



## 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](#), [local area coordinator](#) 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](#), [local area coordinator](#), [support coordinator](#) or [recovery coach](#) if you have one

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- look on the internet and read reviews
  - talk to your family, friends or other people you trust
  - use the [NDIS 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](#)
- [Registration requirements for the use of regulated restrictive practices](#)
- [Booklet 3 – Using your NDIS Plan | NDIS](#)
- [Making a service agreement | NDIS](#)

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- [Participant fact sheet 4: What to expect from your specialist behaviour support provider](#)
  - [Participant fact sheet 5: What to do if you are not happy with your specialist behaviour support provider](#)

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## 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](mailto:contactcentre@ndiscommission.gov.au)

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)