contact

My NDIS contacts work for the NDIA. They can talk with you about your NDIS plan and support needs.

Some ways they support you:

- Talk about your goals
- Help with plan changes
- Help you find providers
- Help you use NDIS tools online
- Answer questions about your NDIS plan

They help with your plan. They do not usually organise your daily supports.



Support coordinator

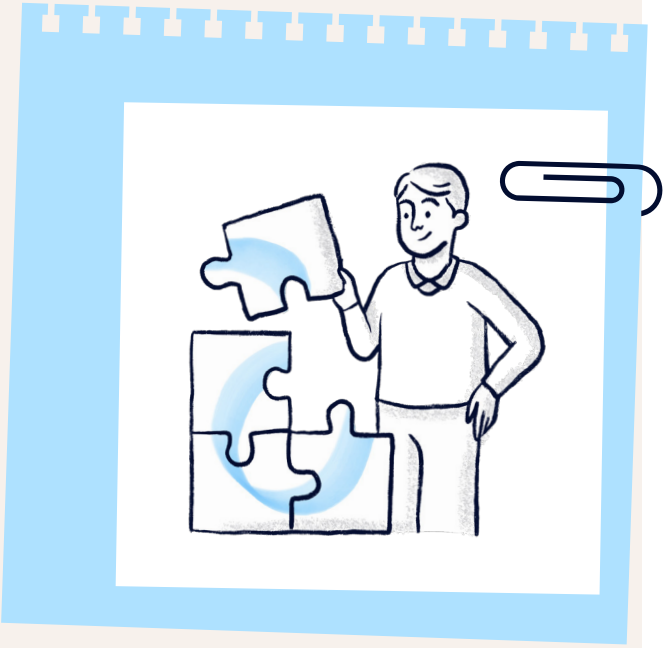
A support coordinator helps you use your plan. This includes helping you find providers and setting supports up.

Some ways they provide support:

- Help you find providers
- Help you understand your NDIS plan
- Organise services
- Help if something is not working
- Support you to become more independent

Not everyone is eligible for support coordination.

Plan manager

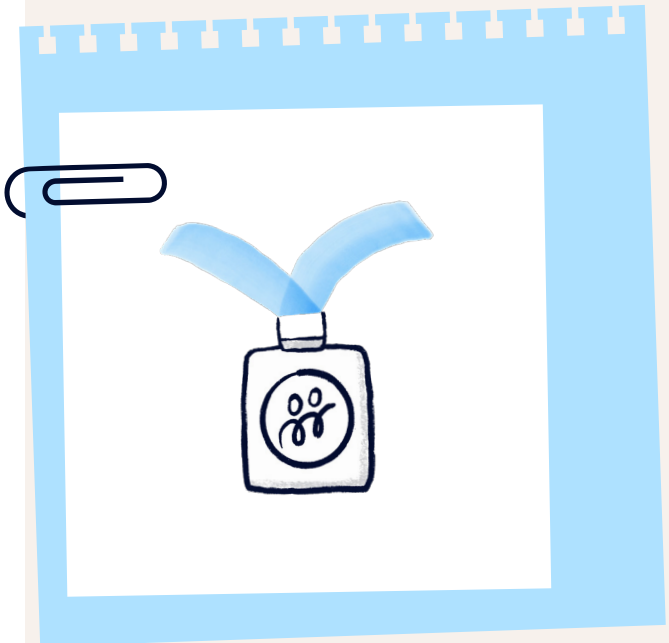


A plan manager helps with the admin side of your plan. They process your service provider invoices and pay them on your behalf. Ensuring supports are delivered consistently and help your NDIS plan on track.

Some ways they support you:

- Process invoices and reimbursements
- Help you track your spending
- Explain your funding
- Keep receipts and records
- Help with paperwork

Plan management is fully funded by the NDIS at no cost to you, simply ask your *My NDIS Contact* if it can be included in your plan.



Service provider

A service provider is a person or business that gives you support.

Examples of providers include:

- Support workers
- Therapists
- Cleaners or gardeners
- Allied health workers
- Behaviour support workers
- Transport providers
- Accommodation providers

The providers you can use depend on how your plan is managed.

Confidence begins with the right NDIS plan manager at your side

Managing your NDIS journey can feel overwhelming, but you don't need to go it alone, make Plan Partners part of your team today.

Your plan, your team. Our focus.

Sign up with Plan Partners today

If you already have plan management in your NDIS plan, signing up with us is easy. You can click the link below or sign up over the phone with no paperwork in just a few simple steps.

Sign up now

Sign up over the phone

1300 333 700

Plan Partners

Email
info@planpartners.com.au

Call us
1300 333 700

Live chat
planpartners.com.au