

GETTING THE MOST OUT OF YOUR NDIS PLAN

FACT SHEET # 7

How do I find a service provider ?

Once you understand what supports have been funded in your plan, and how much, it is time to start purchasing your supports. This means finding the right service providers to best meet your needs. This involves shopping around for service providers that you are happy to work with. Support coordinators are also a good source for finding service providers.

Remember there are registered and non-registered service providers. If your supports are Agency-managed, you can only use registered service providers to get those supports. You must also ensure there is no conflict of interest between yourself and service providers (i.e. you generally can't hire a parent or other informal support worker via the NDIS).

One starting place is to consider the service providers you used prior to getting an NDIS plan. You can also ask others that you meet or know such as friends, family members, peers in peer support groups, or other groups you belong to such as school or sporting or recreational communities. There are also a range of NDIS-related Facebook groups that you can join. You can get their suggestions and opinions of what organisations are good or any problems they have had.

The NDIS website, [find-registered-providers](#), has lists of all providers currently registered with the NDIS. The lists are divided into different states and territories and then you can view a list arranged by the alphabetical name of the provider or a list where they are grouped by the service types they provide.

If you have access to the myplace participant portal, it is easier to find a provider with the tool called the Provider Finder. You can narrow your search by using different filters like service category and location. The NDIS has a video on YouTube that introduces you to using the Provider Finder. It is called 'How do I find NDIS providers in my area?'

Sites for Searching for Service Providers

There are some web-based directory services for finding disability service providers. Not all providers will be on these online services, but many will be, both registered and non-registered. With some of these web sites you can read reviews of service providers that other participants have written. Some examples of such businesses providing this service are below, including their contact information and a brief self-description. They often provide more than just a searchable list of providers. You can usually find other disability-related information there such as blogs or event details.

DISABILITYLOOP.ORG.AU

TO CONTACT THE NDIS
FOR MORE INFORMATION:

WWW.NDIS.GOV.AU
1800 800 110



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clickability

W: www.clickability.com.au P: 1800 414 616 E: hello@clickability.com.au

Clickability is a disability service directory where people with disabilities, their carers, and referrers (e.g. support coordinators) search for new services and also rate and review ones they've already used. It's like TripAdvisor, but for disability support.



W: www.mycarespace.com.au P: 1800 670 014

MyCareSpace is an online community that creates meaningful connections for people living with a disability so they can build "extra" ordinary lives. We do this using our national NDIS Provider Directory which has over 10,000 NDIS registered providers listed and searchable using NDIS support category, key word and post code filters.



W: www.disabilitysupportguide.com.au P: 1300 186 688

We provide the gateway to connect Australians living with a disability, their families and carers with disability support providers through our industry-leading suite of resources including the DPS Guide to Disability Support, DisabilitySupportGuide.com.au and TalkingDisability.com.au. We help you compare, choose and connect with your preferred provider and are relied upon daily by NDIS participants, their family and carers, allied health professionals and a host of government agencies.

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Online Service Providers

Then there are NDIS registered service providers that use an online platform to connect people with disability with disability support workers. You need to sign up to these services as someone seeking support, but you can then search for and select your own support worker. The aim of this way of providing support workers is giving choice to people with disability about who they have to support them, allowing you to find someone who shares your interests or best meets your preferred type of worker. Some examples of this are: CareSeekers, Hireup and Mable.

CARESEEKERS

W: <https://www.careseekers.com.au/> P: 1300 765 465

Careseekers is a digital platform that links individuals and families to care and support workers. Promoting choice and control over care and support, and work opportunities for care and support workers.

hireup

W: www.hireup.com.au P: 02 9113 5933 E: hello@hireup.com.au

Hireup is an NDIS registered online platform for people with disability to find, hire and manage support workers who fit their needs and share their interests.

mable

W: <https://mable.com.au/> P: 1300 736 573 E: info@mable.com.au

Mable is an easy and safe online platform. Connect with people in your community and choose the support workers who share your interests and suit your needs best.

Work out what you want and then research what service providers are available to provide that support. Gather information and opinions from a wide variety of sources because this will minimise being influenced only by biased opinions. It can be time consuming and confusing to do research but usually it is worth it because you have a better chance to find high quality services.

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