

On this page:

[Checking support coordinator details](#)

[What does day 1 look like for support coordinators and psychosocial recovery coaches](#)

[Accepting a request for service in the my NDIS provider portal](#)

[Unregistered support coordinators and psychosocial recovery coaches \(recovery coaches\)](#)

[New reporting templates](#)

Participants will continue to choose their preferred support coordination and/or recovery coach provider if their plan is in our new computer system.

If a participant has support coordination and/or recovery coach funding in their plan, their NDIA planner will place a request for these services in the new my NDIS provider portal

We call this process a 'request for service'.

Providers who receive a request for service have been identified by the participant or their nominee as the person or organisation they want to work with.

Participants looking for these services are encouraged to use the [provider finder](#) and plan implementation directory to find the right provider for them.

The request for service process will occur for all new and existing participants with support coordination and recovery coach funding in their plan, if a participant:

- is using support coordination or recovery coach services for the first time
- wants to change the provider they have
- wants to keep working with the same provider and their plan has moved to our new computer system.

We'll send a request for service to the providers the participant has chosen. Support coordinators and psychosocial recovery coaches will be notified in the my NDIS provider portal when there is a new request for service.

This means that providers who expect to continue working with a participant on their new plan will still receive a request for service.

To protect the participant's privacy, providers will not have visibility of a participant's plan information until the request for service has been accepted by the provider.

If a provider has already accepted a request for service but is not able to provide the supports required, the participant or their nominee can contact the National Contact Centre on 1800 800 110

to have a new request for service sent to a different provider.

Providers can also call the National Contact Centre on 1300 311 675 and ask for the relationship to be end dated.

Checking support coordinator details

Our new computer system captures the details registered support coordinators have provided to the NDIS Quality and Safeguards Commission, and the details unregistered support coordinators have provided directly to the NDIA. It's important that these business details are up to date.

We encourage support coordinators to view their organisation details in the my NDIS provider portal. If this record does not accurately reflect your business details:

- Registered support coordinators can contact the [NDIS Commission](#) to update their business information.
- Unregistered support coordinators can contact the NDIS on 1300 311 675 or email provider.support@ndis.gov.au to update their business information.

Once a request for service has been accepted, support coordinators and participants can use the email addresses and phone numbers visible in the portal to work together. Address details for support coordinators will not be visible.

What does day 1 look like for support coordinators and psychosocial recovery coaches

To help support coordinators and psychosocial recovery coaches prepare for their first experience of our new computer system, we have prepared the resources below. Providers are encouraged to familiarise themselves with this information.

What does Day 1 look like - support coordinators and recovery coaches

- [What does day 1 look like - support coordinators and recovery coaches \(PDF 220KB\)](#)
- [What does day 1 look like - support coordinators and recovery coaches \(DOCX 300KB\)](#)

To help support coordinators understand the changes our new computer system and improved processes bring to the NDIS journey, we have created a journey map.

This map explains the new plan manager journey with the NDIS, highlighting key improvements for people with disability, participants, NDIS partners and providers.

Accessible support coordinator or recovery coach provider journey map

- [Accessible support coordinator or recovery coach provider journey map \(DOCX 288KB\)](#)
- [Accessible support coordinator or recovery coach provider journey map \(PDF 241KB\)](#)

Disclaimer: the journey map for support coordinators PDF document cannot be read by a screen reader.

Support coordinator information pack - August 2025

- [Support coordinator information pack - August 2025 \(PDF 328KB\)](#)
- [Support coordinator information pack - August 2025 \(DOCX 256KB\)](#)

Support coordinators can prepare for day 1 of our new computer system with our checklist.

Checklist - support coordinators (May 2025)

- [Checklist - support coordinators \(DOCX 307KB\)](#)
- [Checklist - support coordinators \(PDF 164KB\)](#)

Accepting a request for service in the my NDIS provider portal

Support coordinators are encouraged to check the [my NDIS provider portal](#) regularly because they will have 4 days to accept or reject a request for service in the portal. After 4 days, the request will be directed to another provider.

Support coordinators and psychosocial recovery coaches will be notified in the my NDIS provider portal when there is a new request for service.

Learn how to accept a request for service in our video:

[Transcript for 'Request for service demonstration'](#)

When a provider accepts the request for service, their relationship with the participant will be active in our new computer system. Accepting the request means the provider:

- agrees to meet the NDIA reporting requirements for their service
- will be recorded on the participant's plan as a 'my provider'
- will be able to submit payment claims in the my NDIS provider portal.

Where a participant consents, support coordinators and recovery coaches can use the my NDIS provider portal to:

- review, accept and decline requests for service
- understand when reports are due and submit them via the portal
- view all sections of a participant's plan and budget, after the participant has given consent.

