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Step 1: Participant chooses their preferred support coordinator

Participants choose their preferred support coordinator and/or recovery coach provider.

A participant will tell us who the person or organisation is they want to work with, if they have support coordination services in their plan.

Step 2: Request for service

We send a request for service

We'll send a participant's preferred support coordinator a request for service after they let us know their preference.

The request for service process is used for all new and existing participants with support coordination and recovery coach funding in their plan.

We'll send a request for service when a participant:

- is using support coordination or recovery coach services for the first time
- wants to change the provider they have
- wants to keep working with the same provider for their next NDIS plan.

Providers who receive a request for service have been identified by the participant or their nominee as the person or organisation they want to work with.

You can receive a request for service through:

- the my NDIS provider portal
- the myplace provider portal
- an email from us.

The preferred support coordinator will be notified in the portal and can then accept or decline the request for service.

Before accepting a request for service

The request for service includes information about the participant's goals, needs and circumstances.

You should consider if you can best support the participant to meet their goals before accepting their request for service.

How to accept a request for service

You have 4 days to action the request

You should regularly log in to the provider portal to make sure you're aware of new requests for service.

You have 4 business days to accept or decline the request in the provider portal.

After 4 days, the request will be shared with another provider.

Use the portal to action a request

Under the request for service tab in the provider portal, you can:

- access your pending requests
- accept requests
- decline requests.

To accept or decline a request, click on the 'request ID' in the provider portal to access more information about the participant. Next, click on the 'accept' or 'decline' request button.

After you've accepted a request

Your relationship with the participant will become active after you've accepted their request for service.

Accepting the request means you:

- agree to meet our reporting requirements for your service
- will be able to submit payment claims

- will be recorded on the participant's NDIS plan as a my provider.

Start working with the participant

You should meet with the participant after you've accepted their request for service. This meeting should be in person if that's the participant's preference.

You should work with your participant in the first meeting to create a service agreement.

You won't have visibility of a participant's plan information until they've accepted the request for service. This protects the participant's privacy.

Step 3: How to help a participant change support coordinators

Participants can choose to change their support coordinator at any time if they follow the notice periods in their service agreement.

Prepare a handover report

You should prepare a report as part of a handover, as the participant's current support coordinator.

This report should outline how a participant is going with:

- working towards their goals
- using their NDIS plan
- building skills and independence
- strengthening their community connections with other support systems.

The current support coordinator should also:

- share any relevant reports from providers with the participant's permission
- identify any barriers, risks or issues, including any strategies to address them
- provide clear evidence on future support needs, including recommendations.

The report must include an agreed and confirmed date when the current support coordinator's services will end. This will make sure services continue and a smooth handover.

End bookings and provider relationships

The support coordinator should either end the:

- service booking, as soon as possible, in the myplace provider portal
- my provider relationship in the my NDIS provider portal.

This lets the participant create their request and service agreement with the new support coordinator.

The support coordinator should also let the participant's plan manager know if the participant is plan-managed.

The support coordinator should help the participant to change support coordinators at any time.

Video

Request for service demonstration

Learn more about how to make a request for service in this video.

Transcript for 'Request for Service demonstration'

Related information

What is a request for service

What is a my provider

How to make a service agreement

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