



# **NDIS Provider Registration**

## What is NDIS?

The National Disability Insurance Scheme (NDIS) is implemented by the National Disability Insurance Agency (NDIA), an independent statutory agency that regulates the implementation of the NDIS.



The NDIS's primary aim is to enable a better life for hundreds of thousands of Australians with a significant and permanent disability and supporting their families and carers.

## Essential reasons to become NDIS registered

Clients whom the NDIS supports have three options for managing their annual support packages, which may extend over a 12 - 36 month period.

### 1. Self-managed

- NDIS participants choose their service providers and are not restricted to choosing only those service providers with NDIS registration.
- NDIS claims only require a Tax invoice so NDIS participants can organise a reimbursement of payment via the NDIS portal, which is accessed through “myGov”.
- The NDIS participant can organise, book and pay for services without acknowledging that the service will be covered under their plan.
- However, **NDIS participants** still have to follow the protocols and **ensure that the service will achieve an outcome as per the goals in their plan.**
- NDIS participants upload tax invoices to verify each claim, and an audit process is active.

## 2. Plan-managed

- The NDIS plan is managed by a management provider, who makes claims and pays providers on behalf of the NDIS participant.
- A single management provider will be responsible for managing many NDIS participants. Management providers can be small, medium or large-sized firms, however generally, each NDIS participant is assigned a single manager within the provider.
- NDIS participants can choose their service producers, and are not restricted to choosing only those with NDIS registration.
- However, the Management provider will often simplify the structure of support and claims to benefit their day-to-day management.

## 3. NDIA-managed

- Service providers will claim payment directly from the NDIS plan, based upon active service bookings.
- Where the plan is NDIA managed, **only NDIS registered providers will be considered for a service booking.**
- Service bookings generally cover the duration of the NDIS plan, ensuring continuity of service in the longer term.
- Recent changes to NDIS policy has resulted in NDIS plans now being approved for 14 - 36 months, where previously they were only for a calendar year from the date of approval.

**NDIS registration is a multi-stepped process that can appear overwhelming at first look. However, it is a straightforward, fully assisted mechanism that has enabled many service providers to increase and grow their businesses. NDIS is interested in supporting services to become providers rather than selecting them out.**

NDIS registration is necessary for many industries to integrate into the support framework for NDIS participants, including allied health professionals, consumable suppliers, support workers and cleaners.

Once achieved, however, **your business will appear on the internal search engines** within the **NDIS system**, enabling those interested NDIS participants and management agencies to access your services quickly and with confidence.

**NDIS will cover the participants' service with their provider of choice as long as the service aligns with the goals outlined in the participant's plan.**

Sometimes the NDIS participants' agents and management providers will have to be educated that NDIS will cover services such as floatation therapy. **However, once registration has been acquired, there is no argument, the service qualifies.**

## How do I Register? An Overview

The process for gaining NDIS registration has several steps and will require engaging with and working through several different government platforms and private consultants. It can take up to six months, from beginning to end, so the sooner it begins, the better.

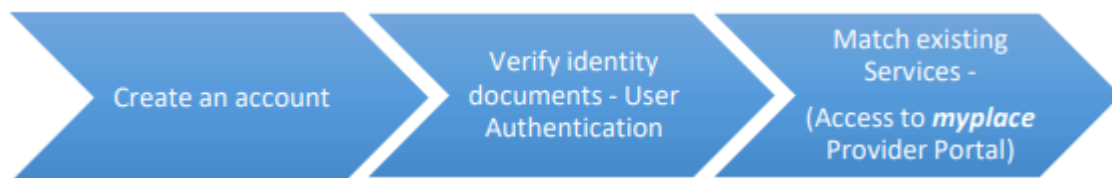
1. All NDIS providers must register through the [NDIS Quality and Safeguards Commission](#) (NDIS Commission). This includes the registration of new NDIS service providers and the renewal of existing NDIS registrations.
2. The registration process begins with registering for a PRODA (*Provider Digital Access*) account. PRODA is an online authentication system used to securely access government online services. Once authenticated with PRODA, the username and password will allow you to access multiple online services including the NDIS Commission Portals. A step-by-step guide for registering for PRODA is available [HERE](#)
3. NDIS registration occurs on the NDIS Commission website through the '*Application Portal*'. This portal can only be accessed with a valid PRODA account. Once you activate a NDIS Provider Application you will be issued with an application number. Record this in a safe place for future reference. This part is **FREE**.
4. Once you have registered with the NDIS Commission, you may register for access to the '*NDIS myplace portal*' to connect to participants who have their NDIS plan funds managed by the Agency, create service bookings, and submit payment requests. (This is optional for float therapy centres)
5. Access to the myplace portal occurs through the PRODA account. The [myplace provider portal and resources](#) page has a step-by-step guide to register for a myplace account.
6. Part of the registration for PRODA will require you to complete a digital identity process for government portal sites. Steps 2 and 3 only have to be done once.
7. The '*NDIS Provider application*' is an E-submission process. This is relatively straightforward and can be saved as each page is filled in, meaning that if any information is missing, you can save it while you go away and obtain the required information.  
  
**Note:** The National Relay Service is available, a free Australian-wide phone service for people who are deaf or have hearing difficulties.
8. Agreement to the Privacy Collection Statement (a tick box) is mandatory.

