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Step 1: Research

Your [my NDIS contact](#), [support coordinator](#) or [recovery coach](#) can help you find the right providers to help you work towards your goals.

You can also:

- ask other people you know and trust for recommendations
- research providers and their services
- check provider reviews.

Step 2: Find the right provider for your needs

If your plan is NDIA-managed

You must use a registered provider for NDIA-managed funding.

If your plan is self-managed or plan-managed

You can usually choose to use either registered or unregistered providers if your plan is self-managed or plan-managed.

However, there are some occasions when you can only use registered providers.

These include for:

- specialist behaviour supports
- plan management support (plan managers must be registered providers)
- specialist disability accommodation.

Use the provider finder

You can use the [NDIS provider finder](#) to search for registered providers.

It gives you a provider's:

- website details
- phone number
- email contact
- suburb.

To start your search:

- enter your suburb or postcode in the search bar
- choose the most relevant suburb from the drop-down list.

Step 3: Set up a meeting with your new provider

It's a good idea to meet with new providers before you start working with them.

We recommend having a [service agreement](#) to make sure you understand how you'll work together.

Some things you can negotiate with your provider include:

- what supports you'll get
- the cost of each support
- how the provider will be paid
- how to change the agreement.

Step 4: Start working with your new provider

You can buy [NDIS supports](#) from providers in line with the funding in your plan.

You can also choose to [share your plan with your provider](#) if you want to.

Related information

[What is a service agreement](#)

[How to share your plan with a provider](#)

NDIS Provider finder

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