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What a request for service is

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

We'll send the providers a request for service when you get a new NDIS plan.

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, support needs and situation 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

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 in case your first preference isn't available.

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

Your provider will be recorded as a [my provider](#) on your plan after they accept the request for service.

If they do not accept the request

Your request for service will be sent to the next provider you've chosen after 4 days.

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 when you get a new NDIS plan, they can't claim from your new plan.

Related information

[How to find a support coordinator](#)

[What is a recovery coach](#)

[What is a my provider](#)

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