## Get Access to NDIS Commission Application Portal

Provider Digital Access (PRODA) provides secure access to online government services, including the 'NDIS myplace provider portal'. To gain access to 'Applications Portal' to apply to be a registered provider you need a PRODA account.

This [step by step PRODA registration guide](#) provides instruction on how to complete the three - step PRODA registration online verification and authentication process:

- 1. Create your account** - Provide basic personal information, create a username and password, and provide contact information for the secure management of your account.
- 2. Verify your identity** – by providing key information from Government issued identity documents. Your identity will be verified online and in real-time using the Government's Document Verification Service (DVS).
- 3. Match Existing Services** - Select the PRODA service and link it to your PRODA account. Once you have created your account and verified your identity you will be able to select your service. You need to select a service, which is relevant to the online service you are wanting to access through PRODA. In this case, it is 'NDIS for providers'.



Once you complete the [step by step PRODA registration guide](#) and have a PRODA account, you're ready to start your provider registration application.

Navigate to the NDIS Commission website: [Applications Portal](#), Login with PRODA. You will be taken to the 'New portal access' page where you can begin your 'New Application to be registered as an NDIS provider'.

You can save the application as draft and come back to it at any time either by PRODA login or via the email link sent to you identifying your draft application.

If you encounter any issue or have questions with PRODA:

- Call 1800 700 199 or [by email](#)
- If you're **already registered** with the NDIS Commission, but can't log in, contact the NDIS Commission contact centre on 1800 700 199 or [send an email](#)

## Provider Application Form Broken Down

### Contact

Please consider the email address used at this point, as all NDIA correspondence will be sent to this email address moving forward. Ideally, it should be the individual responsible in your business for finances and coordination of the NDIS standards operationally.

### Business Registration Details

Details of your business as required by ASIC i.e. ABN and ACN numbers. It is important to understand that the application process is supported by the databases of those government agencies responsible for monitoring and supporting business in Australia. The entire process will proceed more quickly if the information provided is consistent and aligns within the connecting databases.

### Organisation Structure and Governance

The NDIS registration process is primarily to validate the organisation and key personnel within your business, especially key personnel's economic and moral integrity.

### Experience in working with individuals with Disability

This is an opportunity to outline what experience you bring to running a business that delivers services to individuals with disabilities. Suggested areas to comment on:

- you have NDIS and workcover clients attend your centre as clients already
- this experience provides you with the insight into client's with disability needs and vulnerabilities
- your insight into the misunderstandings and potential injustice these participants may experience as result of their disability
- outline business competencies i.e. leadership, staff management and operational management of a wellness centre for XX number of years
- add other skills that highlight your competency for working with the disabled and running a business paid or voluntary.

## Service Delivery Questions

These are a series of questions about services you intend to deliver: the answers to these questions will determine the audit's scale and complexity. Answering NO to all the questions is the simplest option in a floatation therapy / wellness centre context. However, only do so if this is a true reflection of your service.

Additionally, if you intend to apply for NDIS registration for services additional to floatation, this is the section where your application should indicate which services you wish to include in the NDIS registration. You need to understand however, that the audit and validation process will increase in scale and complexity with each additional service included, the cost of the audit also increases.

## Registration Groups

The registration and type of NDIS Audit are exponentially directly related to the type of support services offered. Support items are grouped into registration groups Different supports have different levels of risk associated with their delivery.

Low Risk Groups	High Risk Groups
<ul style="list-style-type: none"> <li>● Accommodation/Tenancy Assistance</li> <li>● Assistive Products for Personal Care &amp; Safety</li> <li>● Personal Mobility Equipment</li> <li>● Assistance with Travel/Transport Arrangements</li> <li>● Vehicle Modifications</li> <li>● Home Modification Design &amp; Construction</li> <li>● Assistive Equipment for Recreation</li> <li>● Vision Equipment</li> <li>● Community Nursing Care</li> <li>● <b>Innovative Community Participation</b></li> <li>● Specialised Hearing Services</li> <li>● Household Tasks (e.g Maintenance, Cleaning, Gardening)</li> <li>● Interpreting &amp; Translation</li> <li>● Hearing Equipment</li> <li>● Assistive Products in Household Tasks (Assistive Technology)</li> <li>● Communication &amp; Information Equipment</li> </ul>	<ul style="list-style-type: none"> <li>● Assistance to Access and Maintain Employment or Higher Education</li> <li>● High Intensity Daily Personal Activities</li> <li>● Assistance in Coordinating or Managing Life Stages, Transitions and Supports</li> <li>● Daily Personal Activities</li> <li>● Specialist Positive Behaviour Support</li> <li>● Assistance with Daily Life Tasks in a Group or Shared Living Arrangement (Support Independent Living/Short Term Accommodation)</li> <li>● Development of Daily Living and Life Skills</li> <li>● Early Intervention Supports for Early Childhood</li> <li>● Participation in Community, Social, and Civic Activities</li> <li>● Specialist Disability Accommodation</li> <li>● Support Coordination</li> <li>● Specialised Supported Employment</li> </ul>



<ul style="list-style-type: none"> <li>● Exercise Physiology &amp; Personal Well-being Activities</li> <li>● Management of Funding for Supports e.g (Plan Management)</li> <li>● Therapeutic Supports (e.g Allied Health Supports)</li> <li>● Specialised Driver Training</li> <li>● Assistance Animals</li> <li>● Hearing Services</li> <li>● Custom Prostheses &amp; Orthoses</li> </ul>	<ul style="list-style-type: none"> <li>● Group and Centre-Based Activities</li> </ul>
--	---

Grouping supports streamlined registration for providers, so they only have to register for the registration groups relevant to their business.

