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What is a provider?

A provider is an individual or organisation delivering a support or a product to an NDIS participant. Organisations or individuals can apply to be a registered NDIS provider with the [NDIS Quality and Safeguards Commission](#) (NDIS Commission).

Under the NDIS Quality and Safeguards Commission, registered providers must meet the NDIS Practice Standards. Both registered and unregistered providers must adhere to the NDIS Code of Conduct.

Further information can be found on the [NDIS Commission's website](#).

Is a provider right for me?

Once you've found the types of services that may help you achieve your goals, it's time to find out more about the providers in your area and whether they are right for you. Your early childhood partner, local area coordinator or support coordinator can help you.

Before you agree to work with a provider, you might want to research their services on the internet, check reviews, get advice from friends or family and speak with different providers either face-to-face or over the phone.

To help you, we have put some suggestions into tip sheets:

- [Finding new providers or supports \(PDF 113KB\)](#)
- [Finding new providers or supports \(DOCX 59KB\)](#)
- [Before your first meeting with a provider \(PDF 266KB\)](#)
- [Before your first meeting with a provider \(DOCX 57KB\)](#)

Provider wait lists

Sometimes, the provider you would like to work with will tell you they have a waiting list. This means they don't have time to work with you right now.

Putting your name down on a wait list means the provider will contact you when they have time to work with you. If a provider tells you they have a wait list, you could ask them:

- How long before you can get a first appointment?
- Can you put your name down now?
- Can you take your name off the wait list later?
- Can you put your name down and work with other providers while you are waiting?
- Will the provider contact you when there is an appointment for you?

Things to think about:

- Do you want to wait to get an appointment?
- How will waiting for an appointment impact you?
- Are there other supports that will help you pursue your goals?
- Could you use a similar kind of support until you are able to get an appointment with the provider you have chosen?
- You can talk with other providers to see if they can help you.

We have a tip sheet for Provider wait lists that you can download:

- [Provider wait lists \(PDF 265KB\)](#)
- [Provider wait lists \(DOCX 58KB\)](#)

The [Guides for understanding supports](#) can help you think about other supports that will help you reach your goals.

Find a service provider

To find NDIS registered providers you can search the [Provider Finder here](#) or when you are on the [myplace portal](#).

The Provider finder animation explains how to use the Provider finder.

[Transcript for 'provider finder instruction video'](#)

Sharing your plan

You do not have to give anyone a copy of your NDIS plan. Sharing your plan is your choice.

You can choose to share parts or all of your plan with your service providers through the [myplace portal](#).

You may want to share information about your goals, so providers know what you want to work towards and how you would like them to help you.

NDIS registered providers must follow privacy rules and should not share your personal information without your permission.

If you have concerns about privacy, speak to your provider about their privacy policy and rules.

Provider finder tool

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