

Working with providers

This fact sheet explains:

- what a provider is
- how to find and choose your providers
- changing your providers
- when you need to tell us about your providers.

What is a provider?

An NDIS provider is a person or organisation that delivers NDIS-funded supports or services to people with disability. They can help you find information, access supports, build your skills and independence, and connect with your community.

Learn more in **What is an NDIS provider?** in [Our Guideline – Your plan](#).

As a participant, you're responsible for choosing the providers you want to work with. It's important to find the right providers who can assist you to meet your disability needs and help pursue your goals.

Registered and unregistered providers

There are two types of providers:

- **Registered providers** are registered with and regulated by the [NDIS Quality and Safeguards Commission](#). They must meet strict conditions for the quality and safety of their services.
- **Unregistered providers** aren't registered with the NDIS Quality and Safeguards Commission.

All providers must follow the [NDIS Code of Conduct](#) and have a complaints process. The NDIS Code of Conduct requires both registered and unregistered providers to not charge you more than they would charge anyone else for the same support.

You **must** use registered providers for:

- any parts of your funding that are **Agency-managed**
- some specific supports, including plan management, supports that will likely involve a regulated restricted practice, behaviour support, supported independent living (SIL) and specialist disability accommodation (SDA).

For other supports, if your funding is **self-managed** or you use a **registered plan manager**, you can choose either registered or unregistered providers.

To learn more about registered and unregistered providers, see section **How do you buy NDIS supports from providers?** in [Our Guideline – Your plan](#).

Registered plan managers, support coordinators and psychosocial recovery coaches

You may have funding in your plan for a registered [plan manager](#) to help you manage the funding in your plan. Or you might have funding for a [support coordinator](#) or [recovery coach](#) to help you use your plan.

If you have funding in your plan for these providers, you can choose who you work with. You should make sure you find a provider that suits your needs. You and your provider should agree on how you want to work together.

Finding and choosing providers

You can use our [Provider finder](#) to find registered providers in your area. Or you can research providers on the internet. Your friends and family, support groups or disability organisations might also be able to help you find a provider that suits your needs.

If you need more support to find a provider, you can talk to your my NDIS contact. You can also talk to your support coordinator, recovery coach or Aboriginal disability liaison officer, if you have one. We can't recommend specific providers to you, but we can let you know about the different providers in your area.

It's a good idea to speak with providers before you decide to work with them. Learn more about [what a provider is](#).

How much should you pay for your supports?

Providers set their own prices, but the [NDIS Code of Conduct](#) requires providers to not charge you more than they would charge anyone else for the same support.

If they do, they need to tell you why. You can negotiate prices with your providers before you agree to work with them. Learn more about [fair pricing](#) on the NDIS Commission website.

The [NDIS pricing schedule](#) sets out the appropriate maximum prices for most NDIS supports. The pricing schedule can be used to help determine how much you will pay for your supports.

The appropriate maximum prices for supports will also vary based on factors such as:

- a provider's qualifications or experience
- whether a provider is registered or unregistered
- the intensity of the supports being delivered
- the location where the supports are being delivered
- the delivery method of the supports, for example face-to-face or remotely.

How much you pay for your supports is also impacted by how your funding is managed:

- If your funding is **Agency-managed** or you use a **registered plan manager**, you can't pay more than the pricing schedule. But you can pay less if the provider chooses to charge less.
- If your funding is **self-managed**, you may choose to use an **unregistered provider** for your supports. This means you can choose to pay less or more than the pricing schedule. You might decide paying more gives you the best value for money, even if you get less hours of support.

If you choose to pay more than the appropriate maximum prices set in the [NDIS pricing schedule](#), you may use your funding budget sooner than expected. We won't top up your plan funding before the date of your next plan reassessment if you choose to do this.

New NDIS laws came into effect on 3 October 2024. All claims for NDIS supports must be submitted within 2 years of the date the support was provided.

Making a service agreement

Before you start working with your providers, we encourage you to make a written service agreement.

A written service agreement is a record of what you and your provider have both agreed to. For example, it might include:

- what supports they'll provide
- how long they'll provide the supports
- how much the supports will cost
- how you can change or end your service agreement.

You and your provider should work together to create a service agreement that suits both of you. Some providers will have their own standard service agreements. You can ask the provider to add your own terms to the agreement, such as progress updates. You don't have to agree to their terms if you don't want to. If you and your provider can't agree on terms, you don't have to work with them.

If you live in specialist disability accommodation (SDA) funded by the NDIS, you **must** have a written service agreement with your provider for this support.

Learn more about [service agreements](#) on our website.

Changing your providers

You can change providers for whatever reason you like. In most cases, you'll have an exit clause in your written service agreement. This is sometimes called a notice or cancellation period. The [NDIS pricing schedule](#) sets the conditions for when a provider can claim cancellation fees.

If you're unhappy with the support you're getting, you might want to talk to your provider first. You can ask someone you trust, or an advocate, to help you talk with them.

If you don't feel comfortable talking with your provider, or you're unhappy with their response, you can contact the [NDIS Quality and Safeguards Commission](#).

When you need to tell us about your providers

You need to tell us about your providers for the following supports:

- registered plan managers, support coordinators or recovery coaches
- behaviour support
- specialist disability accommodation (SDA)
- home and living including supported independent living (SIL).

We need to record these providers before we can pay them for your supports. If we don't, they can't make a claim.

If you have a support coordinator or recovery coach, we'll make a request for these services in our computer system. We call this a request for service.

If funding for your other supports is **Agency-managed**, you can choose to tell us about the providers you use. We call them [my providers](#). This means we can pay your providers quicker because we won't have to check with you every time they make a claim.

If you don't tell us about your providers for your other supports that have **Agency-managed** funding, they can still claim from your plan. But we'll check with you before we pay them to make sure the claim is correct.

To tell us about your my providers or ask us to remove a provider from your plan, you can:

- talk to your my NDIS contact
- [contact us](#).

If you use a **registered plan manager** or **self-manage** your funding, you don't need to tell us about your other providers ahead of time. We only need your providers' information when you or your registered plan manager make a claim.

Providers who you work with can also request to be recorded as one of your my providers. You'll receive an SMS or email from us telling you we have received a request to add a new provider relationship to your record. You can see and accept or decline this request in the my NDIS portal, or by [contacting us](#).

If you don't accept or decline the request, we will attempt to contact you. If we can't contact you, we will cancel the request after 28 days.

National Disability Insurance Scheme

ndis.gov.au

Telephone 1800 800 110

Webchat ndis.gov.au

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For people who need help with English

TIS: 131 450

For people who are deaf or hard of hearing

TTY: 1800 555 677

Voice relay: 1800 555 727

National Relay Service: relayservice.gov.au