



Section 2

# Am I ready to provide NDIS services?

## Section 2 Introduction

This Section of the Provider Toolkit will help you understand:

- how to use the **Provider Readiness Checklist** [\(PDF\)](#)<sup>1</sup> [\(DOC\)](#)<sup>2</sup>
- what participants want from the NDIS
- what services or supports can be delivered under the NDIS
- how to find out when the NDIS is coming to your area
- how to build your organisation's capacity to get ready for the NDIS
- what the key registration requirements are
- where to find the Quality and Safeguard requirements that will apply in your state or territory
- how NDIS pricing and payment arrangements work and
- what is involved in becoming a registered NDIS provider.

It's a lot of information, but all important to understand before you start the registration process.

The **Provider Readiness Checklist** [\(PDF\)](#)<sup>3</sup> [\(DOC\)](#)<sup>4</sup> will help you work through this Section one step at a time.

<sup>1</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_readiness\\_checklist.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_readiness_checklist.pdf)

<sup>2</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_readiness\\_checklist.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_readiness_checklist.docx)

<sup>3</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_readiness\\_checklist.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_readiness_checklist.pdf)

<sup>4</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_readiness\\_checklist.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_readiness_checklist.docx)

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## 2.1 Provider Readiness Checklist

To assist individuals and organisations interested in becoming an NDIS registered provider of services and supports to NDIS participants, the NDIA has developed a **Provider Readiness Checklist** ([PDF](#))<sup>5</sup> ([DOC](#)).<sup>6</sup>

Use this checklist as a self-assessment tool to determine if you and/or your organisation is ready to apply for registration with the NDIA or NDIS Commission.

This Provider Readiness Checklist will help you understand what is involved in becoming a registered provider and the various steps required prior to starting the registration process. It is recommended that you print off a copy of the Readiness Checklist and refer to it as you read through this section of the Provider Toolkit.

When you have completed each criteria you are ready to apply.

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<sup>5</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_readiness\\_checklist.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_readiness_checklist.pdf)

<sup>6</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_readiness\\_checklist.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_readiness_checklist.docx)

## 2.2 Understand what participants want from the NDIS

To be an effective provider, you must take actions to understand:

- what participants want from the NDIS
- what they will be looking for from the various providers in the market, and
- the journey participants will be undertaking once they are signed up with an NDIS plan.

There are some resources to help you begin to explore what participants want and these are found on the [NDIS Market Information webpage](#)<sup>7</sup>

It is also essential that you undertake your own market research to determine whether the types of services and supports you provide are ones that will be relevant for NDIS participants, and can be delivered in the areas where participants are located.

Participants will be looking for providers that can help them meet the objectives in their individualised plan developed at the start of their NDIS journey, or reviewed at 12 monthly intervals (or more regularly if required). Every participant is different but in general they will be looking for providers that can demonstrate:

- expertise and experience in delivering the services, support or products the participant requires
- capacity to meet their individual/specific circumstances and needs
- value for money
- ease of access (location and proximity to their home or place of work).

Your role as a provider is to meet these various needs and ensure that participants are able to exercise true 'choice and control' in their selection.

[Section 1.2.1](#)<sup>8</sup> of the Provider Toolkit provides details on where you can find information about the three key stages in a participant journey after they are signed up with an NDIS plan.

The NDIS has also developed numerous resources for participants, but the most useful one for providers to read is [My NDIS pathway](#)<sup>9</sup>.

It is also useful for you as a provider to understand how a participant will be managing the funds they receive from the NDIS - you can read a fact sheet written for providers on **How participants manage their funding package** [\(PDF\)](#)<sup>10</sup> [\(DOC\)](#).<sup>11</sup>

<sup>7</sup> <https://www.ndis.gov.au/providers/market-information-useful-links.html>

<sup>8</sup> <https://providertoolkit.ndis.gov.au/12-key-partners-and-their-roles#1-2-1-Working-with-community>

<sup>9</sup> <https://www.ndis.gov.au/participants/planning-process.html>

<sup>10</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/how\\_participants\\_manage\\_their\\_ndis\\_funding\\_package\\_v2.0.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/how_participants_manage_their_ndis_funding_package_v2.0.pdf)

