



# Working with providers

Easy Read factsheet



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

## How to use this factsheet



The National Disability Insurance Agency (NDIA) wrote this factsheet.

When you see the word 'we', it means the NDIA.



We wrote this factsheet in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page **28**.



This is an Easy Read summary  
of another fact sheet.

This means it only includes the most  
important ideas.



You can find the other factsheet on  
the NDIS website.

[www.ndis.gov.au/resources](http://www.ndis.gov.au/resources)



You can ask for help to read this factsheet.

A friend, family member or support person  
might be able to help you.

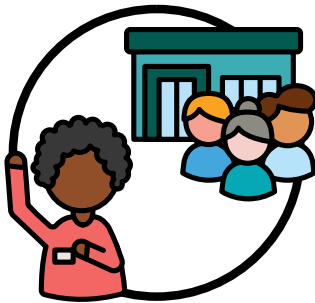
## What's in this document?

About providers	5
How to choose a provider	11
Changing your providers	19
When you need to tell us about your providers	21
More information	27
Word list	28

## About providers



**Providers** support people with disability by delivering a service.



A provider can be an:

- individual
- organisation.



You will work with providers to use the supports in your **NDIS plan**.

Your NDIS plan explains how the NDIS will support you.



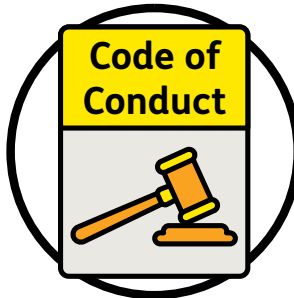
Every **participant** chooses the providers they want to work with.

Participants are people with disability who take part in the NDIS.



It is important to find providers who can:

- deliver the support you need
- and
- help you meet your goals.



All providers must follow our **Code of Conduct**.



A Code of Conduct is a list of rules about how everyone should behave.

## Types of providers



You can choose to work with 2 types of providers.



### Registered providers:

- are on an official list
- have to follow strict rules.



You must use registered providers for the **funding** in your plan that the NDIA manages.

Funding is the money from your plan that pays for the supports you need.



You must use registered providers for some types of support.



This includes **behaviour supports**.

Behaviour supports are ways to support how a participant acts or behaves.



It also includes **specialist disability accommodation (SDA)**.

SDA is housing for participants who need a lot of support.



Some providers are not registered.



Providers who are not registered do not need to follow the same rules as registered providers.



You can use providers who are not registered for other supports if you:



- manage your own funding



- use a **registered plan manager** – someone who will manage your funding for you.

## Providers who can help you use your plan



You might have funding in your plan for providers to help you use your plan.

This includes:



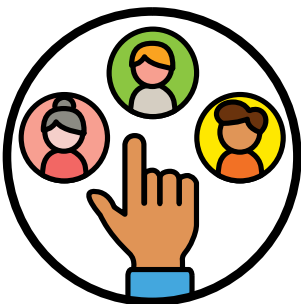
- registered plan managers



- **support coordinators** – someone who helps you plan and use your supports



- **recovery coaches** – someone who supports your mental health.



You can choose the provider you want to help you use your plan.



If you are not happy with your provider, you can change your provider.

We explain this more on page [19](#).

## How to choose a provider



You should get to know a provider before you choose to work with them.



There are a few ways to find a provider that is right for you.



You can search for providers on the internet.

You can also ask:



- friends and family



- support groups



- disability organisations.

For more information, you can talk to your:



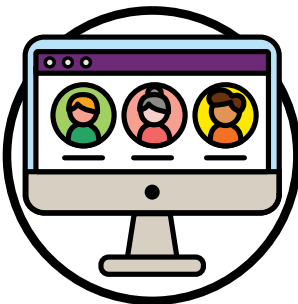
- support coordinator



- recovery coach



- my NDIS contact – a support person who you have a lot of contact with.



You can use the 'provider finder' on the NDIS website to find registered providers.

[www.ndis.gov.au/provider-finder](http://www.ndis.gov.au/provider-finder)



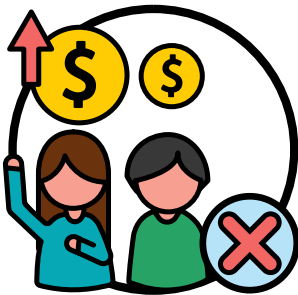
You can find out more about what you should think about before you meet a provider on the NDIS website.

[www.ndis.gov.au/your-first-meeting-with-a-provider](http://www.ndis.gov.au/your-first-meeting-with-a-provider)

## Paying for supports



You should think about what a provider's supports cost before you choose to work with them.



Providers should not make their supports cost more for you than for other people.



And if they do, they have to tell you why.



We have rules about how much supports from registered providers can cost.



This means they cannot cost more than what our rules say.

You cannot pay more than what our rules say if:



- you have a registered plan manager



- the NDIS manages your funding.



You can pay less than what our rules say.



You can choose to pay more or less than what our rules say if you manage your own funding.

## Service agreements



A **service agreement** is a plan for how you and your provider will work together.

It explains:



- what supports you will use



- how your provider will give you those supports.

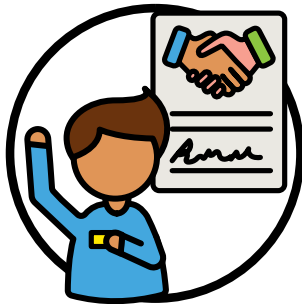


You should make a service agreement before you start working with your providers.





It is important to work with your provider to make sure your service agreement suits you both.



Some providers already have their own service agreements.



