



FREQUENTLY ASKED QUESTIONS

How are plan management services paid for?

Plan management funding can be requested to be included within your NDIS plan, if approved, the funds to pay for plan management are included in your budget. This means there is no out of pocket costs to the participant for our services.

How do plan managers receive invoices from service providers?

There are two options.

Option 1 - Participants can provide their service providers with our email address - invoices@allroundpm.com.au and they can send your invoices for payment directly to us.

Option 2 - Your service providers can provide you with your invoice, you can review and then forward onto us for payment.

Do you offer an online portal for me to view my budget?

Yes! We use Planability software which means you can log into the online portal via web browser to view your current remaining budget, invoices paid and invoices for approval.

How do I know what has been paid?

The easiest way to see if your invoices have been paid is via our Planability online portal. If you prefer, you can contact us to confirm payment has been made. We endeavour to process all invoices within 2 working days of receiving.

How much involvement do I need to have when it comes to managing the payment of my invoices?

Our participants can have as much or as little involvement as they like. Some participants chose to let their plan manager handle all or most of the administration when it comes to paying invoices. Alternatively, some participants prefer to review, approve or decline invoices prior to payment being made, this is done through the Planability online portal.

Can I see my NDIS budget in real time?

Yes, you can! Using our Planability online portal you can log in and see your total funding, total claimed and total remaining balance.

Do I receive statements?

Yes, we send monthly statements via email to all of our participants. If you would prefer your statement to be sent as a hard copy in the post please let us know.