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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 (SDA)
- supported independent living (SIL).

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.

You must have a service agreement for some supports, such as SIL and SDA.

We also recommend a service agreement so you and your provider 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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