The recommended response: Innovative Community Participation.



**Suggested Response:**

Registration Group selection: Innovative Community Participation

The ticked registration groups will decide what qualifications, professional membership, and experiences will need to be provided. The registration group type also determines the scale and complexity of the audit to be undertaken and this directly impacts the time and cost of the audit.

There are two types of audits: verification and certification:

1. Verification is for providers delivering 'low risk' or less complex services (Column 1)
2. Certification is applicable for 'higher risk', more complex services and supports (Column 2)

If your centre provides a combination of **float therapy, infrared** and **massage** these services fall under the '**low risk**' category of **support**, requiring a **verification audit**.

If you **deliver a range of services** and **just one of them falls into a high-risk registration group**, you will need to undergo a **certification audit**.

The next part of the application is to demonstrate how you meet the requirements specifically for the registration Group of Innovative Community Participation.

## Verification - Four Areas

Within the registration Group of Innovative Community Participation there are 4 areas of verification required. The **responses** below are **suggested only**, it is important that the **response is accurate to your individual centres requirements and services**.

Note if you have contractors on staff to include, they are not accounted for in this outline.

### 1. Human Resource Management



Suggested Response (294 characters out of 2000):

“Insert staff role title i.e wellness assistant” - assist clients to talk through their wellness needs. The centre provides floatation therapy (insert all services i.e. infrared services and massage therapy). The staff help clients determine their suitability for these services and the frequency of service according to the clients' needs.

### 2. Incident Management



Suggested Response (256 characters out of 2000):

The centre has an Incident Management Policy\*<sup>1</sup> that includes a reporting process used to record any near accident, disease or injury incidents. The procedure outlines the required follow-up and a treatment plan to resolve the issue and avoid reoccurrence.

### 3. Complaints Management



Suggested Response (543 characters out of 2000):

Feedback and complaints are taken seriously and actioned as soon as practical. There are few complaints received, but they are generally managed on the same day or within 24 hours of being received. All complaints are to be resolved between staff and participants in the first instance. If not successful, then the matter is escalated to the centre manager. Any matters remaining unresolved are then escalated to the Director. Complaints are reviewed for opportunities to improve service,<sup>2</sup> and procedures are changed accordingly as required in the Complaints Management Policy\*<sup>2</sup>.

<sup>1</sup> Document required at the audit stage for verification

<sup>2</sup> Document required at the audit stage for verification

## 4. Risk Management



### Suggested Response (530 characters out of 2000):

1. "Insert your business name" has a staff handbook<sup>\*3</sup> that outlines all work, health and safety procedures. Comprehensive Standard Operating procedures<sup>\*4</sup> (SOPs) written and reviewed at six-monthly intervals and sooner if procedures have changed (e.g. COVID-19). There are xx number of SOPs that cover every aspect of the work undertaken in the centre. Material Safety Data
2. ta Sheets (MSDS) are available for all chemicals and products used in-store.
3. Insurances in place: Building and Public Liability, Contents, Professional Indemnity and Workcover.<sup>\*5</sup>

Attachments: Any documentation referred to within the responses to the four management categories above will need to be uploaded at the audit stage. Most of the documents referred to should already exist or be easily finalised for this stage to be completed.

It is important not to hold up submitting this registration form simply if you feel these documents need to be further developed or finalised. The audit process will give you plenty of information, support and opportunity to have finalised documentation prepared and submitted for a successful NDIS registration outcome.

## Service Profile



### Suggested Tips

- Answer according to your centre's capability
- Can tick all individuals, with the exception of *ventilator-dependent participants*
- Choose an age range of 7-16, 17-65 and over 65 years. Participants under six will have unique considerations that you may not be able to support.
- Some centres may not feel comfortable including this age group either. Only select the age ranges you can professionally support. This is up to each centre to determine.

## Workers

Answer according to your centre's capability.

<sup>3</sup> Document required at the audit stage for verification

<sup>4</sup> Document required at the audit stage for verification

<sup>5</sup> Document required at the audit stage for verification

## Service Coverage Areas

Include all areas within your state as there is no need for area restrictions.



Suggested Response (businesses in Victoria (*your state*) metropolitan):

- Example - All Service Areas, Vic, LGA 2016.
- Nationally the response should be: All Service Areas, "State code", LGA 2016.
- State codes are ACT, Qld, Tas, NT, WA, SA, NSW, Vic.

## Outlets



Suggested Response:

- Outlet type: Physical
- Display this outlet Publicly - YES
- Outlet physical details and operating hours are then supplied on the form

If you have several Floatation Therapy Centres, you would list all the outlets on the form in this section so that NDIS registration would apply to all business locations. Although, if each outlet is a separate legal entity i.e. have different ABNs, seek further advice from the NDIS National Contact Centre on 1800 800 110 or email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au). This circumstance may require separate applications for each outlet.

