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THE **NDIS** PROVIDER GUIDE

Find out how to register as a
NDIS Provider, wherever you
are in Australia.



Becoming a Registered NDIS Provider

The National Disability Insurance Scheme (NDIS) presents some big opportunities for Australian businesses. With over 460,000 people expected to enter the scheme, the NDIS needs providers that can deliver high quality, innovative and diverse supports to people with disability.

Becoming a Registered NDIS Provider can be an overwhelming task, requiring a lot of preparation and planning. This guide steps you through the key things you need to consider before applying.

Please note that the information in this guide is of a general nature, due to the differences and complexities involved with meeting specific state and territory government requirements. For more detailed information, read the [NDIS Provider Toolkit](#).

STEP 1: Do your values align with those of the NDIS?

The NDIS places people with disability at the centre of their service delivery. Providers must be willing and able to promote their clients' independence, community participation, choice, control and decision making in all aspects of service delivery, as well as the inclusion of their families, carers and other significant people.



STEP 2: Are you a new or existing provider?

New Providers

New providers will need to apply to the National Disability Insurance Agency (NDIA) or the NDIS Quality and Safeguards Commission (the NDIS Commission), depending on which state you intend to operate in.

Existing providers

Existing providers must be already approved and compliant with their state or territory's requirements to deliver specialist disability, community care or home and community care services.

Depending on the services you want to provide (and where you intend to provide them), you may also need to fulfil certain professional requirements and undertake additional compliance checks such as providing your organisation's policies and procedures, completing self-assessments and undergoing audit.

In all cases, you are required to comply with the [NDIS Terms of Business](#) and NDIS Provider Registration Guide to Suitability.



STEP 3: What services will you deliver?

The many supports that participants can access through the NDIS are grouped into 'Registration Groups', where the quality and safeguard requirements to provide the supports in that group are similar. Most registration groups have specific professional requirements and expertise expectations associated with them.

For instance, supports that fall into the 'Therapeutic Supports' Registration Group require you to have specific allied health qualifications and professional registrations to deliver them.

To deliver supports that are more specialised, you must also meet and comply with ongoing state and federal quality and safeguarding arrangements.

You can find these groups in the [NDIS Provider Registration Guide To Suitability](#).

STEP 4: Who will you deliver services to?

NDIS participants can manage their plan in different ways. Different options can be chosen for different supports and the types of providers that can deliver supports for each type of plan varies. Plans can be:

- **Agency managed:** The National Disability Insurance Agency (NDIA) manages the funding in a participant's plan.
- **Managed by a Plan Management Provider:** A registered Plan Management provider manages the funding in the participant's plan.
- **Self-managed:** A participant manages the funding for their supports.

Your business must be a NDIS Registered Provider to provide supports to participants whose plans are managed by the NDIA.

To provide services to participants who are self-managing their plans or using Plan Management services, it is not mandatory to become a Registered Provider. However, in the competitive marketplace created by the NDIS, meeting the quality and safeguarding requirements associated with registration will provide your clients assurance that you can deliver services to the standard they expect.

In addition, to deliver some supports, such as Plan Management and Support Coordination, you must be a Registered Provider regardless of what type of participants you are supporting.

The Quality and Safeguards Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) was formed in early 2018 to implement a new national system to support NDIS participants and providers.

The Commission will oversee the new national quality assurance scheme called the NDIS Quality and Safeguards Framework. This includes new NDIS Practice Standards. **Each state and territory will transition to the new Framework once they've completely rolled into the NDIS**, as per the following timetable:

STATE	TRANSITION
NSW and SA	1 July 2018
VIC, QLD, TAS, ACT and NT	1 July 2019
WA	July 2020

The NDIS Quality and Safeguards Framework replaces the existing quality and safeguarding frameworks used by individual States and Territories to ensure disability services are delivered safely. Once all states and territories have rolled into the Framework there will be a single, national framework and registration process that applies to all NDIS providers.

STEP 5: How do you register?

States that haven't yet transitioned to the new Framework

Providers in these states need to apply to the NDIA and their state government to become Registered NDIS Providers.

While processes differ between states, approval will require an assessment against state-specific or national disability standards, which at the very least require you to have your business establishment, planning and policies and procedures completed. In states where this requirement does not apply, you will still have to demonstrate compliance with an approved quality assurance system and provide evidence to the state government that you have the planning, policies and procedures in place to operate an effective disability service.

States that have transitioned to the new Framework

Providers in these states will need to apply directly to the NDIS Commission.

The NDIS Commission has divided the registration process into two categories:

Verification – applies to classes of supports that are less complex and have a lower level of risk to participants associated with them. An approved auditing body will perform a ‘desktop’, offsite audit to confirm the business meets the requirements for Verification. Verification only applies to businesses that are sole traders or partnerships.

Verification Registration process:

- 1. Online application to the NDIS Commission*
- 2. Brief self-assessment against the NDIS Practice Standards’ Verification Module (part of the online application)*
- 3. Upload evidence such as professional qualifications and relevant policies and procedures.*
- 4. Arrange and undergo a Verification audit.*

Certification – applies to classes of supports that are more complex and have a higher level of risk to participants associated with them. To provide any registration group as a **company**, the business must be assessed using Certification. Companies delivering registration groups that would usually fall into the ‘Verification’ category will be required to demonstrate compliance with a Core set of 22 NDIS Practice Standards. Businesses delivering more specialist registration groups will be required to comply with the Core Standards, as well as any additional NDIS Practice Standards that apply to the highest-risk services. A Certification audit is comprised of a desktop review and an onsite assessment of the provider’s operations.

Certification Registration process:

- 1. Online application to NDIS Commission*
- 2. Comprehensive self-assessment against the NDIS Practice Standards – the number of Standards will be determined by the services the business intends to deliver.*
- 3. Upload evidence such as professional qualifications and relevant policies and procedures.*
- 4. Arrange and undergo a Certification audit.*

Not sure whether you need to go through Verification or Certification?

Amerginhub has a brilliant tool called the **VERICERT Pilot** that will tell you whether you’re required to go through ‘Verification’ or ‘Certification’. Sign up to [amerginhub](https://www.amerginhub.net.au) or sign in to your account to access this tool.

Start VERICERT Pilot



STEP 6: How do you price your services?

A sound Business Plan should underpin your intended operations from the get-go, and be reviewed regularly. At the very least, this should include:

- your business' Vision, Mission, Values, goals and objectives, and how you will achieve these;
- what you intend to provide, how, where and to who;
- how you are going to define yourself in the market to your intended clients; and
- your financial position and objectives, including what you intend to charge your clients.

The NDIA has price controls in place for many support items, which can be found in the NDIS Price Guides. For these items, prices charged to participants must not exceed the price control for that support, though less may be charged. No other charges are to be added to the cost of supports, including credit card surcharges or any additional fees including any 'gap' fees or late payment fees.

To price your services so that your business is viable, you must have a good understanding of your costs (e.g. rent, vehicles, staffing, etc.) so that you can recoup these within the prices you set.

NEED HELP?

Applying to become a NDIS Provider requires careful consideration and effort. The quality and safeguarding requirements in place are there to protect people with disability and ensure service providers are delivering quality and effective services to the standard expected. It is essential that you have a thorough understanding of these requirements and comply with them when providing NDIS services.

The Amergin Team has the expertise and experience to guide you through the entire process. We'll help you get your business registered and partner with you every step of the way

[HELP GET ME REGISTERED](#)