

# We are a registered provider: what this means for you



Registered  
NDIS Provider

## What is a “registered provider?”

Back to Basics is a **registered NDIS provider**. But what does that actually mean?

In simple terms, it means Back to Basics works within a more formal system of rules and checks. These rules are there to help make sure services are delivered safely, clearly and responsibly.

For you, that means there should be clearer systems around things like:

- privacy and confidentiality
- complaints and feedback
- documentation and recordkeeping
- service standards
- accountability

## What does this mean for participants and their carers?

For participants and the people who support them, being with a registered provider can offer added confidence that there are clear processes behind the support you receive.

In practical terms, that can mean:

- your personal information should be handled more carefully
- there are clearer ways to raise concerns or complaints
- there are stronger expectations around documentation and recordkeeping
- the provider is used to working within a more formal, regulated environment
- there are clearer systems for quality, review and accountability

It does not mean everything will always be perfect. But it does mean there are more formal safeguards and processes in place behind the service.

## Why this is especially important now

The NDIS is becoming more structured and more tightly regulated.

That means there is likely to be:

- stronger provider oversight
- tighter payment and claims controls
- more structured planning and review processes
- more focus on evidence and documentation over time

In this environment, being with a provider that is already used to working within a regulated system may feel especially reassuring.

## How Back to Basics puts this into practice

Back to Basics has been a registered provider since 2013.

That means we are not new to this kind of environment. We already work within clear systems and processes, including:

- our Annual Action Review Plan process, which helps keep goals, progress and outcomes under regular review
- a qualified i-CAN V6 assessor on our team, helping us understand the proposed support needs assessment approach under the new planning framework
- multidisciplinary therapy team meetings, supporting more coordinated and holistic care
- clear systems for privacy, documentation, feedback and complaints handling

For participants and carers, this means we are already used to working in a way that is structured, organised and accountable.

## Need more information?

If you have questions about what being a registered provider means, or what the broader NDIS changes may mean for you or someone you support, please contact the Back to Basics team:

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