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What a my provider is

If you have [NDIA-managed](#) or [plan-managed](#) funding, you need to tell us about the providers you regularly work with. We record these providers in our new computer system.

We call the providers we record my providers.

What a my provider is for

When you record a my provider, you're telling us they can make claims against your plan when they deliver an NDIS support to you.

This means we don't have to check with you before we pay them.

If you receive funding for certain supports

You must record my providers when you have funding for:

- specialist disability accommodation
- home and living supports
- behaviour supports
- a plan manager, support coordinator or recovery coach.

If a provider claims these supports and they're not recorded as a my provider for your plan, we will automatically reject the claim and the provider won't be paid.

You can choose whether to record providers or not for other supports included in your plan.

What working with my providers is like

We'll work with you to record your my providers. We can do this at your:

- [plan meeting](#)
- [plan implementation meeting](#)
- [check-in meeting](#).

If you need more time to choose a provider, we'll help you record a my provider when you're ready.

Changing my providers

You can update or change your my providers at any time by:

- talking to your my [NDIS contact](#)
- calling 1800 800 110
- Submit an enquiry through our [service hub](#) .

Using the my NDIS participant portal

The [provider you work with](#) can also ask to be recorded as a my provider.

You will get a notification in your portal when a provider submits a:

- new relationship request
- request to extend a relationship
- request to end a relationship.

You can accept or decline requests in the my NDIS participant portal. You can see requests in the 'relationships' tab.

Checking with you before we pay claims

If you don't record a my provider for an NDIA-managed support, we'll check with you before we pay them.

We'll SMS you every time a provider who isn't recorded for your plan makes a claim for NDIA-managed support. We do this to make sure it is for a NDIS support you agreed to.

You can check and accept or dispute claims in your my NDIS participant portal under the 'pending claims' tab.

You can also call us on 1800 800 110 within 6 days from when you received the SMS. We will let you know what the claim is for.

Easy read

Download the Recording my providers in Easy Read:

- [Recording my providers - Easy Read](#) - PDF 3.48 MB
- [Recording my providers - Easy Read](#) - DOCX 52.61 KB

Video

Learn how to manage relationships in my NDIS participant portal in this video.

Manage relationships in my NDIS participant portal

[Transcript for 'Manage relationships in my NDIS participant portal'](#)

Related information

[What is NDIA-managed funding](#)

[What is plan-managed funding](#)

[What is a my NDIS contact](#)

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