<sup>11</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/how\\_participants\\_manage\\_their\\_ndis\\_funding\\_package\\_v2.0.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/how_participants_manage_their_ndis_funding_package_v2.0.docx)

## 2.3 What services or supports can be delivered under the NDIS?

Participants are funded through their individual plans to access services and supports that are considered 'reasonable and necessary' to help achieve their desired outcomes. These supports generally fall into 15 categories aligned with their purpose. These are:

1. Assistance with Daily Life
2. Transport
3. Consumables
4. Assistance with Social & Community Participation
5. Assistive Technology
6. Home Modifications
7. Coordination of Supports
8. Improved Living Arrangements
9. Increased Social and Community Participation
10. Finding and Keeping a Job
11. Improved Relationships
12. Improved Health and Wellbeing
13. Improved Learning
14. Improved Life Choices
15. Improved Daily Living

Each support category is made up of many supports and services. The most common ones are included in the NDIS price guide and referred to as 'line items'. Providers make payment requests against the support 'line items' that best fit the supports and services they have provided. A comprehensive listing of support line items is kept up to date as a separate file (csv format) on the [NDIS website](https://www.ndis.gov.au/ndis/price-guide)<sup>12</sup>.

The following table [\(PDF\)](#)<sup>13</sup> [\(XLS\)](#)<sup>14</sup> provides the mapping of registration groups to support categories. This helps providers to determine which support are registered for.

<sup>12</sup> <https://www.ndis.gov.au/providers/pricing-and-payment.html>

<sup>13</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/support\\_categories.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/support_categories.pdf)

<sup>14</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/support\\_categories\\_.xlsx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/support_categories_.xlsx)

|  | Support Category                          |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
|--|---|-----------|-------------|--|----------------------|--------------------|----------------------------|------------------------------|--|---------------------------|------------------------|--------------------------------|-------------------|--|-----------------------|
|  | Core Supports                             |           |             |  | Capital Supports     |                    | Capacity building Supports |                              |  |                           |                        |                                |                   |  |                       |
|  | Assistance with Daily Life (Includes SIL) | Transport | Consumables | Assistance with social and community participation | Assistive Technology | Home Modifications | Coordination of Supports   | Improved Living Arrangements | Increased Social and Community Participation | finding and Keeping a Job | Improved Relationships | Improved Health and Well-being | Improved Learning | Choice & Control (Improved Life Choices) | Improved Daily Living |
| Registration Group   | 1   | 2         | 3           | 4  | 5                    | 6                  | 7                          | 8                            | 9  | 10                        | 11                     | 12                             | 13                | 14                                       | 15                    |
| Accommodation / Tenancy Assistance   | X   |           |             |  |                      |                    |                            | X                            |  |                           |                        |                                |                   |  |                       |
| Assist to access/Maintain employ/Ed (Assist Access/Maintain Employ)          |   |           |             |  |                      |                    |                            |                              |  | X                         |                        |                                | X                 |  |                       |
| Assistive products for personal care and safety                              | X   |           | X           |  | X                    | X                  |                            |                              |  |                           |                        |                                |                   |  |                       |
| High Intensity Daily Personal Activities (Assist Integrate School/Ed)        | X   |           |             | X  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Personal Mobility Equipment  |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Assistance in coordinating or managing life stages, transitions and supports |   |           |             |  |                      |                    | X                          | X                            | X  |                           |                        |                                |                   |  | X                     |
| Daily Personal Activities (Assist Personal Activities)                       | X   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Assistance with travel/transport arrangements                                |   | X         |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Vehicle Modifications  |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Behaviour Support  |   |           |             |  |                      |                    |                            |                              |  |                           | X                      |                                |                   |  |                       |
| Home modification design and construction                                    |   |           |             |  | X                    | X                  |                            |                              |  |                           |                        |                                |                   |  |                       |
| Assistive equipment for recreation   |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Vision Equipment   |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Community nursing care for high needs  |   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  | X                     |
| Assistance with daily life tasks in a group or shared living arrangement     | X   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Innovative Community Participation   |   |           |             |  |                      |                    |                            |                              | X  |                           |                        |                                |                   |  |                       |
| Development of daily living and life skills                                  |   |           |             |  |                      |                    | X                          |                              | X  |                           | X                      |                                |                   |  | X                     |
| Early Intervention supports for early childhood                              |   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  | X                     |
| Specialised Hearing Services (Equipment Special Assess Setup)                |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  | X                     |
| Household tasks  | X   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Interpreting and translation   |   |           | X           |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Hearing Equipment  |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Assistive products for household tasks                                       |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Communication and information equipment                                      |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Participation in community, social and civic activities                      |   |           |             | X  |                      |                    |                            |                              | X  |                           |                        |                                |                   |  |                       |
| Exercise Physiology and Physical Wellbeing activities (Physical Wellbeing)   |   |           |             |  |                      |                    |                            |                              |  |                           | X                      |                                |                   |  |                       |
| Management of funding for supports in participants plan                      |   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   | X  |                       |
| Therapeutic Supports   |   |           |             |  |                      |                    |                            |                              |  | X                         |                        | X                              |                   |  | X                     |
| Specialised Driver Training  |   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  | X                     |
| Assistance Animals (Other Innovative Supports)                               | X   |           |             |  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Specialised Disability Accommodation   |   |           |             |  |                      | X                  |                            |                              |  |                           |                        |                                |                   |  |                       |
| Support Coordination   |   |           |             |  |                      |                    | X                          |                              |  |                           |                        |                                |                   |  |                       |
| Specialised Supported Employment   |   |           |             |  |                      |                    |                            |                              |  | X                         |                        |                                |                   |  |                       |
| Hearing Services   |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Customised Prosthetics   |   |           |             |  | X                    |                    |                            |                              |  |                           |                        |                                |                   |  |                       |
| Group and Centre Based Activities  |   |           |             | X  |                      |                    |                            |                              |  |                           |                        |                                |                   |  |                       |

