



Working with the NDIS

Your guide to being a registered NDIS provider

The National Disability Insurance Scheme (also called the NDIS) is a new way of providing disability support.



The National Disability Insurance Scheme (NDIS) is a once in a generation social and economic reform that will better the lives of hundreds of thousands Australians, their families and carers - by improving the participation of people with disability in the community and the workforce. The NDIS also provides peace of mind for all Australians – in the event a significant and permanent disability impacts them.



The NDIS invests in building the capability of participants by taking a life-time approach to the NDIS supports they receive. Central to this approach is the National Disability Insurance Agency's commitment to deliver quality plans for participants that enable a better life.

This guide outlines the typical 'provider pathway' that all registered NDIS providers will follow.

Your guide to working with the NDIS



How does the NDIS work?

The NDIS connects people with disability, their families and carers with government services and community activities and works to build inclusive communities, workplaces and services. The NDIS doesn't replace services provided elsewhere by government or the community. The information and support to connect to other services is provided by Local Area Co-ordinators or Early Childhood Intervention Partners. The NDIS is not welfare, it is an insurance-based scheme that invests in participants to improve long term outcomes. The NDIS is being rolled out gradually around Australia from 1 July 2016 and will be complete by 1 July 2020.

1



Am I ready to provide NDIS services?

To assist individuals and organisations interested in becoming an NDIS registered provider of services and supports to NDIS participants, providers can use the Provider Readiness Checklist. It's a self-assessment tool to determine if you/ your organisation is ready to apply for registration with the NDIS. It will also help you understand what is involved in becoming a registered provider and the various steps required prior to starting the registration process.

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How do I register?

To register as a provider there are four key stages of the process:

- apply for a Provider Digital Access (PRODA) account at <https://proda.humanservices.gov.au>
- use your PRODA account to register and gain access to the **myplace** portal
- complete an "intent to register" application
- provide all required documentation

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How do I connect with participants?

Once a provider receives their Certificate of Registration, they can start marketing their services and engaging with NDIS participants to understand their goals, preferences and objectives.

The NDIS 'Provider Finder' – located on **myplace** – is one of the most direct ways that providers can promote their services and their location or outlets.

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What is a registered provider?

Registered providers are individuals or organisations that are registered with the NDIA to deliver a support or a product to a participant in the NDIS.



Provider Toolkit www.providertoolkit.ndis.gov.au

The Provider Toolkit contains seven sections to guide providers through the typical 'provider pathway'. These symbols **3** **6** indicate the relevant section in the toolkit.

Create a service agreement

Once the provider has connected with a participant, a service agreement should be created to ensure that the participant and provider have an agreed set of expectations about what supports will be delivered and how they will be delivered.

Create a service booking

A service booking is the way a participant engages with their chosen provider(s) online via **myplace**. A service booking nominates the type of support, dates of support and funding to be allocated to a provider.



How do I get paid?

Submit a payment request electronically through **myplace** within 28 days of service delivery.

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How do I measure outcomes and report?

As a registered provider, it is important to measure and report on participant outcomes. The NDIA may request certain information and reports from you in the course of you delivering supports and services to an NDIS participant.

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How do I work with NDIS participants?



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Track outcomes

Track the participant's progress against their goals.

Provide supports

Provider delivers supports as outlined in their service booking(s) and agreement(s) and must maintain records of these.





Benefits of working with the NDIS

By 2019, the NDIS will support about 460,000 Australians with disability and invest \$22 billion a year in services and equipment. There are significant growth opportunities for providers who respond to this new demand. Benefits of being a registered NDIS provider are:

- Help people with disability to have the opportunity to live an ordinary life
- Be part of a vibrant, innovative and competitive marketplace
- Enjoy new business opportunities
- Online systems
- Access updates and information from the NDIS including tools and resources to train your staff



Types of supports funded under the NDIS

All supports and services delivered for NDIS participants should enable people with disability to have the same things in life as other people, like somewhere to live, a job, hobbies and the company of family and friends.

The funding model that underpins the NDIS is designed to be flexible and to allow service innovation. Importantly, the supports delivered will be chosen and paid for by a participant out of an individually allocated budget based on their own goals. The range of supports funded by the NDIS will expand over time as the NDIS market grows.

More information

The Provider Toolkit is available at www.providertoolkit.ndis.gov.au to help providers understand the NDIS market and guide them through the process of registering and working with the NDIS.

Other resources for providers are available at www.ndis.gov.au/providers

National Disability Insurance Agency



Telephone 1800 800 110



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