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What a request for service is

If you have funding for a [support coordinator](#) and [recovery coach](#) in your plan, you can choose which providers you want to work with.

If you have a plan in our new computer system, we'll send the providers a request for service.

You can start working with them when they accept the request.

What a request for service is for

Providers will receive information about your goals, needs and circumstances when they accept a request for service.

The request for service process makes sure you and your provider both have the details needed to work together effectively.

What a request for service is like

If you have a plan in our new computer system, your [NDIA planner](#) will submit a request for service to the provider you choose through the my NDIS provider portal.

You'll be asked to choose a second provider as well in case your first preference isn't available.

Providers will have 4 days to either accept your request for service or let us know they aren't available to work with you.

After your provider accepts the request for service, they'll be recorded as a [my provider](#) on your plan.

If they do not accept the request

After 4 days, your request for service will be sent to the next provider you've chosen.

To get paid the provider must accept a request for service

Support coordinators and recovery coaches must accept a request for service to get paid.

Even if you're already working with a provider, if they don't accept your request for service, they can't claim from your plan.

Related information

[How to find a support coordinator](#)

[What is a recovery coach](#)

[What is a my provider](#)

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