



What is the new provider toolkit?

We have redesigned the current provider toolkit to create a new, user-friendly online resource for providers and potential providers that takes users through the steps of the Provider Pathway. It includes fact sheets, step-by-step guides, videos and interactive eLearning activities.

Why has it been developed?

We want to improve providers' experience of the National Disability Insurance Scheme (NDIS). Providers across Australia have told us they want relevant information in a clearer and easier to use format. The new provider toolkit has been developed based on this feedback.

The NDIS needs a diverse array of providers to give people the opportunity to live an ordinary life. Like somewhere to live, a job, a good education, hobbies, and the company of family and friends. Providers from across industries, including the traditional disability service sector, allied health practitioners, and new businesses that offer services and resources for people with disability all have an important part to play in the delivery of the NDIS.

Our goal is to ensure that providers and potential providers have the right information and tools to learn about the NDIS and assist them in planning and delivering supports and services to participants.

How was the new toolkit developed?

A staged approach was taken for the development of the new provider toolkit. Each stage included consultation, co-design and user testing. Each co-design and user testing activities included a different group of providers as well as a core group of providers who were involved at each stage. In total, 105 providers have participated in the development of the toolkit.

How do I access the new toolkit?

The link to the new toolkit can be found on the NDIS provider page or at www.providertoolkit.ndis.gov.au.

Make sure to bookmark the new provider toolkit in your web browser to get fast and easy access.



What is different about the new toolkit?

The new provider toolkit is accessible, interactive and has a range of new functions that make it easier to navigate. The new provider toolkit is designed to reflect the provider pathway. New functions include:

- Content that is accessible, easy to follow and understand, including policy content, video and elearning activities.
- Online e-learning modules with examples and case studies that operationalise the policy contained within the toolkit. The modules also include a quiz to track retention of information.
- New 'Hot Topics' section – where the NDIA will communicate with providers around issues and policy items that are currently in development or have interim solutions.
- Improved Frequently Asked Questions (FAQs) to reflect the most common provider enquiries.
- Latest Updates section – a log of changes made to the toolkit to inform providers of what has changed in the toolkit since the last visit. This will assist providers to keep track of changes in content and policy.
- Feedback section to drive continuous improvement to the toolkit. During the next 6 weeks, the NDIA is undertaking a structured and intense review of feedback given on the new toolkit to drive development and improvement. We encourage all providers to use the feedback section on the new provider toolkit.
- 'Search' function allows providers to type in keywords at the top of each page to find specific information.



How do I find information from the old toolkit in the new toolkit?

The table below shows how the modules from the old toolkit correspond with the sections in the new toolkit:

PREVIOUS PDF PROVIDER TOOLKIT	NEW PROVIDER TOOLKIT
Module 1: Introduction and Overview of the provider toolkit	Introduction: How to use the provider toolkit
	Section One: How does the NDIS work? (*NEW*)
Module 2: Registering as a Provider	Section Three: How do I register?
Module 3: Terms of Business	Section Two: Am I ready to provide NDIS services?
Module 4: Guide to Suitability	Section Two: Am I ready to provide NDIS services?
	Section Four: How do I connect with participants? (*NEW*)
Module 5: Service Agreements	Section Five: How do I work with NDIS participants?
Module 6: Service Bookings	Section Five: How do I work with NDIS participants?
Module 7: Payment and Assurance	Section Six: How do I get paid? Section Seven: How do I measure outcomes and report? (*NEW*)
Module 8: PRODA Step by Step guide	Key Resources/referenced in Section Three
Module 9: myplace Provider Portal Step by Step Guide to logging into myplace for the first time - existing providers	Key Resources/referenced in Section Three
Module 10: myplace Provider Portal Step by Step Guide to Registration for new providers	Key Resources/referenced in Section Three
Module 11: myplace Provider Portal Step by Step Guide (excluding registration)	Key Resources/referenced in Section Three, Five and Six
Module 12: Glossary	Key Resources
Frequently Asked Questions	Help and Support
Step by Step Guide - Bulk Payment Request Options	Key Resources - step by step guides