



Section 4

How do I connect with participants?

Section 4 Introduction

This Section of the Provider Toolkit will help you understand:

- how to connect with NDIS participants through the myplace portal
- how to use the Provider Finder on myplace
- how you can connect with participants through NDIS partner organisations
- why and how you can market your services and products through other channels
- what information is available on the Market Information and Useful Links page of the NDIS website.

Contents

4.1 Promoting my services via myplace	2
4.1.1 The Provider Finder.....	2
4.1.2 Provider lists	2
4.2 Reaching participants through NDIS partners	3
4.3 Marketing your services	4

4.1 Promoting my services via myplace

4.1.1 The Provider Finder

The Provider Finder tool, available in the myplace provider and participant portals, gives both providers and participants the ability to search for providers by name, location, and service or professional group. The Provider Finder displays the provider location on a map (unless the provider has opted to have their address suppressed). The map also has a zoom in and out function to help participants easily see provider locations.

To make sure that participants can find providers in the Provider Finder it is important that all of your details are kept up to date in your myplace profile. Some providers deliver supports from different locations and the Provider Finder has the ability to display this information using the 'Outlet detail' function. The more information that providers include about services and their business in the outlet details screen, the more they increase the likelihood of being found through the Provider Finder.

This tool is being constantly improved and updated. More information on how to update your details and outlet can be found in the **Using the myplace provider portal step by step guide** ([PDF](#))¹ ([DOC](#)).²

4.1.2 Provider lists

[Provider lists](#)³ are published quarterly on the NDIS website and available for anyone who does not use the myplace portal. People can search for providers by name, location and registration group. The information on these provider lists is also based on a provider's 'Profile' in the myplace portal so it's important that providers keep this information regularly updated.

¹ https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using_the_myplace_provider_portal_-_step_by_step_guide_v3.0.pdf

² https://providertoolkit.ndis.gov.au/sites/g/files/net3066/f/using_the_myplace_provider_portal_-_step_by_step_guide_v3.0.docx

³ <https://www.ndis.gov.au/document/finding-and-engaging-providers/find-registered-service-providers.html>

4.2 Reaching participants through NDIS partners

Participants can connect with providers through their Local Area Coordinators (LACs) or Early Childhood Early Intervention (ECEI) partners.

You can find out where these partner organisations are located by going to the [locations page](#)⁴ on the NDIS website.

If Support Coordination is included in a participant's plan, Support Coordinators will work directly with NDIS participants to help identify the most appropriate options and service providers to deliver them. Support Coordinators and Plan Managers can use the Provider Finder in the myplace provider portal to search for providers within a specific area. A search can be made by service type (also known as professions in registration groups), by name or by location.

To ensure Support Coordinators and participants are successfully able to locate your service it is important that your registration and contact details are correct in myplace. Providers may identify their outlet location(s) and details within myplace once registered. These can be updated at any time.

⁴ <https://www.ndis.gov.au/about-us/locations.html>

4.3 Marketing your services

Participants may choose to search for providers via other means, without using myplace, in much the same way as they may seek any other goods or services outside of the NDIS. This includes via the internet, word-of-mouth, advertising, social media and marketing, or via other brokers and markets which may emerge under the NDIS.

The Terms of Business outline how providers can promote their association with the NDIS (in the section 'Identification as a NDIS Scheme provider and use of the NDIS logo'). When you market your services, be aware that the NDIS logo is a Commonwealth Government Trademark and it **cannot** be used or adapted.

Registered service providers can use the 'I heart NDIS' and 'I Support NDIS' logos as well as the 'Registered NDIS Provider' tagline.



More information and copies of the 'I heart NDIS' and 'I Support NDIS' logos can be found on the NDIS 'Use of Logo' [webpage](https://www.ndis.gov.au/about-us/use-of-logo.html)⁵.

⁵ <https://www.ndis.gov.au/about-us/use-of-logo.html>