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What a request for service is

You can choose which providers you want to work with, if you have funding for a support coordinator and recovery coach in your plan.

We'll send the providers a request for service when you get a new NDIS plan.

You can start working with them when they accept the request.

What a request for service is for

Providers will receive information about your goals, support needs and situation when they accept a request for service.

The request for service process makes sure you and your provider both have the details needed to work together effectively.

What a request for service is like

Your NDIA planner will submit a request for service to the provider you choose through the my NDIS provider portal.

You'll be asked to choose a second provider in case your first preference isn't available.

Providers have 4 days to accept your request for service or let us know they aren't available to work with you.

Your provider will be recorded as a my provider on your plan after they accept the request for service.

If they do not accept the request

Your request for service will be sent to the next provider you've chosen after 4 days.

To get paid the provider must accept a request for service

Support coordinators and recovery coaches must accept a request for service to get paid.

Even if you're already working with a provider, if they don't accept your request for service when you get a new NDIS plan, they can't claim from your new plan.

Related information

How to find a support coordinator

What is a recovery coach

What is a my provider

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