

Provider capability statement template

An independent NDIS Advertising planning resource. Not an NDIA or NDIS Commission document, legal advice or a guarantee of funding or marketing results.

Use this outline to create a short, factual introduction for existing referral relationships. Replace prompts with verified details. This is not a service agreement or evidence of registration.

1. Organisation and service fit

Provider trading name and contact details
Registration status — only state registered when verified
Services offered and who they may suit
Service areas, delivery settings and actual availability

Explain your service clearly

2. Your one-page statement structure

Suggested order: who we are → what we deliver → where we work → current availability → how to enquire.

Plain-language description of your team and approach

Qualifications or capabilities you can substantiate

Referral steps and information needed — avoid sensitive data in ordinary email

Access options, communication preferences and contact alternatives

Check before sharing

3. Publication checklist

- ☐ Verify every service, availability and qualification claim.
- ☐ Distinguish provider registration from NDIA or Commission endorsement.
- ☐ Do not promise funding, eligibility or outcomes.
- ☐ Use participant imagery only with appropriate informed consent.
- ☐ Check contrast, font size, headings and link descriptions.
- ☐ Use your own brand rather than official logos without permission.

Reviewed by / date / next availability review

Official reading

NDIS Code of Conduct: ndiscommission.gov.au/providers/ndis-code-conduct
Provider responsibilities: ndis.gov.au/providers/working-provider/provider-responsibilities