

NEXTT

How to switch NDIS providers without losing support

A practical guide for participants and families considering change



Introduction

If you're reading this, there's a good chance something about your current support no longer feels right.

Maybe communication has become inconsistent. Perhaps support workers keep changing. Maybe you feel like you're constantly following things up or repeating yourself.

If you're wondering whether it's time to consider a different NDIS provider, you're not alone.

Many participants and families worry that changing providers will be stressful, disruptive, or affect their funding. As a result, they often stay with support arrangements that no longer meet their needs.

The good news is that under the NDIS, you have the right to choose who delivers your supports and to change providers if your current arrangement is no longer working for you.

This guide explains what the process usually looks like and how to make a transition feel more manageable.

Inside this guide

You'll learn:

- ✓ Your rights when changing providers
- ✓ What happens to your funding and NDIS plan
- ✓ How support worker arrangements are affected
- ✓ The practical steps involved in switching
- ✓ What to look for in a quality provider.



Can I change NDIS providers?



Yes, you can change NDIS providers at any time.

The NDIS is built around the idea of **choice and control**. That means participants have the right to decide who provides their supports and services.

Remember: Your NDIS funding belongs to you and your plan, not to your provider.

If your current provider is no longer the right fit, you are generally able to switch to another provider without needing to change your plan entirely.

People choose to change providers for many different reasons. Some common examples include:

- communication that feels inconsistent or unclear
- support workers changing frequently
- long response times
- difficulty accessing services
- support that no longer matches current needs
- feeling unheard or unsupported
- a provider closing, downsizing, or exiting the NDIS sector.

Sometimes people feel guilty about considering a new provider, especially if they have worked with them for a long time. But needing different support is not a failure. Needs and circumstances change, and services sometimes change too.

The important thing is finding services and relationships that work well for your life.

Will I lose my NDIS funding if I switch providers?

This is one of the biggest concerns people have, and understandably so.

In most situations, changing NDIS providers does not mean losing your funding.

Your funding is attached to your NDIS plan and allocated budget categories, not to the organisation currently delivering your supports.

Switching providers does not usually:

- cancel your funding
- require a completely new plan
- reset your budget
- remove existing approved supports.



Your remaining funding generally stays available for you to use with another provider, provided it falls within your existing plan and funding categories.

There can sometimes be practical details to manage during a transition, which is why it helps to plan the process carefully and understand any notice periods in your current service agreement.

If you are unsure about your funding, plan management arrangement, or support categories, it can help to speak with your support coordinator, plan manager, or prospective provider before making changes.

What happens to my support workers?



For many participants and families, this is the hardest part emotionally.

When a support worker relationship has been positive, it is natural to worry about losing that connection.

What happens next depends on your circumstances.

Sometimes participants move to a new provider but continue working with the same independent support workers where arrangements allow. In other situations, people transition to a completely new team.

If consistency is especially important to you, it is worth discussing this early in the process. A responsive provider should take continuity seriously and work with you to minimise unnecessary disruption where possible.

This may include:

- understanding your routines and preferences
- learning what support approaches work best
- reviewing existing documentation and goals
- planning a gradual transition where appropriate.

The goal should not simply be replacing services. It should be helping you feel supported, informed, and comfortable throughout the change.

If team continuity is important to you, ask any potential providers if it's possible to continue using the same support workers.

How long does changing providers usually take?

The timeline can vary depending on your current agreement, the type of supports involved, and how quickly services are available.

In many cases, switching can happen within a few weeks.

The main factor that affects timing is usually the notice period in your current service agreement. Many providers require between two and four weeks' notice before services formally end.

Other factors can include:

- how quickly records and documentation are shared
- availability of new support workers or services
- the complexity of your support needs
- whether multiple services are involved.

If your current provider is closing suddenly or leaving the industry, transitions may need to happen more quickly. In those situations, clear communication and responsive support become especially important.



How to switch NDIS providers step by step

While every situation is slightly different, the process usually follows a similar path.

Step 1: Review your current service agreement

Check your existing agreement for:

- notice periods
- cancellation terms
- outstanding invoices or bookings
- any information about ending services.

This helps avoid confusion later.

Be aware that some providers charge a fee if the notice period isn't met before ending your agreement. The [NDIS pricing arrangements and price limits](#) sets the conditions for providers to request these fees.

Step 2: Think about what is not working

Before choosing a new provider, it can help to reflect on what you want to be different.

For example:

- better communication
- more reliable support workers
- quicker response times
- greater experience with complex needs
- more consistency
- a more personalised approach.

Knowing what matters most to you can make it easier to find the right fit moving forward.

Step 3: Research new providers

This is your opportunity to ask questions and understand how a provider works.

You might ask:

- How quickly do you respond to concerns?
- How are new support workers matched?
- Can I continue using the same support workers?
- What happens if a worker is unavailable?
- How do you communicate with families?
- What experience do you have with my type of support needs?
- How do you manage transitions?

A provider should be able to explain their processes clearly, without making unrealistic promises.

Step 4: Give notice to your current provider

Once you are ready, notify your current provider in writing according to your agreement.

This does not need to be confrontational or overly detailed. A clear and respectful email is usually enough.

Step 5: Organise the transition

A smooth handover often includes:

- sharing important documentation
- discussing routines and preferences
- confirming service start dates
- coordinating schedules
- clarifying points of contact.

Good transitions are usually built on communication and planning, not rushing.

If you don't feel comfortable contacting your current provider, you can contact the [NDIS Quality and Safeguards Commission](#).

