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The role of a provider

NDIS providers deliver supports and services to NDIS participants to help them work towards their goals.

Providers can be a person, business or organisation.

Providers can be registered with the NDIS Quality and Safeguards Commission (NDIS Commission) or unregistered.

The NDIS Code of Conduct applies to registered and unregistered providers.

Learn more about the responsibilities of a provider.

The role of the NDIS Quality and Safeguards Commission

The NDIS Commission is an independent Australian Government agency that regulates the NDIS. It is separate to the NDIA.

The NDIS Commission regulates NDIS services and supports with nationally consistent systems, protections and education.

The NDIS Commission works with:

- NDIS participants
- service providers
- workers
- the community.

The NDIS Commission's role is to:

- look at the safety and quality of NDIS supports
- guide providers to follow the Code of Conduct and NDIS practice standards, including delivering NDIS supports that are priced fairly
- guide providers to use behaviour management plans and reduce restrictive practices
- manage complaints about the safety and quality of NDIS supports
- manage provider registration applications and renewals
- manage reportable incidents.

Registering as a provider

Registering shows your services meet the strict quality and safety conditions.

Some providers must be registered

There are different registration groups which must be chosen when applying. A registration group is linked to the types of services you offer.

Some supports and services must be delivered by registered providers.

These are:

- specialist disability accommodation (SDA)
- specialist behaviour support services
- supports or services to NDIS participants with NDIA-managed funding
- plan management services
- aged care providers who support NDIS participants.

You must also be registered if using regulated restrictive practices.

Benefits of being a registered provider

Being a provider can be a rewarding role.

Benefits of a registered provider include:

- providing supports to a wider range of participants
- ability to promote and brand services as a registered provider
- greater visibility to participants through the NDIS provider finder tool
- access to updates and information about system and process changes, including tools and resources to train staff.

Steps to become a registered provider

You can register through the NDIS Commission .

To register, you:

- apply for registration with the NDIS Commission
- are audited against the relevant NDIS practice standards
- undergo a suitability assessment by the NDIS Commission
- are issued a certificate of registration
- renew your registration with the NDIS Commission.

Learn how to register as a provider.

Related information

How to register as a provider

What are the responsibilities of a provider

Pricing arrangements and price limits

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