

Participant fact sheet 3

Choosing a specialist behaviour support provider

This fact sheet explains how you can find a specialist behaviour support provider and choose the one that’s right for you.

Step 1: Check your NDIS plan

* Your NDIS plan will say what funding for specialist behaviour support you have. Funding is money from the government that pays for supports and services.
* Look for ‘Improved Relationships’ under Capacity Building supports. This funding can be used to pay for a behaviour support plan and training of the people who support you.
* Talk to your [early childhood partner](https://www.ndis.gov.au/understanding/families-and-carers/early-childhood-approach/connecting-early-childhood-partner), [local area coordinator](https://www.ndis.gov.au/understanding/what-ndis/whos-delivering-ndis/lac-partners-community) or NDIA planner if you do not have any funding under ‘Improved Relationships’. If needed, they can help to request a plan review. You can also contact the National Disability Insurance Agency (NDIA) on 1800 800 110.

Step 2: Learn about the available options

There are rules about who can provide specialist behaviour support.

* These rules help to make sure the behaviour support provided is good and safe.
* All specialist behaviour support providers must be registered with the NDIS Quality and Safeguards Commission (NDIS Commission). This means they have been checked.
* Everyone must use a registered specialist behaviour support provider. You cannot use an unregistered provider; even if your funds are self-managed or plan-managed.

To look for registered specialist behaviour support providers in your area you can:

* contact your [early childhood partner](https://www.ndis.gov.au/understanding/families-and-carers/early-childhood-approach/connecting-early-childhood-partner), [local area coordinator](https://www.ndis.gov.au/understanding/what-ndis/whos-delivering-ndis/lac-partners-community), [support coordinator](https://www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan/support-coordination) or [recovery coach](https://www.ndis.gov.au/understanding/how-ndis-works/mental-health-and-ndis#psychosocial-recovery-coach) if you have one
* look on the internet and read reviews
* talk to your family, friends or other people you trust
* use the [NDIS Provider Finder](https://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder)
* enter your postcode and select your suburb
* choose behaviour support under the ‘registration group’.

Step 3: Speak to different providers

You can ask:

* if they are registered to provide specialist behaviour support to NDIS participants
* what is involved and how they provide their services
* about their experience so you can both check if it is a good fit with your needs
* any other questions you may have.

Step 4: Choose the specialist behaviour support provider who best meets your needs

Contact your chosen provider. They will develop a service agreement with you.

The service agreement should include:

* what supports will be provided to you
* the cost of the supports
* what you and the provider are responsible for
* how long the agreement goes for
* how it can be changed or ended
* what to do if there is a disagreement.

The provider will also ask for your written permission to talk to other people supporting you.

More information

* [Using the NDIS provider finder | NDIS](https://www.ndis.gov.au/participants/working-providers/find-registered-provider#find-a-service-provider)
* [Registration requirements for the use of regulated restrictive practices](https://ndiscommission.gov.au/sites/default/files/2022-07/registration-requirements-use-regulated-restrictive-practices-flow-chart-s_0.pdf)
* [Booklet 3 – Using your NDIS Plan | NDIS](https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets)
* [Making a service agreement | NDIS](https://www.ndis.gov.au/participants/working-providers/making-service-agreement)
* [Participant fact sheet 4: What to expect from your specialist behaviour support provider](https://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive)
* [Participant fact sheet 5: What to do if you are not happy with your specialist behaviour support provider](https://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive)

General enquiries

**Call: 1800 035 544** (free call from landlines). Our contact centre is open 9.00am to 5.00pm (9.00am to 4.30pm in the NT) Monday to Friday, excluding public holidays.

**Email**: contactcentre@ndiscommission.gov.au

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