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# Step 1: Talk to your provider

If you're unhappy with the support you're getting, you can talk to your current provider and ask for changes to your supports or services.

You can ask your my NDIS contact, support coordinator or a trusted person to help you talk with them.

If you don't feel comfortable talking with your provider, or you're unhappy with the way they talk to you, you can contact the NDIS Quality and Safeguards Commission .

# Step 2: Check your service agreement

The service agreement will tell you how many days' notice you need to give your provider.

This is sometimes called a notice period or cancellation period.

## Look for any fees

You may be charged a fee if you haven't provided the agreed notice before ending your service agreement. The NDIS pricing arrangements and price limits sets the conditions for providers to claim cancellation fees.

# Step 3: Find a new provider

Find a new provider before you finish up with your current provider. This will make sure there's no gap in your supports or services.

You can:

- talk to your my NDIS contact or support coordinator

- use our provider finder to help you find someone
- research providers
- check reviews
- get advice from friends or family.

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

## Sign a new service agreement that meets your needs

When you find a provider you want to work with, we recommend having a written service agreement.

This makes it clear what you have both agreed to, including how long the agreement goes for and how you can make changes.

# Step 4: Tell your current provider you want to leave

Ask your provider if they have a form or process they follow to end a service agreement.

Make sure you have no outstanding payments with your provider.

## Tell your support coordinator or plan manager

If you have a support coordinator or plan manager, tell them you’re changing providers.

# Step 5: Update the participant portal

## Using the myplace participant portal

Check with your provider if you need to end your service booking in the myplace portal or if they will do it for you in the provider portal.

## Using the my NDIS participant portal

Check with your provider if you need to end the my provider relationship in the my NDIS participant portal or if they will do it for you in the provider portal.

### Adding a new provider relationship

You can update your provider relationships in the my NDIS participant portal.

You can accept or decline the new request and choose what information you wish to share with your provider. We will tell you when a provider submits a:

- new relationship request
- request to end or extend a my provider role.

You can add, change or remove providers at any time by talking to your my NDIS contact or calling us on 1800 800 110.

## End the old provider relationship

If a provider asks to end a relationship, we will contact you to check who your new provider is and if you require a future relationship set up.

We will tell you when we end the relationship in our system, using your preferred communication method.

## Related information

### What is a service agreement

### What are the NDIS pricing arrangement and price limits

### NDIS Provider finder

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