Health Provider Assist

Frequently Asked Questions

Brought to you by:
Health Providers Assist

03 9077 3364

Copyright © 2021 by Health Provider Assist. All rights reserved.

Frequently Asked Questions

Who can I contact about the status of my application?

The NDIS Commission will not be able to make a determination on the registration application until after the approved quality auditor has provided the audit outcomes to the NDIS Commission. To find out about the status of your registration renewal application after your audit has been finalised and the auditor has provided the audit outcomes to the NDIS Commission contact the Registration Team by email to: registration@ndiscommission.gov.au

What is PRODA?

PRODA is a government website you will have access to. It assists you to manage your registration. You will receive your PRODA account details once you submit your application. It helps manage your participants and your business. You will be able to view what services you provide as well check when your renewal is due. Renewals are due every 12 to 18 months.

What is a renewal?

A renewal is like a re-registration. Every 12-18 months you will need to re- register your business. Not to stress, we do this for you. Contact one of our friendly team members and we will book you in for a renewal. During this process you will also receive a new and up to date Policy and Procedure Manual to ensure your compliance is up to standards.

Why do I need Policies and Procedures?

It is vital your business has up to date and compliant Policies and Procedures as it is the legislative document that is required in order to operate. This manual incorporates every aspect of operation within your business. It is specifically tailored to the services you will provide and will be you go to document for how to operate efficiently and effectively. It also incorporates all the rules, regulations and standards you as a provider must adhere to. Without this manual you can not be a registered provider.

What insurance will I need?

You will need Professional Indemnity, Public Liability and Workers Compensation (if you have hired employees). If you are using a vehicle to transport participants, you will also need Third Party or Comprehensive Care Insurance. We recommend using mycarespace or Bizcover for insurance.

Will I be put on the NDIS's Provider List?

Absolutely! After you go through your audit and are completely registered you will be on the NDIS's Provider List and Portal. This will be when you receive your registration number.

Copyright © 2021 by Health Provider Assist. All rights reserved.

How do I get paid and invoice in the NDIS?

It will depend on how the participant manages their funds. For self-managed participants you will invoice them directly, plan managed you invoice their accountant or book keeper, and agency managed you need to go through an audit before you are allowed to work with them, however you invoice them through NDIS directly and you use your PRODA account to do so. You get to keep the full amount you invoice them unless you hired someone else to provide the service in that situation you would pay your employee a wage and keep the remaining amount of money.

Is my registration guaranteed for the NDIS?

We do guarantee a successful registration on our side of things. Meaning we guarantee all your compliance is up to date and in lieu with the standards and regulations set forth by the NDIS. We do provide a full refund if you are not registered due to a fault of ours.

Where can I find all the Supporting Documents?

You can find all your supporting documents, forms and templates on the HPA Portal under ''Supporting Documents''. You will receive this login after you start with our company. We have over 50+ documents for you to utilise in your business operation. It incorporates business forms, client forms and staff forms.

What are Support Coordinators in the NDIS and what do they do?

Support Coordination is a service in the NDIS that connects providers to participants and vice versa. When you are able to begin working with participants it is important for you to contact Support Coordinators and introduce yourself as they may have participants looking for your services. By building and forming these relationships with Support Coordinators is enables you to gain clientele and run a successful business. Our Client Managers will contact you when you receive your documentation and explain the next steps to you, as well as provide you with a Provider List specific to your state which has all the Support Coordinator numbers you can call in it.

Do I have to read my entire Policy and Procedure Manual?

We cannot stress how important it is to read and understand your Policy and Procedure Manual as it explains exactly how to operate your business. It goes through the do's and don'ts as well as explains how to tackle certain situations. It is also important for your audit as the auditor will ask you questions about your manual and certain policies and procedures. If you are not prepared it may be difficult to gain registration.

How long does it take to get approved from the NDIS?

Once your audit report is sent off to the NDIS, it can take anywhere from 2 to 6 months for the NDIS to approve you. It depends on which services you have chosen; more specialised services will take longer. Please keep in mind you can work with Self and Plan Managed Clients during this time.

Copyright © 2021 by Health Provider Assist. All rights reserved.