



A GUIDE TO GETTING STARTED WITH YOUR NDIS PLAN.

NDIS PLAN MANAGEMENT. MADE EASY.

GETTING REGISTERED WITH SOUTH EAST CARE

South East Care is a registered NDIS Plan Manager that believes in making the NDIS easy. If your funds are Plan Managed, you won't be able to start accessing supports until you are registered with a Plan Manager such as South East Care.

Our registration process is simple and fast. That can be completed in minutes on our website www.southeastcare.com.au/register or by phone **(03) 9070 5230** or by email info@southeastcare.com.au.

HOW DO I GET STARTED

Now that you are registered with South East Care, you can start accessing the supports in your Plan. As with any Plan, having a sound idea as to how you'll get started is important, your Local Area Coordinator (or Support Coordinator) should assist you with this. If you do require a bit more support, book in for a one-to-one conversation with one of our plan specialists or simply just call us on **(03) 9070 5230** for more information.

STEPS TO CONNECT WITH SERVICES

Finding good Service Providers can be difficult, especially if its your first time. Try asking friends and relatives who they have had positive experiences with, as well as any organisations you have worked with in the past (Occupational Therapists, Social workers, GP's) may know some great services and there's no harm in asking.

Though searching online can be helpful, it may be difficult to navigate the multitude of service providers. Research is vital and so is understanding what you are accepting when signing agreements. Again, if you are unsure about something your Local Area Coordinator is an amazing resource and as always, we are more than happy to help.

I FOUND A SERVICE PROVIDER

Great! Go ahead and start your supports, when your Service Provider requests payment, you can simply just notify them that you are Plan Managed. Present your Membership Card and they can follow the steps to get paid;

- ✔ Forward invoices to invoices@southeastcare.com.au
- ✔ We will seek authorisation from you (the participant) or your authorised representative.
- ✔ Payment is made to the Service Provider within 2 - 4 business days.



REGISTERED AND UNREGISTERED PROVIDERS

One of the greatest benefits of being Plan Managed is having access to both Registered NDIS Providers and Unregistered Providers, this means you can access any company, organisation or individual providing services, as long as they have an ABN and can provide an invoice. If your unregistered provider needs help writing correct invoices, ask us for an approved invoice template.

You also have the **power to negotiate your rates, hours and services!**

AUTHORISATION AND STANDING AUTHORITY

Your Service Providers can email us directly, but we will seek authorisation from you prior to paying. This can be done by email, text message or verbal confirmation.

We can also organise Standing Authorities on the account. Meaning your Service Providers get paid without waiting on Authorisation. This is great for regular ongoing services such as Occupational Therapists or Speech Therapists who you trust and know.

You will be able to monitor their claims with your payment statements and budgets.

BUDGETING FOR THE DURATION OF THE PLAN

As your Plan Manager we will monitor your spending and assist you in maintaining a sound budget. Our ongoing (Monthly, Bi-Monthly or Quarterly) statements assist you in keeping up to date with your current spending.

MEMBERSHIP AND ITS BENEFITS

With all registrations, we will send you our Welcome Pack, including your unique membership card and membership number. The **Access Card** simplifies the NDIS Plan Management experience, by allowing you to simply show your Access Card to any provider to get your supports paid.

We also hold bi-monthly programs, activities and information sessions, so you can make friends, meet new people and get valuable information.

NO CONFLICTS OF INTEREST

South East Care does not provide any other services or supports, nor has any agreements or partnerships with any other providers. Giving our participants impartial and unbiased information as we have no potential conflicts of interest.

South East Care - Plan Management

“Your Partner in the NDIS”

CONTACT US

Phone: (03) 9070 5230 Email: info@southeastcare.com.au

www.southeastcare.com.au

Narre Warren - Dandenong - Chadstone