

Finding the right service providers

A Factsheet for Adults (No. 10)

What is a service provider?

A service provider is a person, business or organisation that delivers funded services. Service providers have different areas of experience and expertise, so it is important to think carefully about your goals when selecting the right provider.

Providers can include large companies, charities, not-for-profits, sole traders or any other type of business. Providers that are registered are called 'NDIS registered providers' and meet government quality and safety standards.

If your NDIS funding is NDIA-managed, you can only use NDIS registered providers to deliver services to you. If you have a support worker, provider or organisation that has been supporting you for a number of years who is not NDIS registered, you can encourage them to register so that you can continue to work with them using your NDIS funding. If that is not possible, you can ask your LAC to review how your funds are managed to allow you to continue with your established supports.

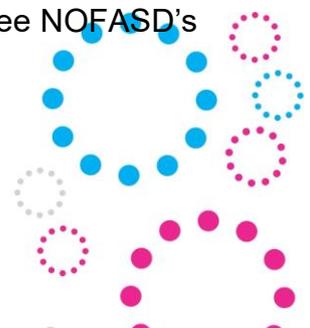
Participants whose NDIS funds are self-managed or managed by a Plan Manager can use NDIS registered providers and non-registered providers.

How do I find a service provider?

An adult with FASD requires assistance with identifying, sourcing, organising, and managing their daily tasks: this is the consequence of their disability, so it is unreasonable to expect a person with FASD to find service providers without support. You will require funding for support coordination in your plan to help you identify and establish the structure of your supports. A support coordinator is a person that will help you identify and organise the supports you need. If your plan does not include support coordination, you can ask your LAC for a [review](#).

NDIS registered providers, can also be found in the Provider Finder on the [myplace portal](#). If you are looking for non-registered providers, a simple internet web search can help you identify possible providers in your residential area.

You can review the types of services that may help you achieve your goals (see NOFASD's *Factsheet 4 – Supports and Services Funded by the NDIS*)



If you require information about FASD to give to a provider, please visit the [NOFASD website](#). NOFASD can provide a General Letter of Support so that a provider is informed about how to support you. To get a copy of this letter, please contact our helpline on 1800 860 613 or [send us an email enquiry](#).

Are there FASD-specific providers available for me?

You may wish to find FASD-specific providers to assist you. You can find out if there are FASD-specific providers near you by visiting the [FASD Hub Service Directory](#) or by contacting NOFASD.

Where can I find out more information about FASD?

NOFASD Australia is the National Peak Body for parents, carers and individuals impacted by Fetal Alcohol Spectrum Disorder (FASD). Founded in 1999 and funded by the Commonwealth Department of Health, we provide the essential bridge linking those with lived experience with researchers and clinicians.

NOFASD Australia provide a helpline for people impacted by FASD and those wanting information on how to support individuals with FASD. We also maintain an up-to-date comprehensive website with curated resources and links.

If you would like additional information about FASD or to read more about FASD and the NDIS, please visit the [NOFASD Australia website](#).

Sources:

How to review a planning decision:

<https://www.ndis.gov.au/participants/how-review-planning-decision>

