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Checklist for starting a new NDIS support

Use this checklist to help you start a new support with confidence.

☐	**Is it an approved NDIS support?** When you purchase a service or item, this needs to be on the list of approved NDIS supports. 💡You can find the current lists on the NDIS website. Supports funded by the NDIS
☐	**Is it reasonable and necessary?** All NDIS supports need to be reasonable and necessary. 💡Reasonable and necessary supports | NDIS
☐	**Is it included in my plan?** • Do I have the budget category for this support? • If I have stated supports in my plan, is this support included? • Are there requirements for how this can be claimed - e.g. number of hours, required qualifications for therapy professionals? 💡Most Capacity building budgets are stated, if it lists specific supports, you are required to use the services as they are listed. Each individual plan includes different supports. If you are unsure if a specific support or service is funded in your plan, please provide P2P with a copy of your plan, details of the support and get in touch with us for clarification.
☐	**Is it affordable in my budget?** • Do I have enough money left to pay this? • Will this impact the budget available for other supports? • Will my budget last to the end of the plan if I purchase this support or item? 💡Check your budget before starting the service to ensure you have enough funds and this can be covered by your plan. The NDIA can't pay for supports more than your total plan amount. P2P can help provide a budget report to help you do your budgeting. We can explain the amounts remaining and give you information on the other services being used.

☐	**Is it affordable in my funding periods (PACE plans)?** • If I have funding periods, do I know how much I can spend for the period? • Does this support match the budget for these periods? New plans created after May 2025 have funding periods, this means not all of your funds are available immediately and instead funding is released in small blocks over time. Spending within your funding periods helps you keep track of your funding over time. 💡You can access your funding period schedule in your plan document or using the Planability Platform. Read about funding periods and how to find this information in your plan, or ask P2P for more information.
☐	**Is the cost of the service within the NDIS Pricing limits?** Most NDIS services cannot exceed the maximum rate set by the NDIA. You can always negotiate the rate to be lower but it cannot be a higher cost. Providers cannot charge participants extra admin or gap fees. 💡You can access the current Pricing Arrangements on the NDIS website.
☐	**Does the provider meet the relevant obligations?** There are certain obligations for NDIS workers, consider asking your provider: • Do their workers hold NDIS worker screening checks? • Do they have an active ABN? • Do they hold relevant insurance? • Do they hold the relevant qualifications for the service type?
☐	**Is there a service agreement with the provider?** • Is there a clear description of the supports and services? • Does it state the start and end date? • Are the pricing and travel costs clearly stated? • Is there information available about the provider's cancellation or exit policy • Do I understand the information or has someone explained it to me?
☐	**Do I understand the provider's process for risks and safeguards?** • Do they have an incident management process? • Do I understand how to provide feedback or make a complaint? • Do I know how they handle privacy and personal data?