## 2.4 When is the NDIS coming to my area?

Currently the NDIS is operating in many sites across Australia and it will continue to rollout in new locations as agreements with state and territory governments come into effect. The easiest way to find out where the NDIS is operating is to access the [NDIS website homepage](#)<sup>15</sup> and search the 'NDIS in your area' section.

If you are operating in an area that is not currently part of the NDIS, you can use this same section of the website – '[NDIS in your area](#)'<sup>16</sup> – to find out when the NDIS will be rolling out in your area. This staged approach to the NDIS introduction is designed to ensure a smooth and sustainable transition from the existing funding arrangements that operate in each state and territory to the new arrangements under the NDIS.

During this transition period, people with disability will continue receiving services and support from existing disability support services until the NDIS arrives in their area. Significant pre-planning work happens in locations six months prior to the NDIS starting, including participant and provider information sessions run by the NDIA.

Further information about current arrangements and rollout information in each State and Territory can be found on the NDIS website:

- [Australian Capital Territory](#)<sup>17</sup>
- [New South Wales](#)<sup>18</sup>
- [Northern Territory](#)<sup>19</sup>
- [Queensland](#)<sup>20</sup>
- [South Australia](#)<sup>21</sup>
- [Tasmania](#)<sup>22</sup>
- [Victoria](#)<sup>23</sup>
- [Western Australia](#)<sup>24</sup>

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<sup>15</sup> <https://www.ndis.gov.au/index.html>

<sup>16</sup> <https://www.ndis.gov.au/about-us/our-sites.html>

<sup>17</sup> <https://www.ndis.gov.au/about-us/our-sites/ACT.html>

<sup>18</sup> <https://www.ndis.gov.au/about-us/our-sites/NSW.html>

<sup>19</sup> <https://www.ndis.gov.au/about-us/our-sites/NT.html>

<sup>20</sup> <https://www.ndis.gov.au/about-us/our-sites/QLD.html>

<sup>21</sup> <https://www.ndis.gov.au/about-us/our-sites/SA.html>

<sup>22</sup> <https://www.ndis.gov.au/about-us/our-sites/TAS.html>

<sup>23</sup> <https://www.ndis.gov.au/about-us/our-sites/VIC.html>

<sup>24</sup> <https://www.ndis.gov.au/about-us/our-sites/WA.html>

## 2.5 Building my organisation's capacity

There are a range of resources to assist providers in transitioning to the NDIS. These are available on the NDIS website – [Building the capacity of providers](https://www.ndis.gov.au/capacity_of_providers)<sup>25</sup> – and include tools to assist with:

