

# Plan Management and Support Coordination



**Two registration groups - plan management and support coordination - fall under the services that PQSA is approved to provide for NDIS participants.**

As an approved provider under the NDIS, PQSA (including HomeCare+) has sent information to the NDIS detailing the services we will provide under the NDIS. These approvals fall into various 'registration groups' and each of these have criteria that dictates what and who can provide these services.

For example, one of the criteria includes any qualifications people may need in order to provide different types of services, such as support workers, registered nurses, occupational therapists etc. As an organisation, PQSA must be mindful of any background criteria when delivering services to ensure that we meet our obligations. Two registration groups - plan management and support coordination are outlined below.

## Plan Management

Plan management is where a provider or business assists an NDIS participant with administering their plan by undertaking all

of the financial and administrative processes. They can also assist participants wishing to self manage their plans in the future to 'learn the ropes'.

Although PQSA is registered to be a plan manager, we undertake this only for a very small number of participants via our finance team. It has been agreed that we will not be providing plan management to any new NDIS participants.

Therefore, if you receive any requests for PQSA to be a plan manager, please refer the participant to the NDIS provider link:

**[www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers](http://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers)**

## Support Coordination

Support coordination is provided in a participant's plan where there is a need identified to assist in the setting up, coordinating services, resolving points of crisis and assisting participants

to understand their plan and navigate the NDIS portal. It appears as a separate budget (funding) in a participant's plan. PQSA Support Services team are able to provide this.

Not every participant will have this included in their plan. Support Services can provide this regardless of whether the participant is known to PQSA. The only clause in accepting referrals for support coordination is that the participant has a physical, neurological or Spinal Cord Injury.

**If you would like more information, please call Linda Macmillan, PQSA Projects Coordinator on (08) 8355 3500 or email [lindam@pqsa.asn.au](mailto:lindam@pqsa.asn.au)**

