

1. CHOOSE A GOOD NDIS PROVIDER.

Ways to do this properly?

- Speak to them and communicate your needs clearly
- Check their reviews and credibility via online reviews
- Trial their service. Unfortunately there is no way to determine whether a service is good until you actually try it.



For a list of providers visit

<https://www.ndis.gov.au/media/2184/download>

2. LET THEM KNOW WHAT YOU'RE LOOKING FOR

Communicate clearly what you are looking for. What is your disability, what supports do you require? Why do you need these supports?



3. CREATE A SERVICE AGREEMENT/BOOKING

Speak with your plan manager about what supports you require and include the following in your service agreement:

- What supports are being provided
- The cost of the supports
- Responsibilities of your provider
- Your responsibilities
- How long the agreement goes for and how it can be changed
- Dispute resolution process.



Note: Service agreements are legally binding and covered under Australian Consumer Law. Please keep a spare copy of your service agreements as proof for any potential issues.



4. RECEIVE THE SERVICE

You will start receiving the service from the provider. You can view the service you are receiving in the myplace portal. Keep a close eye on the quality of the service and assess whether it is actually supporting your needs.

If so - continue. If not - consider changing providers.

5. CHANGING PROVIDERS



To change providers - check the length of the service laid out in your initial service agreement and if there are any cancellation fees. **It is important beforehand to outline in your service agreement if you'd like a flexible service so that you won't be locked into an agreement that you cannot leave!**

Speak with your current provider and let them know you no longer want to continue using their services. Have a copy and confirmation of the end of the contract for proof as well. It is a good idea to keep most communication via email as proof.

Then have your service booking removed from the myplace portal. A service booking can only be changed on the myplace portal before the end date of the service booking.

Sources

<https://www.ndis.gov.au/participants/working-providers/service-bookings>