



FREE GUIDE

A support coordinator's guide to finding providers who show up

The 2026 changes, red flags, a vetting checklist and how to brief a provider.

It's 4pm on a Friday and a worker hasn't turned up. The family calls you, not the provider. This guide is for that moment and the weeks before it: what changed in 2026, how to vet a provider, how to brief one well, and the signs that tell you to look elsewhere.

The NDIS describes your job as helping participants understand and use their plan, connect with providers and community supports, and build the confidence to run their own supports over time. A lot of your week goes on the part nobody writes down: chasing a roster, finding a replacement worker, explaining to a family why the person they trusted stopped coming.

You can't control another provider's staffing. You can control who you recommend, and how clearly you set them up to succeed. The rest of this guide is about those two things, in plain words.

The 2026 changes that touch your caseload

- **New laws.** The NDIS Amendment (Securing the NDIS for Future Generations) Act passed Parliament in August 2026. The NDIA says participants can keep using their plans and supports as usual while the changes phase in.
- **Budget changes from 1 October 2026.** Social, Economic and Community Participation and Improved Daily Living Skills budgets are being reduced as plans are created or reassessed from 1 October 2026, or renewed from 1 February 2027. High intensity supports, and essential day-to-day supports like help with eating, dressing, toileting, cleaning and medication, aren't affected.
- **Claims within 90 days from 1 December 2026.** The time to claim for supports drops from 2 years to 90 days after the support is delivered. A provider who invoices late becomes your participant's funding problem.
- **No rollover from 1 February 2027.** When a plan reaches its reassessment date, unspent funds won't roll over to the renewed plan.
- **Kickbacks and inducements.** The government's timeline shows a ban on providers offering kickbacks and inducements starting on 27 November 2026.
- **Registration.** SIL and NDIS digital platform providers have had to register from 1 July 2026. Registration for providers of higher-risk supports rolls out from 1 July 2027, with personal care and daily living supports given as examples, and all in-scope providers registered by December 2030. Mandatory registration for support coordination has been paused.
- **Your own role.** From 1 July 2028, the NDIA plans to appoint providers directly to deliver a new support coordination and connection service, instead of funding support coordination in individual plans.

None of this changes what a good referral looks like. It does raise the cost of a bad one.

Check a provider before you put your name to them

The NDIS Commission's Provider Register is free and public. Search by business name, legal name or ABN, choose the registration status 'Approved' to see current registrations, and check the registration groups match the support you're referring for. The status 'Revoked' shows providers who have been banned or had their registration revoked.

Registration tells you a provider has met the Commission's conditions. It doesn't tell you whether they can staff a Tuesday morning in Riverstone. For that, you have to ask, and listen for a straight answer.

- Our step-by-step: how to check if a provider is registered:
kinshipunitingservices.com/how-to-check-if-ndis-provider-is-registered/



- NDIS Commission Provider Register:
www.ndiscommission.gov.au/provider-registration/find-registered-provider

Signs it's time to look elsewhere

- They say they deliver supports that need registration, but can't give you a registration number.
- They say yes to every suburb, every shift and every level of need on the first call.
- Nobody can tell you who the support worker will be, or what happens when that person is sick.
- Invoices arrive months late, or include shifts that were cancelled.
- Prices change without a conversation or a new agreement.
- They offer gifts or incentives for referrals, or push a family to sign quickly. The NDIA lists high-pressure sales and inducements among the 'sharp practices' it considers unethical.
- They make one support conditional on another, such as only providing personal care if they also get the plan management. The NDIA names this kind of arrangement as a conflict of interest.
- Read our complaints and your rights guide:
kinshipunitingservices.com/free-guides/complaints-and-your-rights/

How to brief a new provider so the first visit goes well

Most shaky starts trace back to a thin referral. A five-minute brief saves weeks. With the participant's consent, share:

- what the participant wants from the support, in their own words, and what a good week looks like
- the funded hours, the support category, and how the plan is managed (NDIA-managed, plan-managed or self-managed)
- the days and times that suit, and which ones can't move
- what a new worker must know on day one: communication preferences, routines, risks, and who else is involved
- who the provider should update, how often, and what counts as urgent
- who the plan manager is, if there is one, and where invoices go.

Then ask the provider to put the supports, price, cancellation terms and contacts into a written service agreement. The NDIS recommends one every time a participant starts with a new provider.



Provider vetting checklist

- ☐ Registration number checked on the NDIS Commission Provider Register.
- ☐ Registration groups match the support I'm referring for.
- ☐ A named support worker before the first shift, and a plan for when they're away.
- ☐ A straight answer on suburb, days and times, given on the first call.
- ☐ Prices, travel and cancellation terms in writing.
- ☐ A written service agreement the participant has read before signing.
- ☐ An agreed update schedule: who, how often, and what counts as urgent.
- ☐ Invoices go where the plan says, soon after each service (90-day claims from 1 December 2026).
- ☐ A complaints process the participant understands.
- ☐ No gifts, incentives or bundling conditions attached.

