My Supports



The 2026 NDIS Registration Changes: Your Guide to Securing Your Supports

What mandatory registration means, your options, and how to move to a registered provider before the deadline.

From 1 July 2026, big changes are coming to the NDIS. If your supports are delivered by an unregistered provider or independent support workers, those arrangements may not be able to continue. This guide explains what is changing, what it means for you, and the steps you can take now to make sure your supports are secure.

2026 NDIS Registration Changes: Your Guide to Securing Your Supports

What's happening?

The Australian Government is making registration mandatory for NDIS providers, starting with Supported Independent Living (SIL).

Now

Many NDIS services are still delivered by unregistered providers and independent support workers.

1 July 2026

All SIL providers must be registered, or be able to show evidence that they have started the registration process. Unregistered providers cannot deliver SIL services after 1 October 2026.

From 2027

Registration requirements expand to most higher-risk services, likely including in-home supports. The Disability Minister has said more than 90% of all NDIS services will require registration.

What this means for you

If you're a participant	If you're a support worker
If your SIL supports come from an unregistered provider or independent support workers, that arrangement cannot continue after 1 October 2026. Without a plan, you risk disruption to the supports you rely on every day.	If you're unregistered, or you work for an unregistered provider, you cannot deliver SIL services after 1 October 2026 - and from 2027, most other NDIS services may be off-limits too. Your income and your career are on the line.

The good news: you have options, and acting early puts you in control.

Your options

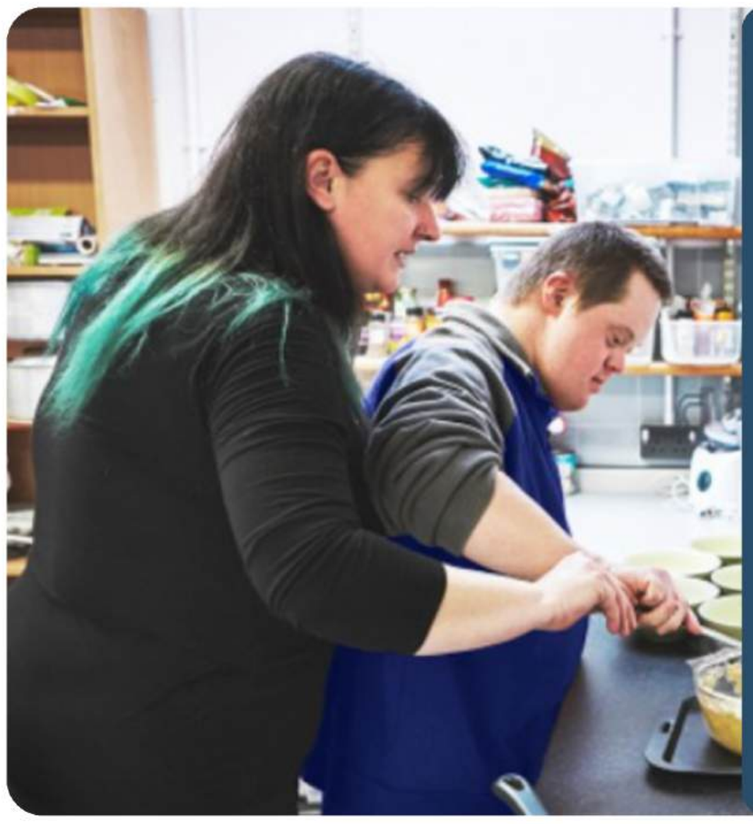
	Wait for your provider to register	Do nothing	Move to a registered provider
What it involves	Relying on someone else's registration process - it's lengthy, costly, and there's no guarantee they will complete it.	Hoping the deadline moves. If not, your supports stop & you're searching for a new provider under pressure.	Choosing a provider that is already fully registered, with supports in place before the deadline.
Timeline	Unknown - out of your hands.	Until 1 October 2026, then disruption.	You set the pace. Most complete within weeks.
Your risk	High	Highest	Low
Your supports	Uncertain	Interrupted	Secure and continuous

Why My Supports?

My Supports is a fully registered NDIS provider, operating across Australia for more than ten years.

- **Founded by people with disability.** Our founders - built My Supports on lived experience. Terry & Jim are wheelchair users; Rex was the principal carer for his mother, who had MS.
- **Lived experience at every level.** 70% of our staff have a disability and/or lived experience as a carer.
- **Local teams, national strength.** More than 120 local Neighbourhood Team Leaders across Australia, backed by a financially strong national organisation. We'll be here for the long haul.
- **Registered for complex needs.** We have the infrastructure and expertise to support participants with complex physical and psychosocial support needs, anywhere in Australia.

We provide assistance with daily living, support coordination and a range of accommodation support services.



Worried about losing the workers you know?

Switching providers doesn't have to mean starting over. In many cases, My Supports can employ your current support workers, so your day-to-day supports continue with familiar faces.

We've done this many times in the past two years - for individual participants and their support teams, whole SIL services, and entire organisations across multiple towns and suburbs.

Quick self-check: is it time to act?