You can accept their service agreement if you agree with everything in it.

You can also ask them to change the agreement.



If you and your provider cannot agree, you do not have to work with them.



You must have a service agreement with your provider if you use specialist disability accommodation.



You can find more information about service agreements on the NDIS website.

[www.ndis.gov.au/participants/working-providers/making-service-agreement](http://www.ndis.gov.au/participants/working-providers/making-service-agreement)

# Changing your providers

Most service agreements explain:



- when you will stop working with your provider



- what happens if you want to stop working with your provider early.



You can change providers for any reason you want.



You should try talking to your provider first if you are not happy with their services.



You can ask someone you trust to support you, like an **advocate**.

An advocate is someone who helps you have your say.



The **NDIS Quality and Safeguards Commission (NDIS Commission)** makes sure people with disability who take part in the NDIS:

- are safe
- get good services.

You can talk to the NDIS Commission if you:



- do not feel comfortable talking with your provider



- are not happy with how they reply.

## When you need to tell us about your providers



We might need to make a list of some of your providers before we can pay them for your supports.



We call this list **my providers**.

My providers is a list of providers you work with often.



You must tell us which providers you use for:

- registered plan managers
- support coordinators
- recovery coaches.

You must also tell us which providers you use for:



- behaviour supports



- SDA and **supported independent living (SIL)**.



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



These providers need to be on your my providers list so we can pay them.



You can choose to tell us about your other providers if the NDIA manages your funding.



This makes it easier and faster for us to pay your providers when they make a **claim**.



When someone makes a claim, they ask the NDIS to pay for a support.



Your providers can still make a claim from your plan if you do not tell us about them.



But we will need to check with you before we pay them to make sure you agreed to get their support.

You can talk to your my NDIS contact if you want to:



- tell us about your providers



- change providers.



We do not need information about your providers until you make a claim if you:



- manage your plan yourself



- use a registered plan manager.



Your providers can also ask us to add them to your my providers list.



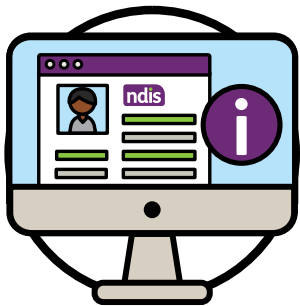
We will send you a text message or an email saying they want to be on your my providers list.



You can say yes or no.

You can do this by calling us.

**1800 800 110**



You can also do this on the my NDIS participant portal.



If you do not respond in 28 days, we will not add the provider to your my providers list.

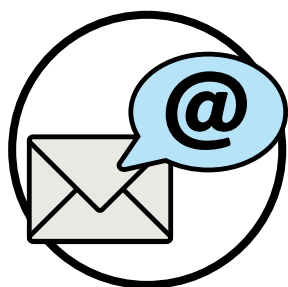
## More information

For more information about this factsheet, please contact us.



You can call us.

**1800 800 110**



You can send us an email.

[enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)



You can visit one of our offices in person.

You can find an office near you on the  
NDIS website.

[www.ndis.gov.au/contact/locations](http://www.ndis.gov.au/contact/locations)

## Word list

This list explains what the **bold** words in this factsheet mean.



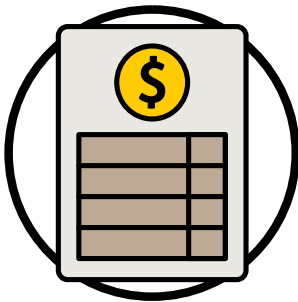
### **Advocate**

An advocate is someone who helps you have your say.



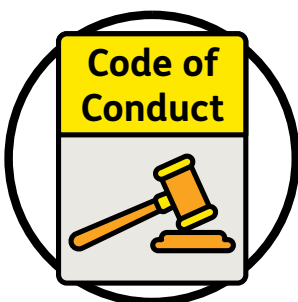
### **Behaviour supports**

Behaviour supports are ways to support how a participant acts or behaves.



### **Claim**

When someone makes a claim, they ask the NDIS to pay for a support.



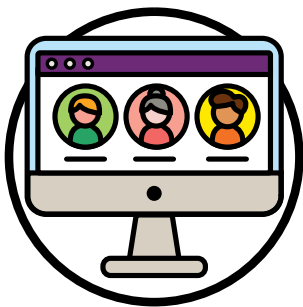
### **Code of Conduct**

A Code of Conduct is a list of rules about how everyone should behave.



## Funding

Funding is the money from your plan that pays for the supports you need.



## My providers

My providers is a list of providers you work with often.



## NDIS plan

Your NDIS plan explains how the NDIS will support you.



## NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



## Participants

Participants are people with disability who take part in the NDIS.



## Providers

Providers support people with disability by delivering a service.



## Recovery coach

A recovery coach is someone who supports you with your mental health.



## Registered plan manager

A registered plan manager is someone who will manage your funding for you.



## Registered providers

Registered providers are:

- are on an official list
- have to follow strict rules.



## Service agreement

A service agreement is a plan for how you and your provider will work together.

It explains:

- what supports you will use
- how your provider will give you those supports.



## Specialist disability accommodation (SDA)

SDA is housing for participants who need a lot of support.



### Support coordinator

A support coordinator is someone who helps you plan and use your supports.



### Supported independent living (SIL)

SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



The Information Access Group created this Easy Read document using stock photography and custom images. The images may not be reused without permission. For any enquiries about the images, please visit [www.informationaccessgroup.com](http://www.informationaccessgroup.com).

Quote job number 6004-B.



# Notes





**[ndis.gov.au](https://www.ndis.gov.au)**