Questions people ask

When does the 90-day claiming rule start?

From 1 December 2026. Claims for supports under a participant's plan will need to be made within 90 days of the support being delivered, down from 2 years. Prompt invoicing from providers matters more than it used to.

Is support coordination still funded in NDIS plans?

Yes, for now. The government plans a new support coordination and connection service from 1 July 2028, with the NDIA appointing providers directly instead of funding support coordination in individual plans.

Do support coordinators have to be registered?

Mandatory registration for support coordination has been paused while the NDIS Commission considers further reform. The NDIS says a support coordinator must be registered to work with NDIA-managed participants. Unregistered support coordinators can only work with self-managed and plan-managed participants.

Which supports are affected by the 1 October 2026 budget changes?

Social, Economic and Community Participation and Improved Daily Living Skills budgets, as plans are created or reassessed from 1 October 2026 or renewed from 1 February 2027. High intensity supports and essential day-to-day supports, such as help with eating, dressing, toileting, cleaning and medication, aren't affected.

How do I check if a provider is registered?

Search the NDIS Commission's Provider Register by business name, legal name or ABN and choose the registration status 'Approved'. Check the registration groups match the support you need.



What counts as a conflict of interest when referring?

The NDIA's guidance includes recommending a related provider for your own benefit, receiving gifts or incentives for referrals, and making one support conditional on another, such as needing a participant to use a specific plan manager. Providers are expected to avoid, declare and manage conflicts and give participants real alternatives.

Is Kinship Uniting Services a registered NDIS provider?

Yes. Kinship is a registered NDIS provider, registration number 4-GWVHCEY. You can check it on the NDIS Commission's Provider Register.

How Kinship can help you and your clients

We're a registered NDIS provider based in Colebee, working in disability and aged care since 2017. We'd rather tell you we can't staff something than let a family down later.

NDIS registration 4-GWVHCEY. Look us up on the Provider Register before you call. We'd encourage it.

Same support worker, every visit. A named worker starts and the same person keeps coming, with carer updates as standard. Families don't have to repeat their story.

A straight answer on the first call. If we can't staff a suburb, a time or a level of need, we tell you on the first call, not after you've told the family.

Supports you can refer for. Daily living and personal care, community participation, life skills and group activities, respite, Supported Independent Living (SIL), and high intensity supports: complex bowel care, catheter care, wound care, PEG feeding, medication management, and dementia and behaviour support. We support agency-managed, plan-managed and self-managed participants.

If you have a participant who needs a provider that turns up, call us on 0437 733 744 and we'll talk it through. If we're not the right fit, we'll say so plainly and you won't have lost a week finding out.

Call 0437 733 744 or email info@kinshipunitingservices.com. Referrer information: kinshipunitingservices.com/for-referrers/

Kinship Uniting Services · Registered NDIS provider 4-GWVHCEY · 39 Victory Road, Colebee NSW 2761

Deaf, or have a hearing or speech impairment? Contact us through the National Relay Service: Speak & Listen 1300 555 727, TTY 133 677, SMS relay 0423 677 767.

Sources

NDIS: Guide to working as a support coordinator:

<https://www.ndis.gov.au/providers/working-participants/support-coordinators/guide-working-support-coordinator>

NDIS: How to help participants connect with NDIS supports:

<https://www.ndis.gov.au/providers/working-participants/support-coordinators/how-help-participants-connect-ndis-supports>



NDIS: New NDIS laws pass: <https://www.ndis.gov.au/news/11650-new-ndis-laws-pass>

NDIS: Changes to support budgets from 1 October:

<https://www.ndis.gov.au/news/11695-changes-support-budgets-1-october>

Department of Health, Disability and Ageing: About the changes to the NDIS: <https://www.health.gov.au/our-work/ndis-legislation-changes/amendments/ndis-amendment-securing-the-ndis-for-future-generations-bill-2026/about-the-changes-to-the-ndis>

Department of Health, Disability and Ageing: Securing the NDIS for future generations timeline:

<https://www.health.gov.au/resources/publications/securing-the-ndis-for-future-generations-timeline>

NDIS Commission: Mandatory registration:

<https://www.ndiscommission.gov.au/about-us/ndis-commission-reform-hub/mandatory-registration>

NDIS Commission: Find a registered provider:

<https://www.ndiscommission.gov.au/provider-registration/find-registered-provider>

NDIS: What is a conflict of interest:

<https://www.ndis.gov.au/providers/working-provider/provider-responsibilities/what-conflict-interest>

NDIS: What is a service agreement:

<https://www.ndis.gov.au/participants/working-providers/arranging-supports/what-service-agreement>