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What a provider is

A provider is a person, business or organisation that delivers NDIS supports to participants.

Providers can be:

- sole traders
- large companies
- charities
- not-for-profits
- any other kind of business.

They also have different areas of expertise and experience. For example, if you have NDIS funding for physiotherapy, the physiotherapist you choose to work with is a provider.

Providers can be registered or unregistered

Providers can apply to be a registered NDIS provider with the NDIS Quality and Safeguards Commission (the NDIS Commission).

Registered providers must meet strict conditions for the quality and safety of their services under the NDIS Commission. Registered providers also can't charge more than the NDIS pricing arrangements and price limits.

Unregistered providers aren't registered with or regulated by the NDIS Commission. They can choose to charge above or below the price limits.

Both registered and unregistered providers must adhere to the NDIS Code of Conduct .

What a provider is for

Providers help you work towards your goals.

You choose which providers you work with once you have an NDIS plan and funding.

It's important to find the right providers to meet your support needs and help you work towards your goals.

Providers who help with your plan

You might have funding in your plan for providers who can help you use your plan or manage the funding in your plan. These providers are called:

- plan managers
- support coordinators
- psychosocial recovery coaches, or recovery coaches.

What working with a provider is like

You can usually choose which providers you want to deliver your NDIS supports.

There are some NDIS supports that can only be delivered by certain types of providers.

When you must use a registered provider

You must use registered providers for:

- NDIA-managed supports
- plan-manager services
- regulated services like behaviour support and specialist disability accommodation (SDA)
- supported independent living (SIL).

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

Finding and choosing providers

You can find providers in your area that offer the NDIS supports you need to work towards your goals once your plan is approved.

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.

You can also change your providers at any time if you want to.

Support coordinators or recovery coaches can help connect you with providers, if you have funding for them.

Learn more about how to choose and find a provider.

Related information

What is a plan manager

What is a support coordinator

What is a recovery coach

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