



Plan Manager

CLIENT PROMISE



Here at My Plan Manager we do more than just pay bills for NDIS participants. Here is a short summary of our promise as your NDIS Plan Manager:

We will find answers to your questions.

We have been around since the NDIS first started back in 2014. Since then we have become leaders in finding a better way to meet your needs. And, you can trust us to find you the right information if we can't answer your question straight away.

Your safety will always be our priority.

The NDIS exists to give participants choice and control over their lives, while helping to ensure they are not at risk of harm, abuse, neglect, or exploitation. We will always ensure that any concerns regarding your wellbeing will be acted on quickly.

We only hire 'people' people.

Our people get to join the team here because they care and are client focused. We're here to answer your questions and provide support.

Improvement is always on our radar.

We will continue to invest in training our people so they can better support you. When you talk, we listen. If you do have any feedback or a complaint, please let us know so we can review and resolve it.

My Plan Manager maintains quality standards by using the international ISO 9001:2015 standard and NDIS Practice Standards for managing service participant safety and organisational compliance.

We will always protect your privacy.

We will only share your information with the people you choose. We will uphold your rights under Australian Law, the United Nations Convention on the Rights of Persons with Disabilities, and our own client promise.

Your information will always be easily accessible.

We provide accurate and up-to-date information when you need it. We want you to always feel in control of your funding.

Your time is precious and we will respect it.

We will always respond promptly to your enquiries. During working hours*, we aim to answer 90% of inbound phone calls in under 60 seconds.

We strive to pay invoices within 3 business days from the date we receive them.

If you are a new client, we will get you set up within one working day of receiving the information we need from you.

*Monday - Friday, 8am - 6pm ACST

If you would like to learn more about My Plan Manager, [click here](#) to head to our website



REMEMBER...

My Plan Manager will work to help you achieve your goals, to exercise choice and control over your supports, and to develop the skills that will help you manage your NDIS budget in the future.

Connect with us...

