

## Finding the right service providers

### A Factsheet for Parents and Carers (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 child and your child's 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 they are required to meet government quality and safety standards.

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

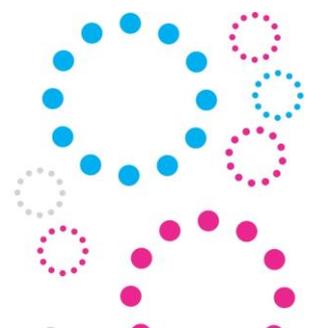
Participants whose NDIS funds are self-managed or managed by a Plan Manager can use NDIS registered providers and non-registered providers.

#### **How do I find a service provider for my child?**

Once you have identified the types of services that may help your child (see NOFASD's *Factsheet 4 – Supports and Services Funded by the NDIS*) achieve their goals, it is time to find a provider. Your Early Childhood Early Intervention (ECEI) Coordinator or Local Area Coordinator (LAC) will be able to help you to identify suitable NDIS registered providers, or you can search 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.

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 your child. 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 my child?**

You may wish to find FASD-specific providers to assist your child. More service providers are becoming FASD informed, however, this can still be difficult to find people with knowledge of FASD.

NOFASD Australia launched the Foundations in FASD course in September 2020, this course is an online learning course which produces a certificate on completion. The course is aimed at providing participants, such as service providers with the basics of FASD to help them to become more informed. Ask your service provider if they have completed the [Australian Foundations in FASD course](#). This course is free, certificated and takes no more than one hour and 30 minutes to complete. As a parent and carer, you have the right to expect your service provider to be FASD informed.

You can find out about FASD informed clinicians and allied health professionals near you by visiting the [FASD Hub Service Directory](#)

## **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>

National Organisation for Fetal Alcohol Syndrome and Related Disorders

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Patron: Dame Quentin Bryce



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