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Step 1: Understand when my providers are needed

Participants or their nominees with an NDIS plan in our new computer system need to tell us who their [my providers](#) are when they have:

- NDIA-managed funding
- specialist disability accommodation, home and living or behaviour supports
- plan-managed funding.

Step 2: Work with your participant to be recorded

There are 3 options for how providers can be recorded as a my provider.

Option 1: Automatic transfer of service bookings

You will automatically be recorded as a my provider if you have an active service booking at time the participant's new plan is approved.

However, if there were missing or inactive service bookings in the previous plan, you need to send a new my provider relationship request to the participant.

The participant needs to record you as their new my provider at the support category level.

Support coordinators and psychosocial recovery coaches will be recorded as a my provider as part of the [request for service](#) process.

Option 2: Request the relationship in the my NDIS provider portal

You can submit a new my provider relationship request to the participant in the my NDIS provider portal.

On the 'new relationship request' page, select the role of either my provider or plan manager.

If you select my provider role, choose from the dropdown to be recorded for:

- an NDIS specialised support category role – for behaviour support, home and living and specialist disability accommodation
- no NDIS support category.

To submit the request, fill out all fields in the request

If the form has validation issues, error messages will appear and you will need to resubmit the form.

For the request to be valid, you need to submit a new relationship request with a start date on or after day one of the participant's plan.

The participant will be notified of your request. They can either accept or reject your request.

Tip: Delivering supports for multiple support categories?

If you are working with a participant to deliver supports for multiple NDIS support categories, you need to submit individual my provider requests for each role.

Option 3: Ask your participant to contact us

Ask the participant or their nominee to record, change or remove my providers at either their:

- [plan meeting](#)
- [plan implementation meeting](#).

Or at any other time, ask the participant to either:

- talk to their [my NDIS contact](#)
- call the National Contact Centre on 1800 800 110.

To be recorded as a my provider, providers should make sure the participant knows their:

- NDIS provider registration number
- Australian Business Number (ABN) legal and trading names.

Step 3: Use the my NDIS provider portal to view and action changes

Viewing your my provider relationships

You will be able to see if you are recorded as a my provider in the my NDIS provider portal when you can see the participant's name in the 'my participant' section.

If you can't see the participant's name in the my NDIS provider portal, you are not recorded as their my provider.

Extending or ending a my provider relationship

Plan managers and my providers can use the my NDIS provider portal to extend or end their existing relationship with a participant.

Before you submit a relationship extension request to the participant, please talk with them first.

To update a relationship in the portal:

- go to the my NDIS provider portal and search for the participant.
- to extend or end a role, go to the 'provider roles' tab
- in the 'actions' column, select 'more'
- select either 'extend role' or 'end role'
- click 'submit request' (or 'discard' to cancel).

Tip: Unsure if your request has been accepted?

You can check the status of your request under the 'relationship request' tab in the my NDIS provider portal.

This includes the role of my provider, request type of edit and a status of submitted.

Once the role has been accepted, the role end date for the participant will change to the new date in the 'provider roles' tab.

Related information

[Guide to getting paid as a my provider](#)

[What is a my provider](#)

What is a request for service

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