

FIVE KEY STEPS TO BECOMING AN NDIS SERVICES PROVIDER

Before becoming an NDIS service provider, you must decide whether you will be registered or unregistered. Only registered providers can serve NDIS-managed participants, and you must be registered if you wish to provide supported independent living services or operate an NDIS platform. This factsheet outlines five key steps you should undertake to become registered.

1. UNDERSTAND THE NDIS

Familiarise yourself with the NDIS framework, including key legislation, such as the:

- *National Disability Insurance Scheme Act 2013* (Cth);
- NDIS Rules; and
- Code of Conduct.

Visit the NDIS website for clear eligibility criteria and objectives. Also, familiarise yourself with state or territory-specific laws.

2. CONSIDER PRICING AND PAYMENT

Review the NDIS Pricing Arrangements and Price Limits document (often referred to as the Price Guide) to determine pricing for your services. Ensure that your prices:

- align with the guide; and
- account for any variations for assistive technology and specialist disability accommodation services.

You should also familiarise yourself with the GST exemptions and whether the services you provide are exempt from GST.

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3. DEVELOP SERVICE AGREEMENTS

Both registered and unregistered providers should create service agreements. This will include:

- details of the service;
- costs; and
- terms and conditions.

Address potential conflicts of interest if offering multiple services. These agreements clarify participants' rights and responsibilities.

4. COMPLY WITH REPORTING STANDARDS

Registered providers must adhere to NDIS regulations and quality standards. You should:

- conduct regular audits and worker screenings; and
- monitor the NDIS website for compliance requirement changes.

5. COMPLY WITH EMPLOYMENT STANDARDS

NDIS providers must comply with the National Employment Standards. This includes:

- ensuring employees do not work beyond the maximum weekly hours;
- provide parental leave;
- provide annual leave; and
- provide minimum notice periods prior to termination or redundancy.