# Working as a provider

﻿Welcome to the ‘Working as a provider’ video. This introduction video will guide you through

what you need to know about working as an NDIS provider.

It will cover the NDIS myplace provider portal, managing your information, participant plan

types, pricing, service agreements, service bookings and payment requests, and keeping

accurate records.

## NDIS myplace provider portal

Once registered with the NDIS Quality and Safeguards Commission, also known as the NDIS

Commission, you'll be able to access the NDIS myplace provider portal through your PRODA account. The NDIS myplace provider portal is where you manage the supports you deliver to your participants including service bookings and requesting payment for supports delivered.

Participants also have their own NDIS myplace participant portal that they can access. This links to the NDIS myplace provider portal so both participants and providers can see similar

information.

## Managing your information

Please ensure that all your business details, such as your business name, email address and business locations, also known as outlets or service areas, are current and correct. This will ensure you receive important updates and information, and that your business can be found in Provider Finder. Updates to these details must be made through the NDIS Quality and Safeguards Commission portal, not the NDIS myplace provider portal.

Find more information at ndiscommission.gov.au/resources/qrg.

## Participant plan types

When an NDIS participant wants to use your services or supports, one of the first things you'll need to find out is whether their plan budget is self-managed, plan-managed or NDIA-managed.

Some NDIS participants may choose to self-manage their plan budget. This means they are

responsible for controlling their own budget and paying providers directly.

Participants can choose to self-manage all or only part of their plan budget. Participants who

self-manage can choose to use both unregistered and registered providers. Payment requests must be submitted by the participant directly in the NDIS myplace portal.

Some participants may choose to get help managing their budget from a plan manager. Invoices can be sent directly to the plan manager who makes the payment on behalf of the participant.

Plan-managed participants can use both unregistered and registered providers. Payment

requests can be submitted by the plan manager on behalf of the provider in the NDIS myplace provider portal.

Some participants may have their plan budgets managed by the NDIA. If you are providing

supports to an NDIA-managed participant, you must be a registered NDIS provider and have a service booking in place before delivering supports. Payment requests must be submitted by the provider in the NDIS myplace provider portal.

With thousands of registered NDIS providers around Australia, there are a range for participants to choose from.

You can find more information about participant plan types on our website at

ndis.gov.au/waystomanageyourfunding.

## Pricing

Registered providers need to be familiar with the NDIS Price Guide. This document specifies

and explains the price limits you can charge NDIA-managed participants for a number of

services. The NDIS Price Guide explains claiming rules and responsibilities for providers by

support category and includes price limits for each support type. The NDIS Price Guide is

updated regularly by the NDIA.

You can find the most recent version on our website at ndis.gov.au/priceguidesandpricing.

## Service agreements

Service agreements help make sure you and the participant have the same expectations of

what supports will be delivered and how they will be delivered.

You can find more information about service agreements on our website at

ndis.gov.au/serviceagreements.

## Service bookings and payment requests

To receive payments for supports, you need to follow this process.

Step 1 - create service booking.

Step 2 - deliver support to participant.

Step 3 - submit payment request.

Step 4 - Receive payment

Service bookings are not the same as service agreements.

To be paid for supports or services provided to a participant, a service booking must be in place before providing supports to NDIA-managed participants. Service bookings are used to set aside funding in a participant's plan for supports or services to be provided. Service bookings can be created in the NDIS myplace provider portal by participants, their nominee, or a registered provider.

After delivering supports, submit a payment request in the NDIS myplace provider portal. Before submitting a payment request, check your service booking details to ensure there is sufficient funding, service booking dates are within the plan date range, and that the support category or line item are correct. To create a payment request, go to the NDIS myplace provider portal.

Payment requests should be submitted within 90 days of providing services to a participant.

For more information on service bookings, video tutorials are available on the NDIS website at ndis.gov.au/servicebookings.

## Keeping accurate records

It's important to maintain accurate records of the supports and services you have provided to

participants. These records may include staff rosters, tax invoices with your ABN, the participant name, support type, dates, and total hours and/or quantity of the support delivered, service agreements, final report or assessment, and records of payments. The NDIA may contact you to supply these records.

For more information on keeping accurate records, please visit the NDIS website at

ndis.gov.au/gettingpaid.

For more information, visit ndis.gov.au or phone 1800 800 110.