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Step 1: Understand when my providers are needed

Participants or their nominees 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 providers to be recorded as a my provider.

Option 1: Automatic transfer of service bookings

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

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

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.

Choose from the dropdown if you selected the my provider role to be recorded for:

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

Fill out all fields in the request to submit

Error messages will appear and you'll need to resubmit the form if it has validation issues.

You need to submit a new relationship request with a start date on or after day one of the participant's plan to make your request valid.

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

> **Tip: Delivering supports for multiple support categories.**
>
> You need to submit individual my provider requests for each role if you're working with a participant to deliver supports for multiple NDIS support categories.

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 us on 1800 800 110.

To be recorded as a my provider, you 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

View your my provider relationships

You'll 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.

You're not recorded as the participant's my provider if you can't see their name in the my NDIS provider portal.

Extend or end 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.

Please talk with the participant before you submit a relationship extension request to them.

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.

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.

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

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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