- NDIS Organisational Readiness
- NDIS Quality and Safeguards: towards a national verification and certification scheme
- Community inclusion initiative
- Corporate governance training for Australian Disability Enterprises
- Early childhood providers
  - Best practice early childhood intervention
  - Developing early childhood intervention in the NDIS
- Mental health providers
  - Mental Health Australia's NDIS capacity building project
  - Assistance for community mental health providers
- Building the capacity of Indigenous organisations and cultural competence of mainstream organisations

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<sup>25</sup> [https://www.ndis.gov.au/capacity\\_of\\_providers](https://www.ndis.gov.au/capacity_of_providers)



## 2.6 Key registration requirements

In this section:

[2.6.1 Terms of Business](#)

[2.6.2 Specialist Disability Accommodation Terms of Business](#)

[2.6.3 Declaration of Suitability](#)

[2.6.4 Choosing the right 'Registration Groups'](#)

[2.6.5 New providers and Existing providers – expanding service offerings](#)

To ensure NDIS funds are spent appropriately and people with disability get the best possible outcomes, the NDIA has put in place various requirements governing the way registered providers operate.

To be eligible to become a registered provider, you must provide supports or services to participants consistent with the:

- NDIS **Terms of Business** [\(PDF\)](#)<sup>26</sup> [\(DOC\)](#)<sup>27</sup>
- NDIS **Guide to Suitability** [\(PDF\)](#)<sup>28</sup> [\(DOC\)](#)<sup>29</sup>
- Quality and Safeguards requirements of the NDIS Commission and/or the state/territory jurisdiction for delivering specialist disability supports as explained in the **Guide to Suitability** [\(PDF\)](#)<sup>30</sup> [\(DOC\)](#)<sup>31</sup>

The requirements for each of these is outlined below, with links to relevant documents and supporting information. It is up to you or your organisation to determine whether you can meet these requirements, or what changes may be required in your business model to ensure you can meet them in future.

As a provider you must consider how the delivery of supports under the NDIS will be incorporated and managed within your organisation. Providers looking to review their business model are encouraged to use the resources for building provider readiness developed with the assistance of the [Sector Development Fund](#)<sup>32</sup> which was established to support the disability sector to move to the new NDIS funding arrangements.

You are encouraged to read the [Market Position Statements](#)<sup>33</sup> on the NDIS website. These will assist you when undertaking your own market research.

<sup>26</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.pdf)

<sup>27</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.docx)

<sup>28</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>29</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

<sup>30</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>31</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

<sup>32</sup> <https://www.ndis.gov.au/SDF/whatisSDF.html>

<sup>33</sup> <https://www.ndis.gov.au/market-position-statements.html>

## 2.6.1 Terms of Business

The NDIA's **Terms of Business** ([PDF](#))<sup>34</sup> ([DOC](#))<sup>35</sup> specify a range of conditions that are binding on a Registered Provider.

The Terms of Business outline the commercial requirements for doing business as an NDIS Registered Provider. This includes expectations in relation to:

- business practice and service delivery
- payments and pricing
- reporting and conflict-of-interest management
- maintenance of records and audits
- provision of complaints handling procedures
- compliance measures, including maintenance of records and audits.

It also cross references other substantive documents such as the Quality and Safeguards Working Arrangements for each state/territory, [Price Guides](#)<sup>36</sup> and **Guide to Suitability** ([PDF](#))<sup>37</sup> ([DOC](#))<sup>38</sup>.

It is important to read the entire NDIA Terms of Business.

### **You need to understand and comply with the Terms of Business**

Failure to comply with the Terms of Business may be grounds for the NDIA to revoke your registration. During the NDIS registration process you will be asked to confirm that you understand and agree to operate under the NDIS Terms of Business. You **DO NOT** need to sign or return the Terms of Business document to the Agency.

