

## **Plan Management service update**

### **Frequently Asked Questions**

#### **What is happening with my Plan Management service?**

Since Creativity Inc joined the Northcott family in early 2020, we have been working to make this transition as smooth as possible for you and all Hillsdale and Rosebery customers, prioritising the continuation of all services.

Northcott has been evaluating the plan management service and decided that we will no longer be providing this service after Friday 14 May 2021.

#### **Will there be any delays in the invoice processing?**

We will always endeavour to pay all invoices within a 10-day period. If we detect a delay on payment, we will let you know about it and work toward a solution.

#### **What will the process for transitioning from Northcott to another provider be?**

Until 14 May, we will be partnering with SCIA to continue to deliver your Plan Management service.

You will need to find a new plan management provider by 14 May; you can either decide to transfer your plan management to SCIA or to a different provider.

Once you have decided who you would like to work with as your plan management provider, please let Shane Lumsden know on 0411 254 824, and he will explain the process and next steps.

No matter what decision you make, if you want to transfer all your information to your new provider, you will be need to sign an Authority to Exchange Information form, in line with Northcott's privacy policy.

If you decide to sign this form, Northcott will then securely transfer all the information to the new provider to complete the transition. If you do not wish to do this, you will need to provide the documentation to your new provider.

#### **Where can I find a new provider?**

You will always have the choice and control over how you want to manage your NDIS funding, so if you prefer to, there are other providers you can explore. [This link may be of help if you would like to explore alternative options.](#)

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**Will I need to complete a new service agreement with my new provider?**

Yes, you will need to sign a new service agreement to the new provider.

**How much will this cost?**

There's no out of pocket expenses that you will have to incur, as all expenses are provisioned in your plan.

**Will I have a choice to select a provider other than Spinal Cord Injuries Australia (SCIA)?**

Absolutely. You will always have the choice and control over how you want to manage your NDIS funding, so if you prefer to, there are other providers you can explore. [This link may be of help if you would like to explore more options.](#)

**Can I transfer my service before 14 May 2021?**

As long as the provider you are transitioning to is ok with it, Northcott doesn't require any notice period to transfer your service. Please, be aware the process of transferring information from Northcott's end may take up to 5 business days.

**Who do I contact if I have questions?**

You can contact Shane Lumsden on 0411 254 824 or call The Northcott Customer Service Team on 1800 818 286.