A simple switching checklist

If you are considering changing NDIS providers, this checklist may help

- ☐ I understand my current service agreement
- ☐ I know what notice period applies
- ☐ I have checked my remaining funding
- ☐ I have identified what I want from a new provider
- ☐ I have researched alternative providers
- ☐ I understand what the transition process involves
- ☐ I feel informed about my options



You do not need to have every detail figured out before starting conversations.

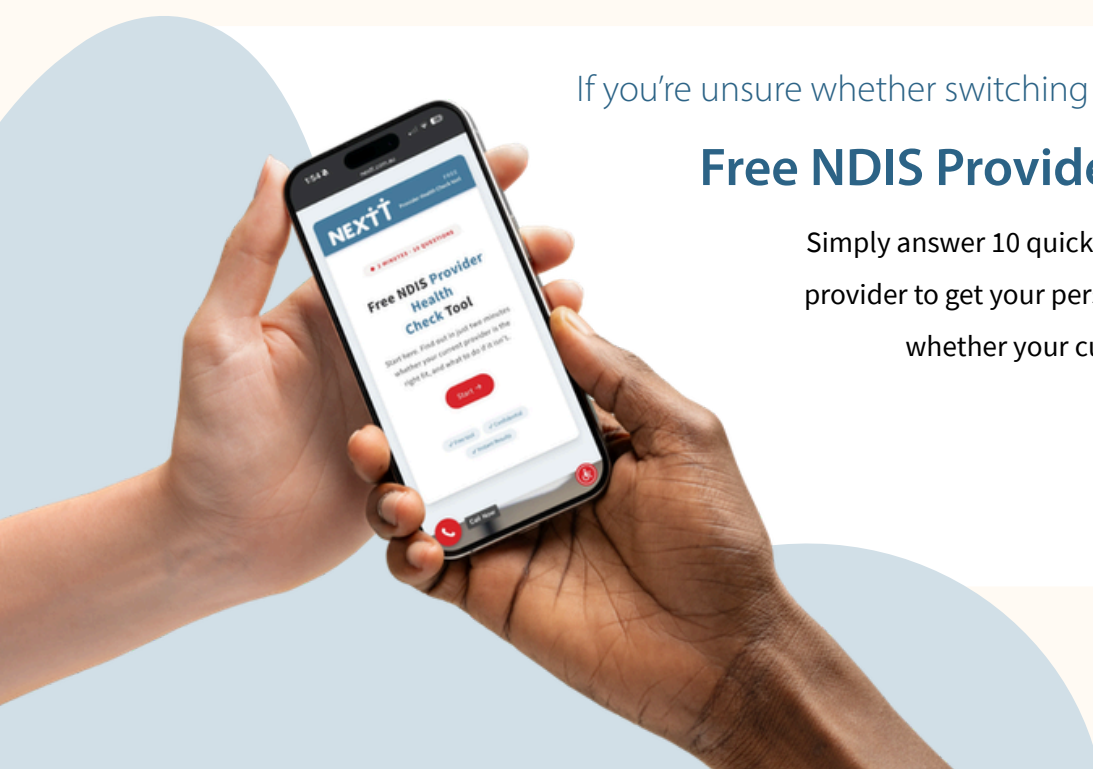
Often, asking questions is the first step toward feeling more confident and supported.

If you're unsure whether switching is right for you, take our

Free NDIS Provider Health Check

Simply answer 10 quick questions about your current provider to get your personalised report to determine whether your current provider is right for you

Get started today



What to look for in a new provider



Not every provider operates the same way.

Beyond services themselves, the experience of working with a provider can have a big impact on day-to-day life.

Here are some signs of a provider that is organised, responsive, and participant-focused.

Clear communication

You should not feel like you are constantly chasing updates or unsure who to contact.

An experienced and reliable provider communicates clearly, responds within reasonable timeframes, and keeps participants and families informed.

Consistency and reliability

Frequent cancellations, last-minute changes, or constantly changing workers can create unnecessary stress.

Reliable support matters.

Qualified and experienced staff

Experience alone is not enough. Quality support also relies on training, professionalism, and strong internal systems.

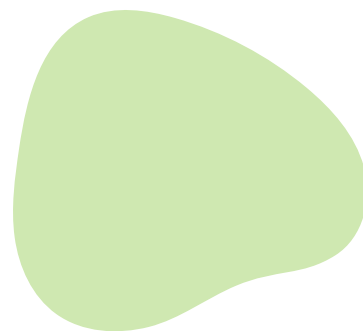
Flexibility

Support needs can change over time. A provider should be willing to adapt and work alongside you, not apply a one-size-fits-all approach.

Respect and partnership

You should feel listened to and included in decisions about your own supports.

Good providers work with participants and families, not above them.



Exploring options doesn't commit you to making a change



Many participants and families stay in situations longer than they should because change feels difficult. But support should help make life more manageable, not more stressful.

Whether you are quietly questioning your current arrangement, actively researching alternatives, or needing to move quickly because a provider is closing, you deserve clear information and support you can rely on.

At Nextt, we work alongside participants and families to make transitions feel organised, respectful and manageable.

If you would like to better understand your options, our team is here to help answer questions about:

- changing NDIS providers
- service agreements and notice periods
- support continuity
- transition planning
- finding the right fit for your needs.



Sometimes the most valuable first step is simply understanding what's possible and asking a few questions.

If you'd like to talk through your situation, get in touch with the Nextt team. We can answer your questions, explain what the process involves, and help you understand what a transition could look like for you.

We are here to help you make informed decisions, at your pace. Speak to our team today on **1300 369 568** or visit <http://www.nextt.com.au/switch> for more information.



Learn more