

Working with providers



This fact sheet will explain:

- what a provider is
- how to find and choose your providers
- changing your providers
- when you need to tell us about your providers.

What is a provider?

A provider is a person, business or organisation who delivers NDIS funded supports and services to participants. As a participant, you are responsible for choosing the providers you want to work with. It's important to find the right providers to meet your disability needs and help you pursue your goals.

Registered and unregistered providers

There are two types of providers: registered providers and unregistered providers.

Registered providers are regulated by the [NDIS Quality and Safeguards Commission](#). They have to meet strict conditions for the quality and safety of their services.

They can't charge more than the [NDIS Pricing Arrangements and Price Limits](#). These can be found on the NDIS website.

Unregistered providers are not regulated by the NDIS Quality and Safeguards Commission. They can choose to charge any price, either below or above the price limits.

All providers must follow the [NDIS Code of Conduct](#). This is on the NDIS Quality and Safety Commission website.

You must use registered providers for:

- any parts of your funding that are **Agency-managed**
- some [specific supports](#), including plan management, behaviour support and Specialist Disability Accommodation (SDA).

For other supports, if your funding is **self-managed** or you use a **registered plan manager**, you can choose either registered or unregistered providers.

Plan managers, support coordinators and recovery coaches

You may have funding in your plan for a [plan manager](#), [support coordinator](#) or [recovery coach](#). These are providers who help you use your plan.

Remember, you have the same choice and control when you work with these providers as any others. You should make sure you find a provider that suits your needs, and that you and your provider agree on how you want to work together.

Finding and choosing providers

You can use our [Provider finder tool](#) on the website to find registered providers in your area. Or you can research providers on the internet. Your friends and family, support groups or disability associations might also be able to help you find a provider to suit your needs.

If you need more support, you can talk to your my NDIS contact, or your support coordinator or recovery coach, if you have one. We can't recommend specific providers to you. But we can let you know about the different providers in your area.

It's a good idea to speak with providers before you decide to work with them. You can use the guides on the NDIS website to help you [decide whether a provider is a good fit for you](#).

How much should you pay for your supports?

Providers set their own prices. You should think about how much they charge when you choose your providers. In general, providers shouldn't charge you more than they charge anyone else for the same support. If they do, they need to let you know why. You can negotiate prices with your providers before you agree to work with them.

We set [price limits](#) for many supports. This is the maximum amount that registered providers can charge for supports. Unregistered providers can charge less or more than the price limits.



If your funding is **Agency-managed** or you use a **registered plan manager**, you can't pay more than the price limits. But you can always pay less.

If your funding is **self-managed**, you can choose to pay less or more than the price limits. You might decide paying more gives you the best value for money, even if you get less hours of support.

Making a service agreement

Before you start working with your providers, we encourage you to make a service agreement.

A service agreement is a record of what you and your provider have both agreed to. For example, it might include what supports will be provided, for how long, and how you can change or end your service agreement.

You and your provider should work together to create a service agreement that suits both of you. Some providers will have their own standard service agreements, but you don't have to agree to their terms if you don't want to. If you and your provider can't agree on terms, you don't have to work with them.

If you live in Specialist Disability Accommodation (SDA) funded by the NDIS, you must have a written service agreement with your provider.

You can find more information about [service agreements](#) on the NDIS website.

Changing your providers

You can change providers for whatever reason you like. In most cases, you will have an exit clause in your service agreement, and you will need to agree to a date when you will finish working together.

If you're unhappy with the support you're getting, you might want to talk to the provider first. You can ask someone you trust, or an advocate, to help you talk with them.

If you don't feel comfortable talking with your provider or you're unhappy with their response, you can contact the [NDIS Quality and Safeguards Commission](#).



When you need to tell us about your providers

You need to tell us about your providers for the following supports:

- plan managers, support coordinators or recovery coaches
- behaviour support
- Supported Independent Living (SIL) or Specialist Disability Accommodation (SDA).

We need to record these providers before we can pay them for your supports.

If your funding is **Agency-managed**, you can choose to tell us about any of your providers. We call them '[my providers](#)'. This means we can pay your providers quicker and we won't have to check with you every time they make a claim.

If you don't tell us about your providers for your Agency-managed funding, they can still claim from your plan. But we'll check with you before we pay them to make sure the claim is correct.

To tell us about your providers or ask us to remove a provider from your plan, you can talk to your my NDIS contact, or [contact us](#).

If you use a **registered plan manager** or **self-manage**, you don't need to tell us about most of your providers ahead of time. We only need your providers' information when you or your plan manager make a claim.



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For more information visit [ndis.gov.au](https://www.ndis.gov.au)

National Disability Insurance Agency



Website: [ndis.gov.au](https://www.ndis.gov.au)



Telephone: 1800 800 110



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