## Final Stage

The application form asks for validation of the choices for Service Areas and Registration Groups that have been selected. Check these responses carefully, as this information must be correct before the application proceeds to the audit process.

The last part of the registration form is a declaration by the applying individual, this should generally be the owner or Director of the company.

Finally, select submit and wait for the next step in the process, which is auditing your verification section on the application.

Remember to save a copy of your application number and PDF form.

## TIP

- **You don't have to submit your application all at one time**  
You can save the application form, including self-assessment responses, and return to complete it at any time within 60 days. Access the draft registration via the link on the email sent to you or [HERE](#)
- **Download this Checklist**  
The NDIS published this [Checklist for Registration](#) to help guide providers.
- **Once you have submitted your application you will not be able to make any changes to the information provided. The quote(s) provided by an approved quality auditor will be based on the information which you provide.**

# Following NDIS application process

## Following NDIS application process

### The NDIS registration application form has been lodged, so now what?

Upon submitting the application, there will be two automatically generated emails that get sent to you.

1. EMAIL - Acknowledgement of the application form being received by the NDIS Quality and Safeguards Commission, with a time/date stamp.
2. EMAIL - 'Initial Scope of Audit' document attachment, from the NDIS Commission. This email contains quite precise directions for the application to be considered or audited.

The 'Initial Scope of Audit' document contains the registration requirements that apply to your organisation. It specifies:

- whether you require a **'verification'** or **'certification'** audit and
- what your organisation needs to demonstrate to comply with the relevant NDIS Practice Standards

### How to progress your Application

**Note:** Until you choose and engage an auditor, your application will NOT progress.

#### Step 1: Search for an approved auditor

Your organisation must undergo an audit against the NDIS Practice Standards and Registration Groups noted in the document. Only approved quality auditors are eligible to assess your organisation's conformity. A list of [approved quality auditors available on the NDIS Commission website](#).

#### Step 2: Send the Initial Scope of Audit to prospective auditors

The 'Initial Scope of Audit' is attached to that same named email. Once you have identified your prospective auditors, send them the attached document along with any additional information about your organisation.

If your attachment is missing, contact the NDIS Commission by email:  
[registration@ndiscommission.gov.au](mailto:registration@ndiscommission.gov.au)

### Step 3: Engage your preferred auditor

Once you have identified and engaged your preferred auditor, you must provide them with your Application Reference Number.

Your Application Reference Number (ARN) is DXSXX6YB. This number is unique to your Application. Once you have provided your Application Reference Number (ARN) the auditor will be able to access your Application and commence the audit process.

Important: Only provide your ARN to your preferred auditor. The ARN can be used by the auditor to access and modify your Application.

More information about the audit process is included in the [Provider application pack](#) available on the [NDIS Commission website](#).

#### **There will be a cost for the audit and registration process, which depends upon:**

- The number of personnel covered in the verification section of the application.
  - For a Floatation / Wellness centre, with no therapist is involved in the service, two personnel is the recommended minimum number to be certified. One of these must be the Director of the company. For centres where only one person operates and provides floatation services, then only the sole operator should be certified.
- The scale and complexity of the audit are determined by the services and registration group outlined in the application.

#### **Verification audit**

- is for providers delivering 'low risk' or less complex services. E.g. home maintenance, support workers, floatation therapy, infrared and massage
- documents will need to be supplied against the four outcomes within the Verification Module of the NDIS practice Standards
- this is a desktop audit, it may cost between \$900 - \$1,500

#### **Certification audit**

- is applicable for 'higher risk', more complex services and supports. E.g. behaviour support, early intervention, group and centre-based activities
- If you **deliver a range** of services and **just one of them falls into a high-risk registration group**, you will need to undergo a certification audit
- this is a more complex audit that includes onsite visits and interviews with participants, it may cost between \$3,000 - \$5,000



*The verification auditing outlined in correspondence below includes, three personnel at a Floatation Therapy Centre, was estimated to be between \$950 - \$1,400 approximately during 2020 - 2021. This charge is inclusive of the audit and subsequent NDIS registration fees.*

The number of workers should include yourself and all other workers as: someone employed or otherwise engaged in the provision of supports and services to people with disability under the NDIS, and includes people in paid, unpaid and self-employed roles. It includes employees, contractors, consultants, and volunteers.

**To provide you with a brief overview of what to expect during the verification process:**

- It is a desktop audit (conducted remotely) every three-years.
- The Auditor will review your documentation against the outcomes within the verification module of the NDIS Practice Standards.

**The documentation relates to:**

- Worker screening including identity, professional qualifications, experience, ongoing professional development, criminal and character checks, insurances and completion of the NDIS mandatory worker orientation program.
- Evidence of systems and processes to manage work health and safety, incidents and complaints is also required, proportionate to the size of the organisation.

**Here are some helpful links to ensure you are prepared:**

- [Verification required documents](#)
- [NDIS Quality indicators - Part 9 Verification Module](#)
- [List and links to ALL Legislation, Rules and Guidelines](#) (To determine the applicable rules, read above "Part 9")

It is your choice whether you contact multiple auditors to price-check the process. The auditor you chose will require payment up-front before undertaking any work. Once this is received, they will require you to send them documentation, the preferred way will be via an electronic folder, *i.e. Google Drive or Dropbox*. **Once the documentation is received, an auditor will be allocated to your case.**

You may ask for a briefing meeting with the allocated auditor to talk through the process and standard of documents expected. The Verification Audit is an independent third-party audit that will be conducted by an Approved NDIS Auditor.

