Journey Map for **NDIS digital platform provider**

New provider entering NDIS market intending to operate as an NDIS digital platform provider after 1 July 2026

NDIS Quality and Safeguards **Commission**

1 Awareness

Potential provider is aware that changes for NDIS digital platform providers, including mandatory registration under a new registration group, will take effect **from 1 July 2026**.

2 Preparation

Potential provider understands registered NDIS provider obligations, including new NDIS digital platform service provider obligations that take effect **from 1 July 2026**.

3 Applies for registration

Provider submits a valid application for *0137 NDIS Digital Platforms Service* and other relevant support classes **after 1 July 2026**. Receives scope of audit.

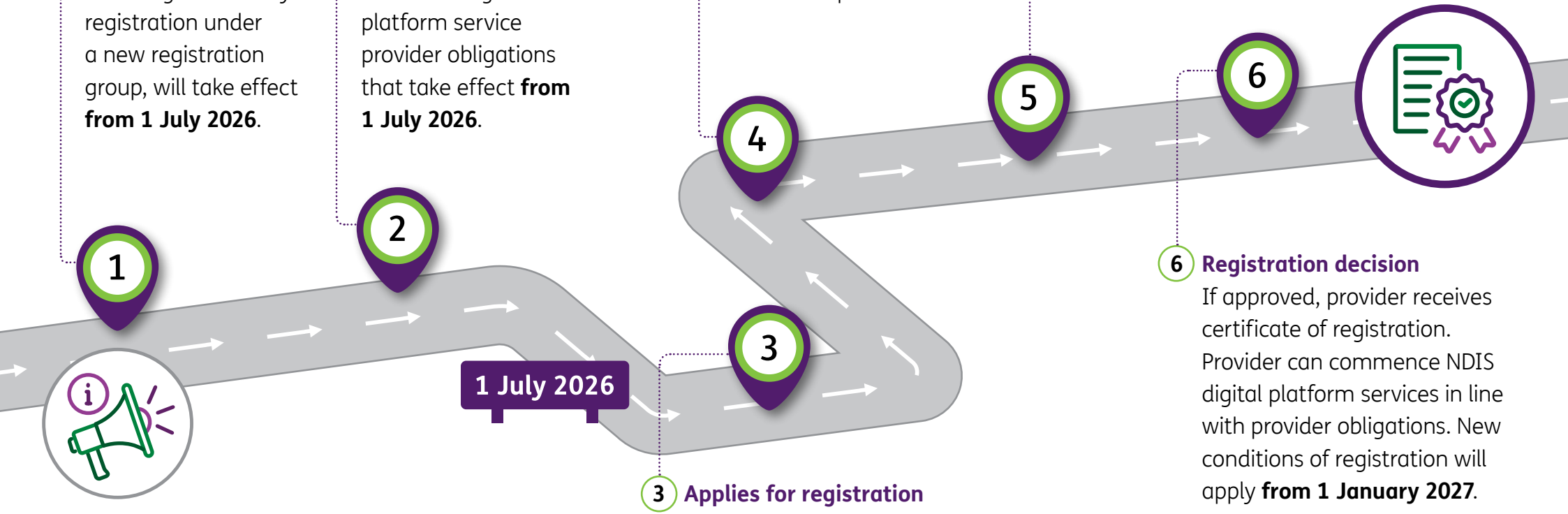
4 Audit process

Provider engages an Approved Quality Auditor (AQA) and completes initial audit as an NDIS provider.

5 Application review

Provider responds to NDIS Commission questions and provides information during application review, if required.

6 Registration decision

If approved, provider receives certificate of registration. Provider can commence NDIS digital platform services in line with provider obligations. New conditions of registration will apply **from 1 January 2027**.

If registration is not approved, provider **cannot** deliver NDIS digital platform services.