1. **Are your supports delivered by an unregistered provider or independent support workers?**
2. **Are your supports SIL, or likely to be classed as higher-risk from 2027?**
3. **Do you want certainty about your supports before 1 October 2026?**

If you answered "yes" to any of these, it's worth a conversation - it costs nothing and commits you to nothing.

How it works - your journey to My Supports



STEP ONE

First meeting

A confidential, no-obligation chat (online or in person). We learn about you and what you want; you learn about us.



STEP TWO

Information sharing

We'll ask for some details about your plan and funding so we can map out your supports.

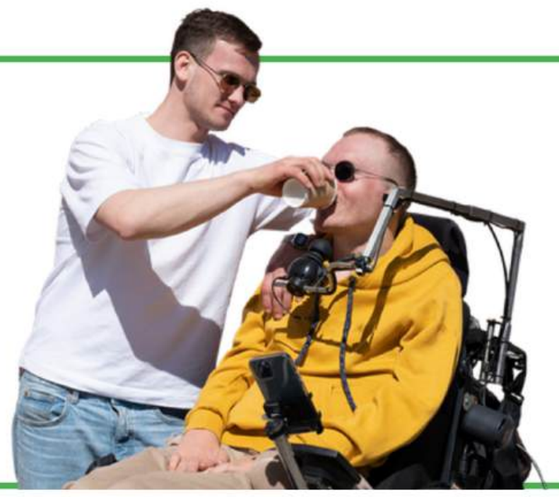
For workers: we may ask about current pay and conditions, such as example payslips.

STEP THREE

Confirmation of offer

We confirm exactly what we can provide and on what terms. You decide whether to go ahead - no pressure, no obligation.





STEP FOUR

Agreements

You receive your service agreement and related documents to review with the people you trust.

For workers: this is when you receive your offer of employment, aligned to the same start date.

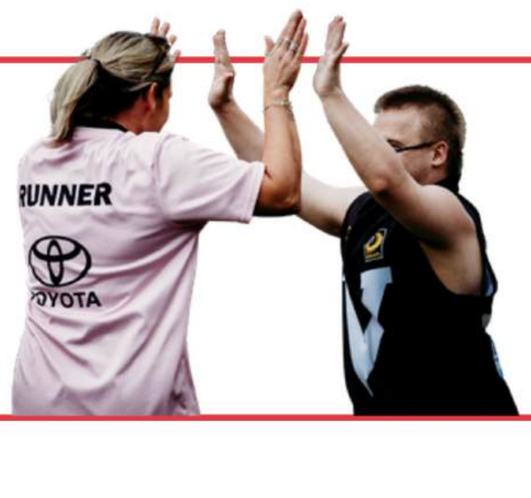
STEP FIVE

Onboarding

We set up everything your supports need, including clinical and specialist supports where required.

For workers: training in our systems and processes.





STEP SIX

Service commencement

Your supports continue, secure with a registered provider - and you'll always have a local Neighbourhood Team Leader to contact as your needs change.

Your choice, always

We have absolute respect for participant choice and control. No change happens without your full agreement. We'll work with you, your nominee or guardian, and your Support Coordinator to make sure you have everything you need before you decide - including all documents in advance, explained in plain language.

Are you an unregistered support worker?

The registration changes affect your livelihood too. Registering on your own is a long and costly process. There's another path: bring your skills (and, where they agree, your participants) to a registered provider.

Working at My Supports

Fair, secure pay

SCHADS Award with added extras in some cases. We always aim for continuity of pay and conditions, assessed case by case.

Your choice of role

Casual or permanent part-time - your choice. We run a full employment model, not sub-contracting.

Transfer of employment

Where conditions allow, your original start date and accrued leave carry over with you.

A great place to work

Strong local teams, with real WFH flexibility, engagement scores over 80%, high retention.

If your participants choose My Supports, we can explore employing you as part of the same transition - so you keep working with the people you support.

Frequently asked questions

Will my day-to-day supports change?

- Our goal is continuity. Your supports continue as agreed in your service agreement, and in many cases with the same workers.

Who makes the decision?

- You do. Workers and organisations can start the conversation, but no participant's supports move without their full agreement.

What does it cost to find out more?

- Nothing. The first meeting is free, confidential and no-obligation.

Frequently asked questions - continued

I'm a worker - will you match my pay?

- We always try to provide continuity of pay and conditions. We assess this case by case; where we can't match a rate exactly, our job security, training and benefits often make up the difference.

What if my whole team or service wants to move?

- We've transitioned whole SIL services and entire organisations. The process is the same six steps, scaled up.

Next steps - securing your supports

Things you can do right now:

1. **Check whether your current providers are registered (or your own status, if you're a worker)**
2. **Write down what matters most about your current supports**
3. **Talk to the people who help you make decisions**
4. **Book a confidential chat with a registered provider**

What happens next?

One of our friendly team will give you a call to answer any questions and see how we can help. It's a relaxed, confidential conversation - no pressure, no obligation.

Prefer not to wait? You can reach us any time:

Website: mysupports.com.au
Phone: 1300 184 663
Email: info@mysupports.com.au

Call us on 1300 184 663