On this page:

Get an overview
Understanding which provider is right for you
Build a relationship
Set up a service agreement
Easy Read

Get an overview

Learning about providers

A provider is a person, business or organisation that delivers NDIS supports.

NDIS supports are the services, items and equipment that can be funded by the NDIS.

Participants choose the providers they want to work with. They use their funding to buy NDIS supports related to their disability in line with their NDIS plan.

Understanding which provider is right for you

Know the difference between registered and unregistered providers

It’s important to understand the difference between registered and unregistered providers before you choose a provider for your NDIS supports.

Registered providers

Registered providers are registered with the NDIS Quality and Safeguards Commission .

You must use registered providers to deliver any NDIS supports for the parts of your plan that are NDIA-managed.

A registered provider must also deliver plan-managed, specialist disability accommodation (SDA), supported independent living (SIL) or behaviour supports.

Unregistered providers

Unregistered providers aren't registered with the NDIS Commission. They're often small, local operators that also provide non-disability services.

You can choose unregistered providers to deliver your self-managed NDIS supports.

You can choose unregistered providers to deliver your supports when you use a registered plan manager.

Finding a provider

The NDIS provider finder is one way to find your closest registered providers.

Learn more about how to find and choose a provider.

> **Tip: Meet as many providers as you need to feel comfortable.**
>
> It's always a good idea to meet with new providers before you decide to work with them. You don't need to feel pressured to choose the first one you meet.

Build a relationship

It's important to have good working relationships with your providers. Your provider may need to ask you personal questions about your NDIS supports. Take the time you need to feel safe and comfortable with them.

Communicate clearly

You can choose to communicate with your provider directly or you can have someone you trust talk to them for you.

Tell your provider how you prefer to communicate. You can choose to talk to them:

- in person
- on the phone
- over an online meeting platform
- by email.

Set up a service agreement

A service agreement is between you and your provider. Service agreements make it clear what you and your provider have agreed to.

You should make service agreements with your providers. They aren't a requirement, unless you have SDA.

Learn about how to make a service agreement.

Making claims and payments

The way you pay your providers depends on how your plan is managed and if your plan is in our new or old computer system.

Self-managed funding

There are 2 ways to pay providers using the participant portals or the my NDIS app:

- Option 1: Make a payment request. Money is then paid into your bank account for you to pay your provider.
- Option 2: You pay your provider first with your own money and then request a payment.

You must keep records of how you spend your NDIS funds if you self-manage your plan.

NDIA-managed funding

Your providers will use the myplace provider portal to make a claim if the NDIA manages your funding.

You can check your plan in the participant portal or the my NDIS app. This will tell you how much funding you have left and how much your provider has been paid.

Plan-managed funding

When you set up a service agreement with your plan manager, you can discuss:

- if you want to see the invoices from your providers first or if you want them to go straight to your plan manager
- how your plan manager will pay the invoices.

Don't be afraid to give feedback

If you're unhappy with the NDIS supports you're receiving from a provider, talk to them and ask them to make changes.

If you don't feel comfortable providing feedback directly, you can ask someone you trust, your support coordinator or your plan manager (if you have one) to talk to them for you.

You can also make a complaint about a provider or worker to the NDIS Commission .

Change providers if you need to

You can change providers at any time if talking to them about your concerns doesn't help, or you're unhappy with them. Learn more about how to find and choose a provider.

Easy Read

Download working with providers in Easy Read:

- Working with providers (PDF 4.23MB)
- Working with providers (DOCX 58.23KB)

Related information

What is a provider

How to plan-manage your funding

How to NDIA-manage your funding

This page current as of
1 October 2026