This session will explore how participants can work effectively with NDIS providers, from choosing the right supports to communicating expectations and managing changes so supports work the way they're intended to.

Participants will learn about:

- How to find and choose NDIS providers that meet their needs
- What a service agreement is and why it's important
- Participants' rights and responsibilities when working with providers
- What to do if issues arise with a provider or supports

Who is this webinar for?

This session is designed for:

- NDIS participants, carers, families, and kin
- Supporting services such as advocacy organisations, peer support networks, and carers' groups.

We also encourage mainstream services that support people with disability including health, education, housing, and community services to attend.

It is not intended for providers.

Additional information

Sessions are delivered via video-conference using Microsoft Teams.

The link to join the webinar will be sent to you 24 HOURS PRIOR to the event date. If you do not receive the link to access, please let us know.

Registration closure:

Registrations not requiring accessibility supports close one business day prior to the session date or once tickets have sold out.

Registrations that do require accessibility supports close five business days prior to the session date or once tickets have sold out to allow time for bookings.

If these tickets are no longer available, please contact us at events@ndis.gov.au.

Accessibility:

If you have accessibility requirements, please make sure you select the Online - Accessibility supports required ticket when registering.

If you have requested accessibility services, these services are provided by an external provider.

While we will do our best to assist, we can not guarantee availability of support due to time constraints.

We look forward to welcoming you at this webinar

For any enquiries regarding this session, please contact events@ndis.gov.au and include the session name in the subject line.

Time is AEDT

Registration link
Register online (External website)

Related events

Category

- Community Engagement

Understanding the NDIS webinar - Ways of managing your NDIS funding

There are different ways you can manage the funding in your NDIS plan. Understanding your options can help you decide how you want your supports to be managed and what works best for you.
Event Date
Thursday, 26 November 2026
Category

- Community Engagement

An overview of changes to the NDIS laws

The NDIA is hosting a series of webinars to provide detailed information about changes introduced through the National Disability Insurance Scheme Amendment (Securing the NDIS for Future Generations) Bill 2026.
Event Date
Tuesday, 17 November 2026
Category

- Community Engagement

An overview of changes to the NDIS laws

The NDIA is hosting a series of webinars to provide detailed information about changes introduced through the National Disability Insurance Scheme Amendment (Securing the NDIS for Future Generations) Bill 2026.
Event Date
Tuesday, 1 December 2026
More events