



## Working with the NDIS

Your guide to being a registered NDIS provider

# The National Disability Insurance Scheme (also called the NDIS) is a new way of providing disability support.

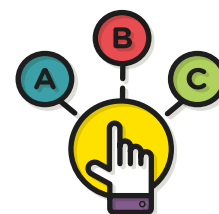
The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life.

The NDIS began with some trial sites around Australia from July 2013. It will be rolled out gradually around the rest of Australia from 1 July 2016. The NDIS is being introduced in stages around Australia



to ensure it is successful and sustainable. People who are eligible for NDIS support are called participants.

Each participant has their own NDIS plan that identifies the outcomes they wish to achieve, the supports that will be funded by the NDIS and other supports the person requires. People with disability will choose the providers they engage and can change providers at any time.



# Your guide to being a registered NDIS provider



## What is a registered provider?

Registered providers are individuals or organisations that are registered with the NDIA to deliver a support or a product to a participant in the NDIS.

The NDIS will be rolled out gradually around Australia from 1 July 2016. People with disability will continue to receive supports from the Commonwealth, State and Territory governments until the NDIS is rolled out in their area.

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## Getting ready

To get ready for the registration process potential providers can start reviewing the Provider Toolkit on our website including the NDIS Terms of Business and price guides. It is important at this stage to determine any conflict of interest and consider a value proposition for NDIS participants.

Providers also need to:

- Determine how they will market their service to participants
- Engage with participants as clients (customers)
- Understand the participant's goals, preferences and objectives.

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## Registered NDIS provider

Once a provider is registered they can start marketing their services and engaging with NDIS participants to understand their goals, preferences and objectives.

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## Can I provide supports?

To register with the NDIS, providers need to consider their suitability to provide services in the NDIS marketplace and ability to meet Quality and Safeguards requirements.

Some of the questions to consider include:

- Where do you want to provide supports?
- What are the Quality and Safeguards requirements for those areas?
- Are you registered with your National Body and do you have appropriate qualifications?
- What types of services would you provide and to who?

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## Getting registered

To register as a provider you need to:

- Complete the PRODA authentication process and obtain a **myplace** account
- Submit an intent to register
- Select the registration groups to register for
- Read and sign the Declaration of Suitability; and
- Provide supporting evidence and documentation.

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## Provider Toolkit

The Provider Toolkit contains modules to guide providers through these steps. These symbols **1** **3** indicate the relevant module in the toolkit.



## Managing your registration

Providers can manage their registration and update their details through **myplace**. The NDIS may undertake annual compliance checks of your records.

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## Create a service agreement

Once the provider has connected with a participant, a service agreement should be created to ensure that the participant and provider have an agreed set of expectations of what supports will be delivered and how they will be delivered.

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## Create a service booking

A service booking is the way a participant engages with their chosen provider(s) online via **myplace**. A service booking nominates the type of support, dates of support, and funding to be allocated to a provider.

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## Provide supports

Provider delivers supports as outlined in their service booking(s) and agreement(s) and maintains records of these.

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## Close service booking (only if plan completed)

Complete and close the service booking with the participant.

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## Track outcomes

Track participant's progress against their goals.

## Payments

Submit a payment request within 28 days of service delivery.

Receive payment from NDIS in two business days.

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# 5 Starting to work with NDIS participants



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## Benefits of working with the NDIS

By 2019, the Scheme will support about 460,000 Australians with disability and invest \$22 billion a year in services and equipment. There are significant growth opportunities for providers who respond to this new demand. Benefits of working with the NDIS include:

- Helping participants achieve their goals
- Being part of a vibrant, innovative and competitive marketplace
- Enjoying new business opportunities
- Online systems
- Fast payment processing



## Types of supports funded under the NDIS

For a support to be funded it needs to be reasonable and necessary and be linked to an outcome in a participant's plan.

Supports must be related to the participant's disability and help them to reach their goals. They must help a participant to build the skills they need to live the life they want, including opportunities to work, further their education, volunteer or learn something new.

This may include undertaking activities or funding equipment aimed at increasing their independence, inclusion, and social and economic participation.

The funding model that underpins the NDIS is designed to be flexible and to allow service innovation. Importantly, the supports delivered will be chosen, and paid for out of an individually allocated budget to each participant.

## More information

Resources and the Provider Toolkit are available at [www.ndis.gov.au/providers](http://www.ndis.gov.au/providers) to help providers understand the NDIS market and guide them through the registration process.

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

**National Disability Insurance Agency**



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