

FAQ

Can anyone use Plan & Connect?

You must have support coordination funded in your NDIS Plan.

You can request support coordination when you do your next review.

Can I change my support coordination halfway through a plan?

If you are not happy with your support coordinator you can change at any time by contacting the Local Area Coordinator (LAC) who can give you a list of providers to choose from. The LAC will advise the NDIS of your change of Support Coordinator.

What do I do if I am not happy or have a complaint about Plan & Connect?

Plan & Connect has a complaint process you can follow if you are not happy with the service you are receiving. You have the right to an advocate, independent of Plan & Connect and RDAS, to assist you with your complaint. You can talk to an independent body:

In NSW, the NDIS Quality and Safeguard Commission on 1800 035 544

In Victoria, the Disability Services Commissioner on 1800 677 342.

Contact details

PO Box 982 Wodonga VIC 3689
admin@planconnect.org.au
Fax: (02) 6024 6809

Wodonga (02) 6056 2420
132 Melbourne Rd

Wagga Wagga (02) 6921 9225
1st Floor, Wollundry Chambers
63 Johnston Street

Wangaratta (03) 5718 0171
Wang Central
15-17 Ely Street

Griffith (02) 6909 1787
Forrest Community Services
4/26 Ulong Street

1300 886 388

www.planconnect.org.au

Plan & Connect is a local, independent NDIS business arm of:



Working with you to
achieve better outcomes
with your NDIS plan

Our points of difference:

- Plan & Connect is local, based in southern NSW including the Riverina
- Plan & Connect is not a provider of any direct care services. Our advice is independent and free of conflict of interest
- We have offices in Wodonga, Wagga Wagga, Griffith and Wangaratta
- We understand the issues which are impacting people with disability living in a regional area
- Our approach is to have at least 3 face to face meetings during the year. We will meet at a location that suit you
- We will be available to talk to you on the phone or email at other times during the year.



How we can help you navigate the NDIS journey at different stages:

- Assist with identifying the services and service providers that best meet your individual needs
- Coordinate service providers and supports, or build your capacity to do this
- Obtain quotes for services and set up Service Agreements with providers
- Source suitable accommodation options
- Work with you to redevelop your goals before your NDIS plan review
- Help you find community activities suitable to your needs
- Help with coordinating assessments and reports
- Help identify and manage situations where risks may be growing, for example where carers are growing older and there are no other supports available
- Plan and explore options for important stages of life, such as leaving school or moving house
- Monitor your NDIS plan outcomes and expenditure, and help report back to the NDIA.

What is Support Coordination?

Support Coordination helps build your ability to act independently. This can include empowering you to access and co-ordinate your supports, and provide assistance to help you participate more in your community.

The NDIA may consider adding Support Coordination to your plan if it is believed you could experience challenges navigating the NDIS or managing your providers effectively.



We can assist you to access and understand the NDIS Portal.