<sup>34</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.pdf)

<sup>35</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.docx)

<sup>36</sup> <https://www.ndis.gov.au/providers/pricing-and-payment.html>

<sup>37</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>38</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

A copy of the **Terms of Business** ([PDF](#))<sup>39</sup> ([DOC](#))<sup>40</sup> is available on the NDIS website. Note that providers of Specialist Disability Accommodation must comply with an additional section in the Terms of Business (see [Section 2.6.2](#))<sup>41</sup>.

## 2.6.2 Specialist Disability Accommodation Terms of Business

Registered providers of Specialist Disability Accommodation (SDA) must comply, and have mechanisms in place to ensure ongoing compliance, with the Terms of Business for Registered Providers AND with the terms which relate to SDA as detailed in the Specialist Disability Accommodation Addendum to the Terms of Business for Registered Providers.

These specialist terms of business refer to matters such as:

- SDA prices
- dwelling enrolment
- habitability of dwellings
- service agreements
- notice of change in SDA circumstances
- reasonable rent contribution.

There is a [Specialist Disability Accommodation](#)<sup>42</sup> page on the NDIS website containing additional information and resources.

## 2.6.3 Declaration of Suitability

The Declaration of Suitability details the documentation and evidence that providers must submit during the registration process. You need to review, understand and meet all requirements of the **Declaration of Suitability** ([PDF](#))<sup>43</sup> ([DOC](#))<sup>44</sup>.

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<sup>39</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.pdf)

<sup>40</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.docx)

<sup>41</sup> <https://providertoolkit.govcms.gov.au/26-key-registration-requirements#2-6-2-Specialist-Disability-Accommodation-Terms%20of-Business---MANDATORY-IF-APPLYING-FOR-SDA>

<sup>42</sup> <https://www.ndis.gov.au/specialist-disability-accommodation.html>

<sup>43</sup> <https://www.ndis.gov.au/medias/documents/hbb/hdc/8800446677022/Declaration-of-Suitability-30032017.pdf>

<sup>44</sup> <https://www.ndis.gov.au/medias/zip/documents/ha9/h60/8800446742558/Declaration-of-Suitability-30032017.docx>

For an application to be progressed, providers are required to read, sign and submit a 'Declaration of Suitability' as part of the registration process. They must comply with the Guide to Suitability as a condition of their ongoing registration as a provider.

Before signing the Declaration of Suitability, you need to read and understand the **Guide to Suitability** ([PDF](#))<sup>45</sup> ([DOC](#)).<sup>46</sup> This document helps providers to understand their suitability to provide relevant supports to NDIS participants. The document:

- provides guidance on which professions are qualified to provide available supports
- summarises specific NDIS Commission, state and territory provider requirements
- outlines the key obligations of providers who are supporting NDIS participants.

The Guide to Suitability outlines your responsibilities as a registered NDIS provider for each state or territory. Understanding these requirements before submitting your application will help minimise processing delays.

Things to consider as you read the Guide to Suitability include:

- who is your organisation likely to provide services to (what type of disabilities and locations are you going to cover)?
- what supports and/or services is your organisation likely to provide?
- do you have the right profession(s) employed within your organisation for the supports you want to deliver?
- can your organisation meet the quality and safeguards requirements of the NDIS Commission, states and territories?

## 2.6.4 Choosing the right 'Registration Groups'

Support items have been grouped into 'Registration Groups'. Different supports have different levels of risk associated with their delivery. The grouping of supports streamlines registration for providers so they need only register for the Registration Group/s relevant to their business.

Support items in each registration group have similar quality and safeguarding requirements. To understand the specific requirements of each registration group you will need to read through the Registration Group tables in conjunction with the relevant state/territory requirements section.

<sup>45</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>46</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

For providers operating in NSW and/or SA, the NDIS Commission has jurisdiction over Registration Group requirements. For more information visit the [NDIS Commission website](https://www.ndiscommission.gov.au)<sup>47</sup>.

Providers should register within the registration group that most closely aligns to the service/support they want to deliver. Descriptions of registration groups are in the Guide to Suitability.

