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Step 1: Understand what NDIA-managed means

When your plan is NDIA-managed we pay your providers directly, after they have delivered your NDIS supports.

We also manage your financial records on your behalf.

Step 2: Choose your providers

Look for providers who'll help you work towards your goals.

Your providers must be registered with the NDIS Quality and Safeguards Commission . You can’t use unregistered providers.

You can find the registered providers best suited to you by:

- using our provider finder
- asking for advice from people you trust, including your family and friends
- doing your own research online
- speaking to your support coordinator (if you have one)
- reading online reviews.

Step 3: Create service agreements

Service agreements are between you and your registered providers.

Having a service agreement for your NDIA-managed supports is important. It lets your registered providers send their invoices through the provider portal.

It also stops them from claiming more than the pricing arrangements and price limits for the NDIS supports they deliver.

Step 4: Record your my providers

Let us know who your providers are for faster payments

When you've chosen providers for your NDIA-managed supports, you need to record them as my providers.

This makes it faster for NDIA to pay, as we do not have to check with you before we pay them.

You can add, change or remove your my providers during:

- your plan meeting
- your plan implementation meeting
- your check-in.

Or at any other time by talking to your my NDIS contact or by calling us on 1800 800 110.

Checking with you before we pay claims

We'll check with you before we pay a my provider, if we get a claim from them that isn't in your plan.

We'll SMS you or your nominee every time a provider who isn't recorded for your plan makes a claim, to make sure it is for a NDIS support you agreed to.

You can check and accept or dispute claims in your my NDIS participant portal or call us on 1800 800 110 within 6 days.

We'll never ask you for personal details or financial information via SMS.

Call us on 1800 800 110 straight away if you feel as though you may have been scammed.

Self-service your my provider relationships

Providers you regularly work with can ask to become a my provider by submitting a relationship request in the my NDIS provider portal. You'll receive a notification in the my NDIS participant portal.

You can accept or decline the new relationship request under the 'relationships tab'.

Step 5: Track your spending

Get to know your support categories

Your plan is a package of NDIS supports, with funding against the support categories included in your plan.

You're still responsible for how you use your NDIA-managed plan. You can't use your NDIS funding for items or activities that aren't in your plan.

You still need to regularly check your plan to see what claims providers are making against your funding, even though we manage your funding and keep records of your spending.

You can check your plan in the participant portals or the my NDIS app.

Related information

What is NDIA-managed funding

What is a service agreement

What is a my provider

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