

I was a registered NDIS provider for last 6 years until choosing to lapse in March 2025. The decision to register, while expensive, was deliberate as I wanted to be a valid provider and follow the obligations of providing counselling under NDIS. Unfortunately, the NDIS “find a provider” is clunky and registration categories made it difficult for a participant to find a counselling provider. The openness of NDIS to unregistered providers created tension for some counsellors due to NDIS’ poor oversight in terms of unregistered counsellors’ qualifications, boundaries of service and cost for service.

I am strongly supportive of providers for counselling to be registered and meet specific and general conditions of registration such as NDIS worker screening clearance, compliance with Aged Care Quality Standards, proportionate regulation, auditing, criminal history checks, and police certificate.

Under NDIS requirements for registered providers, counsellors (and psychotherapists) are required to be registered with an association e.g. PACFA ([pacfa.org.au](http://pacfa.org.au)). As a registered provider with PACFA, counsellors (and psychotherapists) are required to meet conditions of annual registration which include minimum hours for supervision and professional development in addition to holding insurance. This information is visible on PACFA’s member portal which has oversight by the organisation.

In summary, providers of counselling and psychotherapy are already registered professionals but will benefit from possibly an additional requirement e.g. voluntary training on Standards and brief introduction to the new Aged Care Act.