Providers are responsible for reviewing the [NDIS Provider Registration and Practice Standards Rules 2018](#) and [Code of Conduct](#) to verify understanding to meet their requirements.

Additional guidance is available if you intend to include allied health services or other professions in your application, in this instance refer to the [NDIS Commission Verification Module Required Documentation](#).

At the completion of the review, the auditor will advise you of the outcome and actions required. For example, if a Corrective Action Plan is required to address any Non-Conformances raised.

**If further documentation or actions are required the auditor will provide you an agreed time to become compliant. Their objective is to assist you to succeed, not look for a reason to reject your application.** At the completion of the audit, the Auditor will submit their findings and recommendations to the NDIS Quality and Safeguards Commission via the Portal.

**Note:** A preliminary documentation review will not be conducted by the Auditor prior to the audit. This is to safeguard the impartiality of the Verification audit process.

## Documents for the audit are shared

For added security, it is recommended that you create a file folder for the audit in your preferred file sharing platform (Dropbox, Google Drive, Microsoft OneDrive, etc.).

**NDIS will insist the documents are submitted electronically.**

Save your documentation in this folder as you check it off in the pre-audit planning checklist. Once everything is checked off and saved, contact your NDIS auditor to arrange dates for your audit. You will be provided with your auditor's email address and can then share the folder with them for the audit duration.

## Additional Resources

- [Provider Application Pack](#)
- [Application Pack - NDIS Practice Standards and Quality Indicators](#)
- [Incident Management and Reportable Incidents \(NDIS providers\)](#)
- [Complaints Management](#)
- [Worker Screening Requirements \(NDIS registered providers\)](#)

## Timeframes

One successful NDIS registration process that proceeded during 2020 to 2021 occurred on the following timeline:

- 8 August, application lodged.
- 12 August, auditor quote and agreement were accepted.
- 15 September, documentation was uploaded and ready for audit.
- 23 September, the audit date.
- 24 September, the outcome of a technical pass was notified by email.
- 24 September, the audit outcome was sent to the NDIS commission by the auditor.
- 28 September, NDIS emailed back the applicant formally notifying that the NDIS registration application had moved on to the final step for final verification for accreditation.

## Next Steps

The NDIS Commission assesses your application and makes a decision.

They will consider the:

- audit outcome and recommendation
- conduct a suitability assessment of your organisation and its key personnel to deliver support and services to people with disabilities

The Commissioner's delegate will decide on your application once that assessment is complete. **The length of this process depends upon your applications' complexity, the size of your organisation and what services you wish to provide.**

The **NDIS will then make a decision and contact you advising of the outcome of the application.** If it's been successful and the reasons why or why not.

- January 2021, Formal notification of the positive outcome for NDIS registration arrived via email. **The email outlines how to activate your access to the NDIS Commission provider portal, which will be actioned via a link in an additional email.**
- February 2021, the provider portal was used for the first time. Process completed.

Timeframes for the Floatation Therapy Centre example above submitted 8 August 2020 - February 2021 for final authorised provider status. 6 months in total:

The process was undertaken promptly, with little downtime at each step. The longest delay from the NDIS provider applicant was uploading the verification documentation to the third-party auditor. **Once you are active on the provider portal, then information and support is readily available so that you're streamlined in servicing NDIS clients and participants.** Some of the links and resources that will instantly be accessible are included below.

## Receive your application outcome

For **successful** applicants: you will receive a **certificate of registration** outlining the services or supports you are registered to provide, the period of registration, and any conditions you must follow to keep your registration.

For **unsuccessful** applicants: you may contact the NDIS Commission to **request a review within three months** of the decision. If your application is still unsuccessful following the review, you may seek a **further review** by the **Administrative Appeals Tribunal**.

## Learn more about working as a provider, the NDIS Price Guide and Support Catalogue

To better understand your role as a registered provider read about [becoming an NDIS provider](#) and [working as a provider](#). This information will help you to do the right thing by your organisation, the participants you support, and the NDIA.

The NDIA sets the price for support services to make sure they provide value for money for participants. The NDIA must ensure providers are being paid appropriately to enable them to continue to deliver support services to participants. Remember you need to comply with the [NDIS Price Guide and Support Catalogue](#).

## Login to the “myplace provider portal” to make service bookings and request payments (Optional)

You need to create a [service booking](#) before delivering support to a participant, as it puts aside money in a participant's plan for payment. Watch a [video](#) on service bookings.

After you have delivered support to the participant, you can make a [payment request](#). To request payment, login to the portal and click on the “Payment Request” tile. Watch our [video](#) on making payment requests.

Service bookings and payment requests are created and managed in the myplace provider portal. Read the provider portal [step-by-step guide](#).

# How to Claim for Services provided to NDIS clients

# How to Claim for Services provided to NDIS clients

## Claiming Rules

Registered Providers can only claim for payment for a service once that support has been delivered or provided, **i.e. NDIS will not pay in advance of service.** Where price limits apply, prices charged to participants must not exceed the NDIS price limit prescribed for that support, according to the Price Guide.

