
What do I need to know about NDIS providers?

Step 6 - What do I need to know about NDIS providers?

Providers are people or organisations who offer services or equipment to people with an NDIS plan. They will provide you with any supports that are reasonable (fair) and necessary to reach your NDIS plan goals and aspirations. These services are then paid for using your NDIS funds.

Your providers must be registered to offer NDIS support services (unless you are self-managing part, or all, of your funds). The [Provider Toolkit on the NDIS website](#) explains how providers get registered.

For more information on becoming a provider check out information for providers on the [NDIS website](#).

Remember! You have the right to be safe and to receive quality services from the providers and workers you choose to support you under the NDIS.

[The NDIS Quality and Safeguards Commission](#) (NDIS Commission) is an independent agency established to improve the quality and safety of NDIS supports and services. The NDIS Commission is the national regulator of NDIS providers. They handle complaints about the quality and safety of NDIS supports and services and monitor compliance with the NDIS Code of Conduct.

The [NDIS Code of Conduct](#) has been introduced for NDIS providers and workers (including employees and contractors). It promotes safe and ethical service delivery and provides clear and enforceable standards for the quality and safety of services and supports in the NDIS. You can [contact the NDIS Commission](#) if you don't think your provider or worker is following the NDIS Code of Conduct.

[The Participant Welcome Pack](#) explains your rights, the role of the NDIS Commission, choosing quality and safe supports and how to make a complaint.

Choosing an NDIS service provider

There are a huge range of NDIS providers out there and sometimes choosing a provider can feel overwhelming.

When choosing a provider, you need to know how to:

- Find registered providers
- Directly employ your own staff (if you are self-managing or have a plan manager)
- Make contracts (agreements) with service providers
- Consent to sharing your plan and other details on the NDIS service provider website.

It is important to choose providers that are right for you.

Find information about selecting providers at the following websites:

- <https://www.ndis.gov.au/participants/working-providers/find-registered-provider>
- [Choosing quality and safe supports](#) (fact sheet in the NDIS Commission's Participant Welcome Pack)
- <https://everyaustraliancounts.com.au/what-is-the-ndis/your-plan/>
- <https://clickability.com.au/> (features reviews from people who use these providers).

Changing service providers

Your NDIS-funded supports are delivered by service providers; these are workers or organisations of your choice. You will have made a written agreement with your provider that is called a Service Agreement. These are usually simple and explain how, when and by whom your supports will be delivered. The Service Agreement also explains how to renew or cancel the service.

[For more information on Service Agreements check out the NDIS website.](#)

If you want to change support workers, check if the Service Agreement has a process for this.

Your Service Agreement should clearly state:

- How issues will be handled
- How you or your provider may change or end the Service Agreement.

Like all contracts, you can request changes before signing. They do not have to agree to your changes, but it is always worth asking and making sure the Agreement works for you.

Remember, you have choice and control over the delivery of your supports. This means choosing who provides your supports and how they are provided. It also means being reasonable about what you expect from providers and how you deal with them.

The NDIA has tools to help you make a Service Agreement. These include an Easy English Guide to Service Agreements and a simple model Service Agreement, which are available here:

www.ndis.gov.au/document/service-agreements-providers

You can use these to make a Service Agreement with your providers. You can adapt it to suit your needs.

Information about your rights and the rights of service providers in case of cancellation or a “no show” can be found on the [Finding a registered Provider page of the NDIS website.](#)

Choosing to directly employ your own staff

Direct employment of your own staff gives you more choice and control over the people you work with, their hours and tasks. Direct employment is only an option if you self-manage part or all of your NDIS funding.

It is not necessary to directly employ all staff who deliver your NDIS funded supports. You can choose to have a combination of NDIA registered providers, staff you directly employ and other service providers with different funding arrangements for each.

By self-employing you will have additional responsibilities around tax, superannuation, insurances, pay rates,



and criminal record checks, and [NDIS Worker Screening Checks](#), etc. You can use another type of business to manage these employer responsibilities for you.

For further information visit ndis.gov.au/participant/self-managing-budgets and read about the responsibilities of self-managing budgets in your plan.

Some useful websites for finding your own staff are:

- <https://www.carenavigator.com.au/>
- <https://hireup.com.au/>