On this page:

Roles and responsibilities of working as a provider
Different kinds of providers
How to connect and work with participants
The provider portals
The NDIS pricing arrangements
How to get paid

Roles and responsibilities of working as a provider

The role of providers is to deliver supports and services to NDIS participants in line with their NDIS plan.

As a provider, you work with participants to help them:

- work towards their goals
- build their independence
- build their involvement in their community, employment or education.

You're responsible for delivering supports and services in alignment with:

- Australian Consumer Law (consumer law)
- NDIS Code of Conduct
- NDIS laws, rules and policies
- the NDIS pricing arrangements
- other requirements of the Competition and Consumer Act 2010 .

Learn more about the responsibilities of working as a provider.

Different kinds of providers

Support coordinators

Support coordinators help participants use their plan effectively to help them work towards their goals.

They can help participants:

- understand and use the NDIS supports in their plan

- choose the right providers for their needs
- connect with community and mainstream supports and services
- build their confidence and skills to manage their NDIS supports.

Support coordinators can be registered or unregistered.

Learn more about working as a support coordinator.

Plan managers

Plan managers help participants manage the funding in their plan.

They do this by:

- taking care of payments and record keeping for their NDIS supports
- monitoring their budgets in line with their plan.

Plan managers must be registered.

Learn more about working as a plan manager.

Allied health providers

Allied health providers deliver therapeutic supports to participants.

They can also provide evidence, assessments and reports to help:

- applicants when they apply to the NDIS
- participants when they request assistive technology or home modifications.

Allied health providers can be registered or unregistered. They must be registered when providing specialist behaviour support services.

Learn more about working as an allied health provider.

Home and living providers

Home and living providers help participants with home and living support services.

These include:

- assistance with daily activities
- individualised living options (ILO)
- supported independent living (SIL)

- specialist disability accommodation (SDA)
- home modifications
- helping reduce the number of participants in residential aged care.

Home and living providers can be registered or unregistered. They must be registered if they provide SDA or SIL.

Learn more about working as a home and living provider.

Assistive technology providers

Assistive technology (AT) providers help participants with their AT.

They may:

- provide advice about AT
- help them set-up their AT
- provide training to help them learn how to use their AT
- do maintenance or repairs.

AT providers can be registered or unregistered.

Learn more about providing assistive technology.

Employment support providers

Employment support providers help participants by:

- building their skills to look for and find work
- supporting them at work.

They also report on the employment outcomes to us.

Employment support providers can be registered or unregistered.

Learn more about providing employment supports.

Psychosocial recovery coaches

Psychosocial recovery coaches (recovery coaches) help participants with psychosocial disability.

They do this by providing coaching to build their:

- capacity
- strengths
- knowledge
- skills
- resilience
- decision-making.

They also connect participants with community and mainstream supports and services.

> **Tip: Protecting your information.**
>
> We'll ask you to complete checks to confirm we're speaking with the right person when you contact us. We'll do this before we talk about or update personal or protected information.
>
> This may include confirming a one-time code or answering identity questions. These checks help protect information and make sure we're speaking with an authorised person.

How to connect and work with participants

The NDIS provider finder

You can list your business on our NDIS provider finder once you become a registered provider.

Participants can use the NDIS provider finder to find providers to work with.

Service agreements

A service agreement is a signed agreement between you and a participant. They help make sure you and a participant have the same expectations of what NDIS supports will be delivered and how they'll be delivered.

We recommend all providers create service agreements with their participants. You'll need to have a service agreement if you deliver SDA.

Record keeping

You need to keep complete and accurate records of NDIS supports delivered to participants.

It’s your responsibility to make sure their claims for payment are complete, truthful and accurate.

Writing reports

You need to write reports to show how you’re helping participants work towards their goals.

The provider portals

There are 2 provider portals you can use to access participant information and manage your services with participants. They're the:

- myplace provider portal
- my NDIS provider portal.

The myplace provider portal is used for participants on our old computer system. The my NDIS provider portal is used for participants on our new computer system.

Participant consent to access plan information

Participants can give you consent to access plan information in the my NDIS provider portal. This consent lets you access the parts of a participant’s plan that are relevant to your services only.

The NDIS pricing arrangements

NDIS prices charged by providers need to be fair, based on evidence and sustainable so participants continue to have access to high-quality supports.

The NDIS pricing schedule sets out information we consider to be the appropriate and reasonable maximum prices for all NDIS supports.

Learn more about the NDIS pricing arrangements.

How to get paid

How you get paid for your services will depend on:

- if the participant has a plan in the old or new computer system
- how the participant manages their budget (self-managed, plan-managed or NDIA-managed).

Learn more about how to get paid.

Related information

Pricing arrangements and price limits

What are the responsibilities of a provider

Guide to report writing

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