# Plan Management and Support Coordination Transition

## General Public Frequently Asked Questions

Information for participants, families, providers, stakeholders and community members | October 2026

### About this FAQ

This FAQ provides general information about Southern Stay's transition out of Plan Management and Support Coordination. Participants will also receive information and support specific to their individual circumstances.

### What is changing?

Southern Stay will progressively transition out of delivering Plan Management and Support Coordination services, with both services to close by 2 December 2026.

Participants will continue to receive support during the transition. Southern Stay will work with each participant and, where appropriate, their nominee, family or guardian to support an orderly transition.

### Why has Southern Stay made this decision?

This decision has not been made lightly. Southern Stay has considered upcoming NDIS reform, pricing and regulatory settings, workforce challenges and the long-term sustainability of these services.

It reflects seven years without an increase in the relevant NDIS pricing, rising workforce and overhead costs, increasing regulatory and compliance requirements, workforce challenges and Southern Stay's future strategic focus. More recent announcements have also provided greater certainty about the expected reform timelines and the likely conflict-of-interest restrictions for organisations that provide Plan Management or Support Coordination alongside other disability supports.

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The decision allows Southern Stay to focus resources and investment on sustainable, high-quality disability supports to participants into the future, while carefully assisting current participants through the transition.

## Will Southern Stay continue providing other disability services?

Yes. This change relates only to Plan Management and Support Coordination. Southern Stay will continue providing its other disability services and supporting people with disability across south-west Victoria.

## Will participants' NDIS plans or funding change?

No. Changing a plan manager or support coordination provider does not change a participant's NDIS plan or funding.

## What will happen for Plan Management participants?

Southern Stay has decided to transition its Plan Management services to My Plan Manager. Southern Stay and My Plan Manager will support participants through the transition.

Participants retain choice and control and may choose another plan manager. No participant is required to move to a particular provider.

Participants who choose My Plan Manager will receive a service agreement and onboarding information. My Plan Manager will coordinate the transfer with Southern Stay.

## Why has Southern Stay recommended My Plan Manager?

Southern Stay reviewed leading plan management providers and selected My Plan Manager because it is an established specialist provider with the size, capability and systems to support ongoing plan management and participant transitions.

Southern Stay's discussions with My Plan Manager have provided confidence in its commitment to continuity of service, secure invoice processing and a carefully managed transition.

## What will happen for Support Coordination participants?

A Southern Stay Support Coordinator or team member will contact participants to discuss available future options.

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Participants will be supported to choose the provider that best meets their needs and preferences. No participant is required to move to a particular provider.

Southern Stay will only share information with a new provider with appropriate participant consent.

## Will services stop suddenly?

No. Southern Stay will continue supporting participants during the transition and work through each transition carefully. Participants should continue using current arrangements unless advised otherwise as part of their individual transition.

## Do participants need to contact the NDIA?

Support Coordination participants do not need to contact the NDIA as part of choosing a new provider. A new provider will arrange the consent needed to access relevant information.

Plan Management participants with a PACE plan may need to endorse their new plan manager. My Plan Manager will advise participants who choose its service if this is required and provide guidance.

## What happens to participant information?

Southern Stay will manage participant information in line with privacy and consent requirements. Information needed for transition will only be shared with an appropriate provider with the participant's consent.

## What should providers do during the transition?

Providers should continue sending invoices and communicating through current arrangements until advised that a participant's transition has been completed.

Once a Plan Management participant has transitioned to My Plan Manager, updated invoice information will be provided.

## Is Southern Stay closing?

No. Southern Stay is not closing. The change relates specifically to Plan Management and Support Coordination. Southern Stay will continue delivering other disability support services and investing in its future service direction.

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## Where can I find information about broader NDIS reforms?

The Australian Government and the NDIA publish information about changes to the NDIS on their official websites. Links are included below.

Australian Government: About the changes to the NDIS

NDIS: Securing the NDIS for future generations

## Where can I get help or more information?

Please contact the relevant team for information about an individual transition:

| Enquiry type | Email | Phone |
|---|---|---|
| **Support Coordination** | supportcoordination@southernstay.org.au | 03 5564 3444 |
| **Plan Management** | pmtransition@southernstay.org.au | 03 5564 3444 |
| **My Plan Manager Transitions Team** | Transitions@myplanmanager.com.au | 1800 411 729 |

**Southern Stay reception hours:** 8.30 am to 5.00 pm, Monday to Friday.

**Website:** https://southernstay.org.au/news/

**While the services we provide are changing, our commitment to the people we support is not.**

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