

How to change NDIS plan managers.

Changing NDIS plan managers is something you're allowed to do at any time during your plan. Whether you want faster payments, better communication, or a plan manager who better suits your needs, the choice is yours. This guide explains how to make the switch in a clear and supportive way—and there's even a sample letter to help you get started.

Why switch?

Sometimes things change—and that's okay. You might want to switch because:

- ✓ Invoices are taking too long to be paid
- ✓ It's hard to get in touch with your current plan manager
- ✓ You've found someone new who offers proactive support or better planning tools
- ✓ Your needs or goals have changed

Whatever the reason, the NDIS gives you the freedom to choose the right support at the right time.



Switching plan managers: step-by-step

1. Find a new plan manager

First, choose a new registered plan manager. This is someone who will look after your NDIS budget moving forward. Using industry directories or asking other trusted providers for a recommendation may be a good starting point to find the right fit for you. Chat with the provider to make sure they will support you in the way you want.

Once you have made your decision, you will need to sign up by giving the new plan manager your details and getting a new service agreement. With nib Thrive, you can do this over the phone or online at nib.com.au/thrive/join

2. Let your current plan manager know

Next, you'll need to tell your current plan manager that you're moving on. Most agreements ask for 14 or 30 days' notice. We've included a simple letter below to help you do this.

3. Update the NDIS

If you have a PACE plan, call the NDIS on 1800 800 110 or talk to your Local Area Coordinator (LAC) to let them know who your new plan manager is so your records can be updated. You can also update your relationship in the MYGOV participant portal with an end date for your old plan manager.

4. Finalise the change

Ask your old plan manager to process any final invoices or claims and share any information your new plan manager might need. This keeps everything running smoothly.

5. You're all set

Your new plan manager will let you know when they're officially managing your plan. From here, they'll take care of your budget and make sure your providers get paid.

Your plan manager, your choice

Switching plan managers doesn't have to be stressful. You're in control of your plan—and that means choosing the support that works best for you. If something's not working, it's okay to make a change.



We're here to help you feel confident every step of the way.

Give our friendly team a call on **1800 999 333** to discuss how we can support you.

Your sample letter

You can use this simple letter or email to tell your old plan manager that you're switching:

To [Plan Manager's Company]

Hi [Plan Manager's Name],

I'm writing to let you know I, as the participant or plan nominee, am ending the service agreement with you for NDIS plan management services for the following NDIS plan: [NDIS number] [Participant full name]

My last day with your service will be [insert date that matches the notice period in your agreement].

Please stop processing any invoices after that date. If there are any unpaid invoices or reimbursements, please finish them up before I leave.

Thanks for your support so far, and I'd appreciate anything you can share to help my new plan manager pick up where we left off.

Kind regards,

[Your name]