

Welcome pack for participants and nominees

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Welcome to Provider Choice

At Provider Choice, we provide a personalised plan management experience that supports participants and their network to navigate the NDIS with confidence.

A personalised plan management experience

Your dedicated dashboard keeps everything in one place, while expert plan managers provide day-to-day support; tracking budgets, processing invoices and ensuring plans run smoothly. All with full context so nothing needs to be repeated.

Using your online dashboard

At Provider Choice, we want to help you make the most of your funding with our easy to use online Dashboard. The Dashboard is your very own secure and personal space where you can:

- Track your budget in real time
- Get live updates on all transactions
- Find out how you're tracking with your spending
- Approve and review your invoices yourself before it is processed
- Use our Plan Explainer to see products and services you may be able to access
- Utilise our Plan Review tool to help you get ready for your next NDIS Plan Review meeting
- Manage multiple plans in your family – all in one spot

To get started on the Dashboard, you can log in here at www.providerchoice.com.au

We will ensure you are comfortable using our dashboard and tools during your onboarding journey.



Your privacy & confidentiality

We treat all your personal information you provide to us in accordance with our Privacy Policy which you can access here: www.providerchoice.com.au/privacy-policy

You can also ask us to email you a copy of our privacy policy if that is easier for you.

Complaints, compliments & feedback process

We're committed to providing high-quality services and meeting your needs. As such, we value all types of feedback.

Our feedback process

- All client complaints will be formally acknowledged within two working days.
- We aim to respond to all complaints and grievances as quickly as possible, and resolve within 28 days from acknowledgment.
- For further information on this process, please speak to your Plan Manager or view the policy through the following link: www.providerchoice.com.au/complaints-policy.
- We have a process in place to deal with reportable incidents. If you would like to find out more, please speak with your Plan Manager.
- You can contact us on **1300 776 246** or email planmanagement@providerchoice.com.au anytime.



Frequently asked questions

How do my service providers get paid?

Simply let your providers know that Provider Choice is your Plan Manager and tell them to forward their invoices to us at invoices@providerchoice.com.au.

Once we receive the invoice, we can get it processed and paid to your service provider within 3-5 business days from the day following receipt of the invoice.

Your Providers have access to their own [Provider Portal](#), they can find information around invoices and more in the Provider Portal, under Welcome Pack.

How can I get reimbursed for something I purchased myself?

If you've paid for an approved support and need to be reimbursed, email your paid tax receipt to reimbursements@providerchoice.com.au. Reimbursements sent to this address go into a dedicated priority queue and can be processed the same day*.

*received by 1pm. [T&Cs apply](#).

Track the status of your reimbursement anytime in your Provider Choice dashboard.

How does Provider Choice charge for my plan?

- We charge the fees laid out as per the NDIS price catalogue
- These fees are completely covered by your NDIS plan - Plan Management services are on top of your overall NDIS funds. They do not come out of your other NDIS funding.
- When establishing Plan Management services with Provider Choice, we will charge an initial setup fee followed by a monthly service fee, in accordance with the NDIS Price Catalogue.

How can I give someone else access to my Provider Choice Dashboard?

Sharing access is simple. In your dashboard, head to the Permissions tab and invite someone new. They'll be able to view your funding and invoices instantly – no hassle, no paperwork.