In a Floatation Therapy context, sessions will generally be charged at the casual rate if claiming directly from NDIS, given that the service will not be paid for until the client attends.

Packages, bulk purchases and membership all require up front payments which will only be available if the client self manages and pays for the services themselves and seeks reimbursement from NDIS directly.

**Providers are responsible for ensuring that the claims for payment they make accurately reflect the services delivered, including the frequency, volume and type of support.**

Claims need to be made against the specific support item that aligns with the service delivered. Providers are also required to keep accurate records of claims, which are subject to audit. For Floatation Therapy, the client schedule recording systems comply with this requirement.

A service agreement is standard and common between NDIS participants and service providers. In the context of floatation therapy the client registration and waiver substitute for the service agreement. Such service agreements are in place across NDIS registered providers for most services, for example, Occupational Therapy, Incontinence Support, and Physiotherapists. Most of these service agreements reflect exactly the guidelines set out within the line items for NDIS claims, rather than the general public rates and conditions.

The National Disability Insurance Scheme (NDIS) is implemented by the National Disability Insurance Agency (NDIA), an independent statutory agency that regulates the implementation of the NDIS.

**The NDIS's primary aim is to enable a better life for hundreds of thousands of Australians with a significant and permanent disability and supporting their families and carers.**

**Payment for providing a service can occur primarily in three ways**, depending upon how the NDIS client has nominated management of their plan:

- **Self-Managed:** Requires an invoice for the participant to organise a reimbursement of funds to themselves from NDIS. This participant will be at your centre as any other client, except that they need a tax invoice/or receipt so that they can organise their own reimbursement. This client is not limited to NDIS registered providers, so they can price-shop for services.
- **NDIS Plan Management Provider:** Requires a receipt or tax invoice from the service provider (float centre) to arrange for payment for the service provided to the client. The service provider may or may not be a registered NDIS service provider. Payment can only be sought once the service has been provided.

This client may also present as any other member of the public and pay in advance, knowing that they will get reimbursed by NDIS directly. As this structure is firmly embedded within the NDIS system, charges and payments are limited to those nominated in the NDIS registration process. However they can also adopt the charging schedules outlined by the NDIS.

- **Service Bookings:** This is the preferred method of payment for those NDIS clients managed by the NDIA. Service bookings are used to set aside funding for an NDIS registered provider for a support or service that they will deliver. NDIA recommends that service bookings be created at the category level, as this allows providers and participants to negotiate or access support and services on a more flexible basis, especially for on-the-spot assessments or less predictable support needs. These service bookings can potentially be in place for up to 12 - 36 months, the entire life of the NDIS plan. For this option a provider **MUST** have a service booking in place to make a payment claim in the portal (NDIS Myplace Provider Portal).



## What is an NDIS Plan?

### Client Goals

Client goals contained within a plan are high level, for example:

- *“I want to be employed full time within twelve months”*
- *“I want to manage my anxiety”*
- *“I want to maintain my fitness and health”*

**Effectively it is the “what” in a plan. It does not spell out the “how”, the services and activities that a client decides to engage in will be the “how”.**

The services that are covered in the plan, however, must link directly back to these nominated goals. Each service is not designated within plans in a prescriptive manner, and categories and outcome domains are specifically generic to allow flexibility for each NDIS client to seek services that suit them as individuals.

### Categories and Line Items for Claiming

Centres do not need to be experts in this space but it is helpful to know how the claim process works, especially when you come across NDIS coordinators who are not familiar with some services, for example, floats. Their first question/concern may be if NDIS will even cover the floatation therapy.

**Having NDIS registration guarantees that as long as it can fit within the goals of the NDIS participants’ plan, the service is eligible for NDIS funding.**

Being able to *“speak the language”* of the claim process can make the difference between the client receiving funding for floatation therapy and not, particularly for those clients who need to negotiate their claims via a management provider.

**All services and activities for NDIS must be classified by Purpose, Outcome and Support Category.**

## Purpose

1. **Core:** Enables the participant to complete activities of daily living.
2. **Capital:** Investments of tangible assets towards supporting participants, specifically identified in the plan.
3. **Capacity Building:** Supports that enable a participant to build their independence and skills.

Floatation Therapy falls into both Core and Capacity Building purpose types.

Participant budgets are allocated at a support category level and must be applied to achieve the goals set out in the participant's plan.

## Outcome Domain

Support purpose categories are then aligned with the [NDIS Outcomes Framework](#). The framework measures goal attainment for individual participants against eight specific outcome domains, including:

1. Daily Living
2. Home
3. Health and Wellbeing
4. Lifelong Learning
5. Work
6. Social and Community Participation
7. Relationships
8. Choice and control

All services and activities for NDIS participants must contribute to achieving the participant's individual goals as outlined in the participant's plan, reviewed at 12 - 36 monthly intervals. The outcome domains are allocated against one of the three support purposes.

