HOW TO ENDORSE FUTURE PLAN MANAGEMENT

The NDIS is undergoing some changes, including a new computer system called PACE.

If you're an existing participant, you'll switch to PACE at your next plan review, but if you are very new to the scheme, your first plan is likely created in the new PACE system. If this is the case, you will need to request that the NDIA endorse Future Plan Management as your authorised plan management provider.

This can be done in a number of ways:

**NDIS Plan Meeting**

The best way to endorse providers is to request this during the planning phase, with the NDIS Planner or Local Area Coordinator.

**Contact us! 0460 35 77 16**

We will arrange a three-way phone call between yourself, the NDIS Contact Centre and us. This is usually the fastest way to arrange endorsement after the plan has been finalised. [insert call us link]

**NDIS National Contact Centre:**

**By PHONE:** Call 1800 800 110, Monday to Friday 8am to 8pm (your local time).

**By EMAIL:** You can send a request to **enquiries@ndis.gov.au**

Suggested Wording:

Hello,

My name is [your name] and I am contacting you about NDIS number is [your NDIS number]. *(IF YOU ARE NOT THE PARTICPANT, ALSO INCLUDE YOUR NAME AND RELATIONSHIP TO THE PARTICIPANT)*

My NDIS plan is in the new PACE system. I request that you endorse Future Plan Management as my registered plan manager. Their provider registration number is 4050158330.

I would like this endorsement to commence from the date my plan started, which is [your NDIS plan start date].

May I please confirm that this endorsement has been completed and that Future Plan Management can now commence services for me? (They should be able to tell you “yes.”)

Tip: You can ’cc’ us into the email - hello@futureplan.net.au – so that we can keep an eye out for the endorsement.

**Online Chat:** The NDIS provides a web chat service where participants can connect with support staff to discuss their plan and endorse providers. You can access the chat HERE (link is: <https://www.ndis.gov.au/contact>)

**Other means:**

**Local Area Coordinator (LAC) / Early Childhood Coordinator (ECC) / NDIS Planner**

You can contact your NDIS representative (view their contact information in your NDIS plan or online in the participant portal).

**Support Coordinator**

Your Support Coordinator may be able to assist you to arrange the endorsement