These Registration Groups are generally categorised in one of five ways:

## 1. Specialist Disability Registration Groups

Providers wishing to register for Specialist Disability Registration Groups must:

- Be registered, approved and compliant with the requirements for registration or approval as a specialist disability service, community care or Home and Community Care provider as determined by the jurisdiction in which the provider wants to deliver supports. This includes Quality Assurance / Management systems compliance.
- Providers in states or territories other than NSW and SA must submit evidence of this registration, approval and compliance issued by the jurisdiction or authorised third party provider (as determined by each jurisdiction), for which you have applied to deliver supports. This evidence document must state the services that you are currently providing, or are authorised to provide under the NDIS.
- Refer to the NDIS Commission and/or state/territory requirements in the Guide to Suitability if they are new or wishing to expand their services.

Examples include 'assistance with daily life tasks in a group or shared living arrangement', 'group and centre based activities', 'management of funding for supports', and 'specialised supported employment'.

## 2. Professional Registration Groups

These registration groups require specific professional qualifications and experience as a prerequisite to provide these supports under the NDIS. Professionals who wish to provide specialist disability supports must also comply with quality and safeguards requirements of the NDIS Commission and/or relevant state/territories.

Examples include 'community nursing care for high needs', 'therapeutic supports', 'interpreting and translation' and 'hearing services'.

Additional requirements apply for some services in some jurisdictions. Information can be found in the Guide to Suitability for the state or territory in which you intend to provide supports.

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<sup>47</sup> <https://www.ndiscommission.gov.au>

### 3. Other Registration Groups

These registration groups do not have comprehensive requirements for providers wishing to register. These Registration Groups include 'low-risk' supports that do not require evidence of qualification or expertise for registration.

Examples include 'assistance with travel/transport arrangements', 'assistance animals' and 'innovative community participation'.

### 4. Home and Vehicle Modification Registration Groups

Providers of these Registration Groups must provide evidence of current accreditation or licensing by the relevant state or territory authority to undertake building, engineering or mechanical work. It is important that providers of these supports are appropriately licensed and accredited to modify participants' homes and equipment to ensure participants are receiving value for money and quality services. The expertise required to provide these supports is different to the expertise required to provide supports within specialist disability registration groups.

Examples include 'home modification design and construction' and 'vehicle modifications'.

### 5. Assistive Technology and Equipment Registration Groups

Registration Groups relating to equipment and assistive technology often require diverse expertise to meet the needs of participants.

Examples include 'assistive products for household tasks', 'communications and information equipment', 'personal mobility' and 'vision equipment'.

Details on the relevant professions and professional qualifications or membership requirements, as well as expectations of experience in each of these categories, can be found in the 'Professional Qualifications for NDIS Providers' section of the **Guide to Suitability** ([PDF](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf))<sup>48</sup> ([DOC](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)).<sup>49</sup>

## 2.6.5 New providers and existing providers – expanding service offerings

After you have registered, you may decide to expand your service offerings. To do so you must register for the registration group associated with the services you want to provide

You will need to meet the quality and safeguards requirements set by the NDIS Commission, state or territory you want to work in relative to the new registration group

<sup>48</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>49</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

Please review the **Guide to Suitability** ([PDF](#))<sup>50</sup> ([DOC](#))<sup>51</sup> to find out what the process is for expanding service offerings in your state and/or territory.

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<sup>50</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>51</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

## 2.7 Meeting the quality and safeguard requirements

The quality and safeguarding requirements for registration differ depending on the states or territories you operate in.

The National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (NDIS Commission) is a new independent Commonwealth body that will regulate the NDIS market, register providers and support the resolution of complaints about the quality and safety of NDIS supports and services. It will progressively replace the quality and safeguards arrangements that currently operate in each state and territory.

The NDIS Commission began operating in New South Wales (NSW) and South Australia (SA) on 1 July 2018. Remaining states and territories will transition to the NDIS Commission in July 2019, except Western Australia which will be from July 2020.

Until the NDIS Commission begins operating in a state or territory, the current quality and safeguards requirements for that state and territory will continue to apply.

You can learn more about quality and safeguards requirements in NSW and SA at the [NDIS Commission](#) website.