## Support Category

Each support category has many specific supports and services that are recognised in the NDIS payment system. These are called support items and are NOT, in most cases, prescribed in a plan. This gives the participant the most freedom to choose their services and providers. There are fifteen support categories available:

1. Assistance with Daily Life
2. Transport
3. Consumables
4. Assistance with Social, Economic and Community Participation
5. Assistive Technology
6. Home Modifications and Specialised Disability Accommodation (SDA)
7. Support Coordination
8. Improved Living Arrangements
9. Increased Social and Community Participation
10. Finding and Keeping a Job
11. Improved Relationships
12. Improved Health and Wellbeing
13. Improved Learning
14. Improved Life Choices
15. Improved Daily Living Skills

Providers must claim payments against a support item that most closely aligns with the service that they delivered.

The following table shows the links between support purpose types and domains in the Outcomes Framework and support categories.

PURPOSE	OUTCOME DOMAIN	SUPPORT CATEGORY
Core	Daily Living Daily Living Daily Living Social and Community Participation Work	01 Assistance with Daily Life 02 Transport 03 Consumables 04 Assistance with Social, Economic and Community Participation
Capital	Daily Living Home	05 Assistive Technology 06 Home Modifications and Specialised Disability Accommodation (SDA)
Capacity Building	Choice and Control Home Social and Community Participation Work Relationships Health and Wellbeing Lifelong Learning Choice and Control Daily Living	07 Support Coordination 08 Improved Living Arrangements 09 Increased Social and Community Participation 10 Finding and Keeping a Job 11 Improved Relationships 12 Improved Health & Wellbeing 13 Improved Learning 14 Improved Life Choices 15 Improved Daily Living Skills

## Activity Codes

When making a claim as an NDIS provider, each service and activity requires a reference number in order for payment to be made. This code is typically allocated by the NDIS coordinator. It is helpful for NDIS providers to know what the code is for their service to help things along if the coordinator or client is unclear.

Equally, NDIS registration will only cover the supports and services registered providers have included in the registration process within their approved registration group. For floatation therapy this is Community innovation.

**Each service and activity has a unique reference number, according to a set structure:**

For Example:

Floatation Therapy’s code | **09\_008\_0116\_6\_3**

It’s intended for support to enable a participant to increase social participation through mainstream services that promote inclusion of people with disability to expand opportunities for community participation and employment.

- **Support category:** 09 - **Increased Social and Community Participation**
- **Sequence number:** 008 - **Choice and Control**
- **Registration Group:** 0116 - **Innovative community participation**
- **Outcome Domain:** 6 - **Social and Community Participation**
- **Support Purpose:** 3 - **Capacity Building**

This support item is not subject to price limits

TABLE OUTLINING MAXIMUM PAYMENT FOR THE SERVICE UNDER THE CODE * <sup>6</sup>						
ITEM NUMBER	ITEM NAME AND NOTES	UNIT	NSW VIC QLD ACT	WA SA TAS NT	REMOTE	VERY REMOTE
09_008_0116_6_3	Innovative Community Participation					NA

<sup>6</sup> NDIS Price Guide 2020-21 V1 - issued 26/6/2020

## Template for NDIS Queries

Often as your centre becomes known as an NDIS provider, the queries about the program escalate in volume from NDIS case coordinators and clients.

This is a suggested template that can be customised to your centre for such enquiries. The link to research is really important to include.

Dear XXX

Thank you for your inquiry regarding Floatation Therapy and NDIS.

Floatation Therapy is used extensively for mental health issues and pain management. Attached is a link to a number of [short videos](#) that explain float therapies applicability for these and various other alignments.

Floatation Therapy has also had many clinical research studies conducted; these can be found on the [Clinical Float](#) website. Additionally there's a great paper that synthesises 199 such studies you can access [HERE](#) conveniently.

Our centre is a NDIS registered provider under the category of '*Innovative Community Participation*', we are also able to invoice for other services we offer under this support item as required.

Typically float therapy is claimed by NDIS participants and planners using this code: **09\_008\_0116\_6\_3** . It's to support participants to increase social and community participation, increase choice and control as well as capacity build.

*Insert centre name* offers *X* type of services and can be found on our [website \(insert centre's website link\)](#), pricing can also be viewed [HERE.\(insert centre's website link for pricing\)](#)

Many clients pay for the service and then seek their own reimbursement from NDIS. Alternatively, as an NDIS provider we can also invoice NDIS directly for payment.

Don't hesitate to reach out if you have any further queries.

Warm Regards

**Centre Representative's name**  
**Centre's Logo**

# NDIS Online Resources

## Checklist for Registration

Below is a high-level [Checklist for Registration](#) of the information to be included as part of your NDIS Provider registration application.

Note that this list is not exhaustive and is intended to be used as a guide only.

Before starting the application, please ensure that:

- The primary contact is authorised to act on behalf of the organisation in relation to the application for registration
- The organisation has an Australian Business Number (ABN)

Information Type	High-Level Detail
<b>Contact details</b>	<ul style="list-style-type: none"> <li>• The primary contact person and contact details</li> <li>• The registered business' contact details</li> <li>• The applicant's postal address</li> <li>• Whether services are delivered from the contact address provided</li> </ul>
<b>Business registration details</b>	<ul style="list-style-type: none"> <li>• Your Australian Business Number (ABN), Australian Company Number (ACN) or Australian Registered Body Number (ARBN)</li> <li>• The entity type</li> <li>• The parent entity's ABN, ACN and ARBN (if applicable)</li> <li>• The email address to which you would like to receive information about payments once registered</li> </ul>
<b>Organisation structure and governance</b>	<ul style="list-style-type: none"> <li>• Details of all Key Personnel, including contact number, email address and date of birth.</li> <li>• If the Key Personnel is a shareholder, the percentage share will also be required.</li> </ul>
<b>Suitability</b>	Details relating to the suitability of the applicant and its Key



