



## Thanks for connecting with Designer Life

If you already have a Support Coordinator but would like to switch to us, there are a few simple steps to follow. We've put together this guide to make the process easy.

# Your guide to changing your NDIS Service Provider

## What is an NDIS service provider?

An NDIS service provider is a person, business, or organisation that delivers services funded by the **National Disability Insurance Scheme (NDIS)** to people with disability.

There are two types of providers:

- **NDIS Registered Providers** – meet strict government quality and safety standards.
- **Unregistered Providers** – can still offer services, but aren't required to meet the same criteria.

**Designer Life is an NDIS Registered Provider**, which means we meet these government standards so you can feel confident in the support you receive. Choosing the right provider is key to achieving your goals and getting the support you need.

## Thinking of changing providers?

You're in control of your NDIS plan—and that includes your choice of provider. Whether your needs have changed, you're moving, or you're simply looking for better support, switching providers is your right.

Common reasons to switch:

- Your goals or support needs have changed
- You're relocating
- You're not satisfied with your current provider
- You want to explore new options

Your rights as an NDIS Participant:

- You can change providers at any time
- You don't need to give a reason
- You deserve services that meet your needs

## How to change providers – Step by Step

### 1. End Your Current Service Agreement

Provide written notice to your current provider, following their required process. Check your agreement for any notice period.

### 2. Check the myPlace Portal

If your funds are agency-managed, your provider must cancel their service booking. This can take up to 14 days.

### 3. Start with Your New Provider

Once your old agreement ends, your new provider can begin services. They'll guide you through onboarding.

## Why Choose Designer Life?

At Designer Life, we're passionate about helping you live the life you choose. Our team offers flexible, person-centred support tailored to your goals.

## Let's Talk!

We're here to help you make the switch with confidence.



## TOP TIPS FOR A SMOOTH TRANSITION

- ✓ Always have a written Service Agreement
- ✓ Understand your notice period
- ✓ Request written confirmation of termination
- ✓ Check your NDIS myplace participant portal after 14 days, or contact the NDIA to request termination
- ✓ Only share your reasons if you want to