The **Provider Guide to Suitability** ([PDF](#))<sup>52</sup> ([DOC](#))<sup>53</sup> outlines the different requirements for each state and territory that must be adhered to. For providers seeking registration in multiple states or territories, you must meet the requirements relevant to each registration group you are applying for in each state or territory.

If you would like to review the Quality and Safeguards Working Arrangements in place and the requirements for each state or territory, these are available on the NDIS website:

- [Victoria](#)<sup>54</sup>
- [New South Wales](#)<sup>55</sup>
- [ACT](#)<sup>56</sup>
- [Tasmania](#)<sup>57</sup>
- [South Australia](#)<sup>58</sup>

<sup>52</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.pdf)

<sup>53</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider\\_registration\\_guide\\_to\\_suitability.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/provider_registration_guide_to_suitability.docx)

<sup>54</sup> <https://www.ndis.gov.au/providers/vic-registering-provider.html>

<sup>55</sup> <https://www.ndis.gov.au/providers/nsw-registering-provider.html>

<sup>56</sup> <https://www.ndis.gov.au/providers/act-registering-provider.html>

<sup>57</sup> <https://www.ndis.gov.au/providers/provider-toolkit/tas-registering-provider.html>

<sup>58</sup> <https://www.ndis.gov.au/providers/sa-registering-provider.html>



- [Western Australia<sup>59</sup>](#)
- [Northern Territory<sup>60</sup>](#)
- [Queensland<sup>61</sup>](#)

For states or territories where the arrangements are still under development, providers will need to refer to the NDIA website and the Guide to Suitability which will continue to be updated as arrangements come into place.

Note that registration and Quality and Safeguard approval is not transferable to another entity or ABN. If providers are planning to move to a new entity, they will need to register again under the new ABN and undertake the relevant Quality and Safeguards approvals for the relevant state or territory.

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<sup>59</sup> <https://www.ndis.gov.au/providers/wa-registering-provider.html>

<sup>60</sup> <https://www.ndis.gov.au/providers/nt-registering-provider.html>

<sup>61</sup> <https://www.ndis.gov.au/providers/qld-registering-provider.html>

## 2.8 NDIS pricing and payment

**In this section:**

[2.8.1 Payment of Supports](#)

[2.8.2 Pricing](#)

[2.8.3 Payment Terms](#)

[2.8.4 Payment Requests](#)

[2.8.1 Payment of supports](#)

The NDIS provides funding to participants to purchase a range of supports aimed at increasing their independence, inclusion and social and economic participation. This funding model is designed to be flexible and to allow service innovation. Importantly, the supports delivered will be chosen and paid for by individual participants. The range of supports funded by the NDIS will expand over time.

In the NDIS payment system, supports for participants fall into three categories:

### 1. Core supports

A support that enables a participant to complete activities of daily living and enables them to work towards their goals and meet their objectives.

### 2. Capital supports

An investment, such as assistive technologies, equipment and home or vehicle modifications, or funding for capital costs (e.g. to pay for Specialist Disability Accommodation).

### 3. Capacity building supports

A support that enables a participant to build their independence and skills.

Supports in participant plans are categorised according to these three categories. Within a plan, participant budgets are subject to NDIS rules in relation to these three categories.

## 2.8.2 Pricing

Prices for supports are negotiated between a participant and a provider up to any maximum price published in the NDIA price guide. The agreed price should be included in the Service Agreement between the provider and participant. No other charges are to be added to the cost of the support, including credit card surcharges, or any additional fees including any 'gap' fees, late payment fees or cancellation fees.

The NDIA will update maximum prices on at least an annual basis, effective 1 July each year. The [2017/18 Price Guide for each state and territory](#)<sup>62</sup> is available on the NDIS website, and includes a price limit for some supports and services.

All registered NDIS providers should refer to the NDIA **Terms of Business** [\(PDF\)](#)<sup>63</sup> [\(DOC\)](#)<sup>64</sup>, which includes details about the application of price limits and other requirements that providers must comply with when offering and delivering services to Scheme participants. As a Provider, your responsibilities under the Terms of Business include:

- not charging more than the price caps set in the NDIA Price Guide
- not charging cancellation fees, except when specifically provided for in the NDIA Price Guide
- declaring relevant prices to participants before delivering a service (including declaring any notice periods or cancellation terms)
- making a payment request only after that support has been delivered or provided
- submitting claim for payment within a reasonable time (and no later than 60 days from the end of the Service Booking).

