

As a self-manager, you can choose which providers to buy your NDIS supports from. You can choose registered NDIS providers, or unregistered providers.

A provider is a person, business or organisation that provides you with an NDIS support.

Registered NDIS providers are regulated by the [NDIS Quality and Safeguards Commission](#) .

Registered NDIS providers must meet government quality and safety standards.

This means registered providers are required to meet strict conditions for the quality and safety of their services. All providers, both registered and unregistered, must follow the [NDIS Code of Conduct](#) .

If you decide to use an unregistered provider, it's important you make sure they have the relevant qualifications, registration, training, insurance, and safety checks.

There's more information about worker checks for self-managers on the [NDIS Quality and Safeguards Commission](#) website.

If they're a health professional, check that they're registered with the [Australian Health Practitioner Regulation Agency](#) , or meet the standards of their professional body.

Video: Who can you buy from as a self-manager?

In this video, we talk about how you can have more choice and control in the NDIS supports you buy, and the different options you have for buying your supports.

Participants Emma and Jocelyn, as well as Stuart, who is a parent of a participant, talk about the greater choice they enjoy by self-managing.

[Watch Self-management video: Who can you buy from as a self-manager.](#)

Three ways to buy your NDIS supports

1. Businesses and organisations

You can buy your NDIS supports from NDIS registered, or unregistered, businesses and organisations.

These providers will generally arrange your support and take responsibility for the support workers on your behalf.

When you engage a provider, let them know they'll need to give you a tax invoice for payment after you receive your support.

You can also buy supplies, assistive technology, equipment and other items from individuals, shops, and Australian or international online stores.

For example, you might buy a second-hand shower chair from an online marketplace, or continence aids from a supermarket.

Learn more about buying assistive technology in [Our Guideline - Assistive Technology](#) .

2. Self-employed contractors

You can hire a self-employed contractor as your provider of NDIS supports. This is a person with an Australian Business Number (ABN) and who is responsible for managing their own business.

Self-employed contractors may or may not be NDIS registered providers.

For example, many support workers and tradespeople are self-employed contractors.

It's up to you to make sure a contractor has:

- relevant safety checks
- an ABN, or there's a reason they can't provide an ABN
- appropriate insurance
- the right qualifications and skills.

Contractors can charge per job or an hourly rate. They'll give you either an invoice to pay for their service or a receipt to say you've paid.

Invoices and receipts need to show the type of support, the date of the support, the amount, the cost, and the contractor's ABN.

Some providers may not need to provide an ABN. In these cases, the provider can use a [Statement by a supplier](#) form. This means you won't need to withhold taxes when paying the provider.

3. Directly employing staff

You can choose to recruit, employ and manage the people who support you.

As an employer of staff, you'll need to:

- make sure your staff have the right skills, qualifications, training and safety checks

- use your plan budget to meet the costs to recruit staff, pay their wages, superannuation and any insurances
- provide a safe place for them to work and ensure their health and safety while working
- seek advice or support when needed from professionals such as an accountant, financial advisor, employment agency or lawyer. These people can help you set up systems to pay appropriate wages, superannuation and insurances.

If you employ your own staff, you need to keep payroll records for your claims in line with your state or territory's requirements.

Records include payslips, bank statements, payment of taxes and superannuation. You'll need to keep records for at least 7 years.

Learn more by downloading our guide to directly engaging your own staff:

- [Directly engage your own staff \(DOCX 292KB\)](#)

It's important to know how to work out if a worker is an employee or contractor for tax and superannuation purposes. The [Australian Taxation Office](#) website has useful resources to help you.

The [NDIS Workforce Capability Framework](#) has information on the knowledge and skills that workers supporting NDIS participants should have.

Changing providers

If you're not happy with the support you're getting, or think you can get better value, you can change to another provider.

Video: What to do if you are unhappy with the support you are getting

In this video, we talk about ways you can get help if you are unhappy with your NDIS supports and explain your rights as a consumer.

Taryn, mum of a participant, shares her tips on what to do if you have a problem with a service provider.

[Watch Self-management video: What to do if you are unhappy with the support you are getting.](#)

Worker screening checks

A worker screening check is a process managed by the NDIS Quality and Safeguards Commission to check that a worker is safe for you to use. Workers from registered providers should already have NDIS worker screening checks.

As a self-manager, you can ask providers, employees or contractors providing you with supports and services to do an NDIS worker screening check.

NDIS worker screening checks are available in each state and territory.

Self-managers can also request access to a national database to check if their providers, contractors or staff have the NDIS worker screening check.

You can learn more about NDIS worker screening checks and request access to the national database on the [NDIS Quality and Safeguards Commission website](#) .

Making a service agreement

Self-managers are responsible for paying providers on time and meeting your agreed responsibilities with them. Providers are responsible for providing what's been agreed.

You're encouraged to have a service agreement in place with each of your providers.

The agreement should outline what supports will be provided to you, and how the supports will be provided and paid for.

Your provider may have their own standard service agreement, or you can create your own.

The service agreement is between you and your provider and is a contract under Australian consumer law. If you have issues with your providers, visit the [NDIS Quality and Safeguards Commission website](#) or the [Australian Competition and Consumer Commission website](#) for more information.

Learn more about [creating service agreements](#).

If you hire a contractor or employ your own staff, you'll likely have a contract or employment conditions and agreements in place. In this situation you may not need a service agreement.

Video: Working out how much to pay your providers

In this video, we talk about negotiating prices and getting the best value from your NDIS supports. We share a guide to compare these prices and explain what a service agreement is.

Participants Emma, Steve and Chantel share tips on how they have chosen providers that provide better value for money.

[Watch Self-management video: Working out how much to pay your providers.](#)

This page current as of
21 March 2025