



How to endorse a plan manager when you have an NDIS plan

If your NDIS plan is on PACE (the NDIA's new computer system) then you must now endorse your chosen plan manager, which is just a fancy way of saying that you need to tell the NDIA who you are choosing to manage your plan.



Important tips before you start

Whichever endorsing option you choose, make sure to follow these tips:

- Make sure to endorse Plan Tracker as your plan manager (not plan provider).
- Make sure to use the start date of your current plan as the start date of your endorsement (this will allow us to process any invoices outstanding of this plan).
- Have the person on the phone confirm that the endorsement is complete (the process should be instant).



How to endorse a plan manager when you have an NDIS plan on PACE

There are two ways you can endorse Plan Tracker.

1 Via the NDIA

Contact the NDIA National Call Centre on 1800 800 110 and advise that you would like to endorse Plan Tracker as your plan manager.

2 Via your “My NDIS contact”

Could be a Local Area Coordinator or NDIA representative.

Contact your Local Area Coordinator/ NDIA representative to advise that you would like to endorse Plan Tracker as your plan manager.

When do I need to endorse?

There are only two times this needs to be completed:

- 1** When you sign up to plan management for the first time, or if you change from another plan manager, to Plan Tracker.
- 2** When you renew your plan, make sure to tell your NDIS contact that you would like to endorse Plan Tracker as your ongoing plan manager.



Important information for support coordinators

Endorsement can only be done by the participant, their nominee, or their guardian.

As a support coordinator, you cannot endorse providers on your participant's behalf.

If your participant would like to have their plan managed by a provider such as Plan Tracker, they must now endorse them.



Have questions?

That's what we're here for! Get in touch today!



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