



FAQ

NDIS Plan Management

Rainbow Care

YOUR FAMILY IS OUR FAMILY

What is Plan Management >>

Rainbow Care delivers NDIS plan management service to help participants manage their funding and access necessary support. Our team manages NDIS claims and pays providers for services delivered while sending monthly activity statements to help you monitor your budget. With our personalised support, NDIS participants can make the most of their funding and achieve their goals. Contact Rainbow Care for reliable and efficient plan management service.

Why choose Rainbow Care?

One of the many benefits of choosing Rainbow Care is that we are a smaller business, which allows us to have a more hands-on approach in client communications and invoice processing.

You will also have peace of mind knowing that anyone you talk to at Rainbow Care is either a part of the LGBTQIA+ community, or an active ally.

How do I get invoices paid?

A) Simple! You or your chosen providers can email though invoices/claims to accounts@rainbowcarehomeservices.com.au where we do same day processing.

How long will it take to get paid

To strengthen the NDIS by reducing fraud and non-compliant behaviour, the NDIA has announced some changes to the claims review process. Starting in March of 2024, the NDIA is taking more time to check claims before they are paid. This means that instead of getting paid within 24 hours, it may take from 48 hours, or for complex claims, up to 10 days.

How do I get Plan Management in my NDIS Plan

When you go for your planning meeting or review, you need to request for Improved Life Choices to be added to your plan. If you need assistance, please contact us and we will assist you through the process.

Plan Management

How much does it cost?

- Our plan management service comes at no cost to you. When you request for Improved Life Choices to be added to your plan, the NDIA will cover our fees.

What areas do you service?

- We provide services in the Moreton Bay Region & Sunshine Coast

Signing up with Rainbow Care

To nominate us as your plan manager email us accounts@rainbowcarehomeservices.com.au or call us at (07) 3110 1633 and we will get back to you within 24 hours. If you're a PACE client we may need you to endorse us directly with NDIA but we can talk you through this.