Support coordinators and recovery coaches can claim for supports delivered, once they have accepted the request for service, up to 28 days prior to their role start date in our new computer system.

Support coordinators and recovery coaches will see an error message in the myplace provider portal for claims submitted outside the 28 days. This error message indicates they are not the recorded the support coordinator or recovery coach for that period.

Providers who receive this message are encouraged to lodge a payment enquiry ticket in the myplace portal.

There are no changes to the current way of being paid for non-registered providers.

Unregistered support coordinators and psychosocial recovery coaches (recovery coaches)

Support coordinators and recovery coaches who are not registered with the NDIS Quality and Safeguards Commission will need to use the [my NDIS provider portal](#) for participants who have transitioned to the new computer system.

To access the my NDIS provider portals, all unregistered support coordinators and recovery coaches need to set up myID and link their business ABN in [Relationship Authorisation Manager \(RAM\)](#) . Access to the NDIS provider portals via PRODA was discontinued on 10 November 2025.

Unregistered support coordinators and recovery coaches can login to the NDIS provider portals using their Digital ID once they have set up their myID and linked their myID to the business ABN in RAM.

New unregistered support coordinators and recovery coaches (business owners)

New unregistered support coordinators and recovery coaches who have not previously accessed the NDIS provider portals (business owners only) will need to contact the NDIA by emailing provider.support@ndis.gov.au to request an unregistered provider record be created for their organisation once they have set up myID and linked their myID to the business ABN in RAM.

They will need to provide information about their business, including their:

- ABN
- organisation legal name
- organisation trading name
- physical and postal address
- contact details
- evidence of business registration.

Evidence of business registration includes certificates and official documentation issued by a Government Agency when the business/ABN is registered, for example:

- Providers can find their ABN confirmation details from the [Australian Business Register](#) (ABR) website by using the [ABN look up](#) .
- Providers can find their business name registration certificate from the [Australian Securities and Investments Commission](#) (ASIC) website by searching their ABN.

The NDIA will confirm your unregistered provider record has been created and provide your unregistered provider number by email. New unregistered support coordinators or recovery coaches will not be able to access the NDIS provider portals until their account is created, and they have received the confirmation email.

NDIS provider portals

The myplace provider portal

The myplace provider portal will be used by unregistered support coordinators and recovery coaches to:

- review high-level information about their organisation
- view and update personal details (phone number and email address)
- view and update some organisational details (account manager only)
- access the provider learning environment for step-by-step tutorials on using the my NDIS provider portal.

The my NDIS provider portal

The my NDIS provider portal will be used by unregistered support coordinators and recovery coaches to:

- view a participant's plan and budget when consent has been provided by the participant

- review and accept or decline a participant request for service
- submit the new implementation and progress reporting templates when required.

To understand the steps involved to begin using the new my NDIS provider portal, unregistered support coordinators and recovery coaches can follow the checklist.

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

Checklist - Unregistered support coordinators

- [Checklist - Unregistered support coordinators \(DOCX 285KB\)](#)

New reporting templates

We are introducing new reporting templates for support coordinators and psychosocial recovery coaches.

We developed the reporting templates to help standardise provider reports and capture consistent information to help NDIA planners and NDIS partners prepare for [check-ins](#) and plan reassessments with participants.

The reporting templates have been designed through feedback from users, and we expect them to take about the same amount of time as reporting does now.

There are 2 sets of reporting templates, one for support coordinators, and one for recovery coaches. The new reporting templates will make it easier for these providers to:

- share relevant and consistent information with the NDIA
- meet the reporting requirements outlined in the request for service.

The templates ask providers for information about:

- the participant's support needs and situation
- the supports the participant is receiving
- the participant's progress in implementing their plan to pursue their goals.

Providers should complete the reporting template through discussions with the participant and the people who support them, making sure participants are aware of the detail included.

Support coordinators and recovery coaches will be asked to submit reports across the life of a participant's plan, generally at a set period. The timing of progress reports may change, depending on the participant's circumstances and when their next plan reassessment is due.

Support coordinators and recovery coaches should regularly log-in to their my NDIS provider portal to track due dates for the reports.

Support coordinators and recovery coaches can submit their reports as attachments in the my NDIS provider portal.

Form - recovery coach progress report

- [Form - recovery coach progress report \(DOCX 798KB\)](#)

Form - support coordinator progress report

- [Form - support coordinator progress report \(DOCX 796KB\)](#)

Form - recovery coach implementation report

- [Form - recovery coach implementation report \(DOCX 794KB\)](#)

Form - support coordinator implementation report

- [Form - support coordinator implementation report \(DOCX 799KB\)](#)

This page current as of
26 November 2025