In the future the NDIA expects prices will be increasingly deregulated. Pressure from active, informed participants exercising choice, and from competition between service providers, should reduce or remove the need for price controls.

## 2.8.3 Payment terms

Participants who are self-managing their plan will pay the provider directly and obtain a receipt from the provider in order to acquit their expenditure against their plan.

Payment Requests for participants who are not self-managing will be lodged online and will be paid within 2 business days of successful lodgment.

## 2.8.4 Payment requests

Registered providers can make a Payment Request once a support has been delivered or provided. Pre-payment is generally not permitted for supports or services.

To receive payment for services or supports for NDIA-managed or Plan Management provider managed participants, you submit a Payment Request electronically through myplace.

<sup>62</sup> <https://www.ndis.gov.au/providers/pricing-and-payment.html>

<sup>63</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.pdf)

<sup>64</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis\\_terms\\_of\\_business.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/ndis_terms_of_business.docx)

Further details about how to use myplace to make online payment requests are available in [Section 6](#)<sup>65</sup> of the Provider Toolkit.

Some providers do not get paid by the NDIS for supports they provide because the support is “in kind” and they are instead paid by the state or territory government.

Further information and resources on in-kind funding can be found at the [In-kind service bookings and plan budget adjustments](#)<sup>66</sup> page on the NDIS website.

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<sup>65</sup> <https://providertoolkit.ndis.gov.au/60-introduction>

<sup>66</sup> <https://www.ndis.gov.au/participants/inkind.html>

## 2.9 Becoming a registered provider

You are ready to start the provider registration process once you have:

- decided to become a registered provider under the NDIS
- understood what services and supports are able to be delivered under the NDIS (as outlined in [Section 2.3<sup>67</sup>](#))
- met all the criteria outlined in the Provider Readiness Checklist (as outlined in [Section 2.1<sup>68</sup>](#)).

**The nominated 'Primary Contact' for your business or organisation will need to follow the steps in [Section 3<sup>69</sup>](#) of the Provider Toolkit.**

Once you have submitted all required information, the NDIS Commission (for providers in NSW and SA) or NDIA (for providers in all other states and territories) will assess your application. If further information is required, you will be notified. If you don't supply this information your application will not progress and/or will be rejected.

If your registration is successful, you will be sent a '**Certificate of Registration**' ([PDF](#))<sup>70</sup> ([DOC](#)).<sup>71</sup>

If your registration is not successful, you will be advised of the reasons and given the opportunity to re-apply.

For providers registering in all states and territories except NSW and SA, if you have not passed the state or territory Quality and Safeguards requirements, or have not provided evidence that you have, your registration will only be processed to the 'pending state approval' stage. Once you provide evidence that you have complied with the state or territory requirements, your application can continue to be processed.

Once you have received the '**Certificate of Registration**' you can start marketing your services in accordance with the Terms of Business, and engaging with NDIS participants to understand their goals, preferences and objectives.

See [Section 4<sup>72</sup>](#) and [Section 5<sup>73</sup>](#) of the Provider Toolkit for more information on 'how to connect with participants' and 'how to work with NDIS participants' most effectively.

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<sup>67</sup> <https://providertoolkit.ndis.gov.au/23-what-services-or-supports-can-be-delivered-under-ndis>

<sup>68</sup> <https://providertoolkit.ndis.gov.au/21-readiness-checklist>

<sup>69</sup> <https://providertoolkit.ndis.gov.au/30-introduction>

<sup>70</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/example\\_ndis\\_provider\\_reg\\_certificate.pdf](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/example_ndis_provider_reg_certificate.pdf)

<sup>71</sup> [https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/example\\_ndis\\_provider\\_reg\\_certificate.docx](https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/example_ndis_provider_reg_certificate.docx)

<sup>72</sup> <https://providertoolkit.ndis.gov.au/40-introduction>

<sup>73</sup> <https://providertoolkit.ndis.gov.au/50-introduction>