

Checklist – Support coordinators

The checklist below will help support coordinators understand the steps involved to begin using the my NDIS provider portal.

Information

- I have read the [support coordinator information pack](#).
- I have read the [information on unregistered support coordinators](#).
- I have read the [quick reference guide \(QRG\) for support coordinators](#).
- I have read the [new support coordinator reporting template](#).
- I have read the [my NDIS provider portal step-by-step guide](#).
- I have completed the my NDIS provider portal tutorials on the [provider learning environment](#).
- I have read about [changes to budget support categories](#) in the new NDIS computer system.

Processes

- I understand [the process for participant consent](#) to share information with me in the my NDIS provider portal.
- I understand [what different providers can see in the my NDIS provider portal](#).
- I understand how [a participant changes their support coordinator](#).
- I understand how support items link to new support categories in the [support catalogue](#).
- I understand [service bookings](#) are not a feature of participant plans developed in the new NDIS computer system.

- I understand [when a provider accepts a request for service](#) their relationship with the participant will be recorded in our new computer system.
- I understand [how participants can record, change, or remove their my providers](#).

If you need further support, please email provider.support@ndis.gov.au or call us on 1300 311 675.