



What Is a Plan Manager?

Your plan. Your funding. Your choice.



What is NDIS funding?

Funding is money in your NDIS plan for approved disability-related supports.

What this means for you

Your funding supports your goals.



What is a Plan Manager?

A Plan Manager manages the financial administration for plan-managed supports.

What this means for you

They help make invoices and payments easier.



Paying providers

Providers send invoices. Your Plan Manager checks the information, submits claims and pays providers.

What this means for you

Your Plan Manager handles the paperwork.



Checking invoices

They may check provider details, support details, dates, charges and whether the claim is in line with your plan.

What this means for you

Checks help protect your funding.



You stay involved

You may be asked to confirm that you received the support and the invoice is correct.

What this means for you

Your choices matter.



Tracking your budget

You receive regular information about funding used, funding left and how spending is tracking.

What this means for you

Updates support informed choices.



Different roles

A Plan Manager manages funding. A Support Coordinator helps connect you with supports.

What this means for you

Some people use both services.



Questions and feedback

Ask us about invoices, charges, payments, budgets, statements, feedback or complaints.

What this means for you

No question is too small.



Contact our team

Contact the Emily's Hope Plan Management team.

What this means for you

(07) 3155 6559 | (07) 4426 8700



Our promise

We will explain things clearly, treat you with respect, listen to questions and help you understand your funding.

What this means for you

You are at the centre of your plan.