	<p>Personnel, including:</p> <ul style="list-style-type: none"> <li>● If the Applicant has ever been in receivership, subject to a winding up order and / or under administration.</li> <li>● If any of the Applicant's Key Personnel have ever been convicted of an indictable offence.</li> <li>● If the Applicant, or any of the Applicant's Key Personnel, insolvent under administration, or been insolvent under administration (or equivalent in home jurisdiction).</li> <li>● If the Applicant, or any of the Applicant's Key Personnel commenced bankruptcy proceedings.</li> <li>● If any of the Key Personnel have been disqualified as a director of a company, and/ or disqualified from managing corporations.</li> <li>● If the Applicant or any of the Applicant's Key Personnel have been the subject of any investigation, adverse findings or enforcement by any regulator, including authorities responsible for the quality or regulation of services for people with disability.</li> <li>● If any of the Applicant's Key Personnel, or the Applicant overall, have been the subject of any findings or judgement in relation to fraud, misrepresentation or dishonesty.</li> </ul>
<p><b>Registration Groups</b></p>	<p>The registration groups which you deliver or are preparing to deliver services in.</p>
<p><b>Service Delivery Questions</b></p>	<p>Questions relating to the delivery of services, including the management of medications, disposal of waste and use of restrictive practices. These questions help determine your scope of practice.</p>
<p><b>Self-Assessment against the applicable NDIS Practice Standards</b></p>	<p>Based on your organisation profile, the Registration Groups you select and your responses to the service delivery requirements, the system will identify the NDIS Practice Standards relevant to your application.</p> <p>You will be asked to demonstrate how you meet the requirements of the relevant modules. You will have a limit of</p>

	<p>300 words, 2,000 characters to address each outcome.</p> <p>Supporting documentation against your claims is also required. You can also upload up to 7 attachments, no larger than 2MB each.</p> <p>Note – additional documentation can be supplied to the approved quality auditor once you have one associated with your application. The approved quality auditor can upload this information to your registration record.</p>
<p><b>Service Profile</b></p>	<ul style="list-style-type: none"> <li>● The number of NDIS Participants to which you deliver, or intend to deliver, services to.</li> <li>● The number of workers (including employees, volunteers and contractors) delivering NDIS supports.</li> <li>● The participant groups to which you deliver or intend to deliver services to: <ul style="list-style-type: none"> <li>○ Acquired brain injury</li> <li>○ Aged Care</li> <li>○ Autism</li> <li>○ Dementia</li> <li>○ Intellectual disability</li> <li>○ Mental health</li> <li>○ Physical disability including sensory disability</li> <li>○ Spinal injury</li> <li>○ Ventilator dependent</li> </ul> </li> <li>● The age groups which you deliver, or intend to deliver to: <ul style="list-style-type: none"> <li>○ 0 – 6 years</li> <li>○ 7 – 16 years</li> <li>○ 17 – 65 years</li> <li>○ Over 65 years</li> </ul> </li> </ul>
<p><b>Service Coverage Areas</b></p>	<p>The state or local government area and the coverage area of the sites where you deliver or intend to deliver services.</p>
<p><b>Outlets</b></p>	<p>The details of each outlet, including information such as the address, opening hours and registration group of supports delivered at the outlet.</p>

<b>Worker Screening</b>	<p>Registered NDIS providers must ensure that workers engaged in risk assessed roles have gone through a worker screening check and hold an appropriate clearance.</p> <p>Risk assessed roles are:</p> <ul style="list-style-type: none"><li>○ key personnel roles</li><li>○ roles for which the normal duties include the direct delivery of specified supports or specified services to a person with disability</li><li>○ roles for which the normal duties are likely to require more than incidental contact with people with disability</li></ul> <p>Information on the Worker Screening requirements and when they apply can be found on the NDIS Commission website.</p>

## NDIS Commission - Online Resources

Under the NDIS Commission, NDIS providers need to be nationally consistent, proportionate to organizations and breaches' size and scale, and responsive to an expanding market.

Requirements include:

- [A national provider registration system](#)
- [NDIS Practice Standards](#)
- [NDIS Code of Conduct](#)
- [A national worker screening system](#)
- [A new complaints management and resolution system](#)
- [New incident management requirements, including reportable incidents](#)
- [Providing opportunities for workers to complete the Worker Orientation Module](#)
- [New behaviour support requirements to reduce and eliminate restrictive practices](#)

The general link for documentation is:

- [NDIS Providers | NDIS Quality and Safeguards Commission](#)

These documents are all comprehensive but can be overwhelming, which is why we have provided a step-by-step guide to complete the form for NDIS registration, as it would generally apply to Floatation Therapy.

Other documents available to support the NDIS registration process are:

- [Application Pack](#)
- [NDIS Practice Standards and Quality Indicators](#)
- [Incident management and reportable incidents \(NDIS Providers\)](#)
- [Complaints management](#)
- [Worker screening requirements \(NDIS registered providers\)](#)