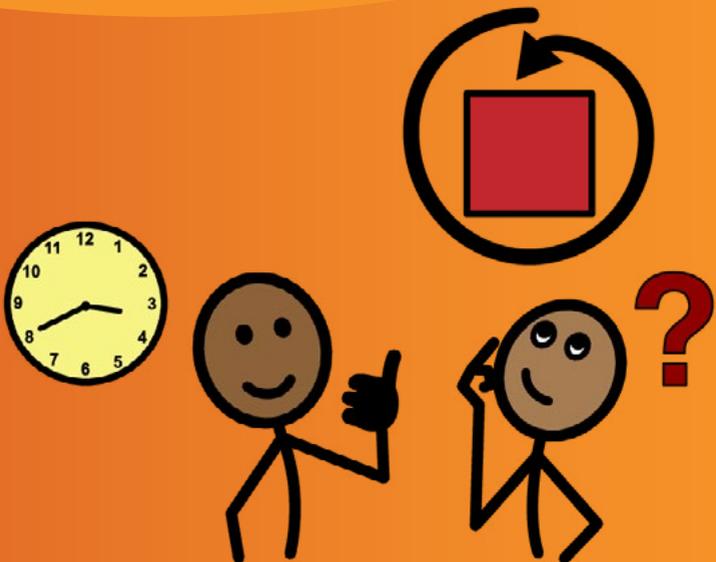


About this resource

Why this resource is needed

How to use this resource

Getting yourself ready





About this resource

This resource is for you, your family and friends if you are seeking a service to provide you with support.

The service you choose will depend on many things, including what type of support you want. For example, if you have an NDIS plan, it will detail the type of support you need to achieve your goals, and the funding management option you have chosen.

For some people, having different supports provided by different services, gives greater independence and accountability. For others, having all their supports provided by one service gives greater continuity and easier coordination.



This is the symbol for questions which may be of particular interest to Aboriginal people.



Why this resource is needed

Everyone in the world is unique. We all have different ideas, beliefs, experiences, customs and abilities.

Getting quality support is important and you may choose to purchase your support from a service. Quality support starts with recognising that you are the expert in your own life and that you decide what will help you live well.

Services are required to uphold national standards. Being familiar with the standards can equip you to work out which is the best service for you. You can ask services for a copy of their most recent quality evaluation which assesses the service's compliance with the national standards, for example, the [NDIS Practice Standards and Quality Indicators](#) which are overseen by the Quality and Safeguards Commission.

This resource will help you to decide which service to choose.



How to use this resource

This is a resource to guide you in your process of choosing a service.

You can use this resource to start talking with services at any time.

Ask the questions in your own style if they are not written in the way you would naturally ask.

You are the expert in your own life and you know what you need but there may be ideas that you have not yet considered, for example, different living arrangements. Look for the unique strengths of the service that can help you build a partnership that is based on respect, deep listening and a strong relationship.

You can also use this resource any time you want to review or change your service.

DISCLAIMER We can't include every question you could ask a potential service. We have included the questions that people have told us are most useful. These questions may remind you of other questions which could help you get the information you need.



Getting yourself ready

Reflect on how you made your last significant decision, what strategies you used and what help you got to make your decision.



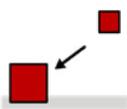
Ask a friend or family member to help.



If you are a family member, friend or representative, think about whether the person needs communication and decision-making support, so they are directing the decision.



Talk to your mob, people in your support groups and network about what services they use and recommend.



Have this resource handy when you are phoning, emailing or meeting with services or talking with people in your network.



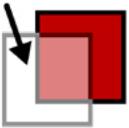
Take time between your conversations to reflect on what you have learnt, talk it over with people you trust and respect and work out your next steps.



Check 'Find Registered Service Providers' on the relevant government website, for example, My Aged Care, NDIS and Mental Health Commission to see which services offer the type of support you are seeking in your area.



Think about the big picture planning for your life which you may have done. Your system plan is an immediate, short-term step towards your big picture or life plan, and long term goals for your life.



Get clear about the non-negotiables of your big picture and what you are willing to negotiate on.



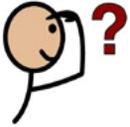
Think about whether you would like face-to-face or over-the-phone contact. What questions would you ask? What would you like the outcome to be? What would you expect to happen next?



Who, if anyone, would you like to be part of your conversation, for example, an Aboriginal Liaison staff member?



Would you like to speak with other people who receive support from the service?



Where would you like to meet? It could be a venue where you feel most comfortable such as your house, a cafe or the service's office.



Remember:

- There's no such thing as a silly question.
- To always ask when you want to know more about something or do not understand something.

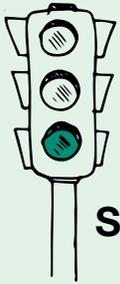
“We realised that our first service was not right for our family because it didn't feel like we were listened to, or that the relationship was strong. After a time, we couldn't see much progress for our son, so second time round we focussed on building the relationship and having a better communication feedback loop.”

A parent



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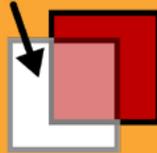
KEEPING YOUR DECISION MAKING ON TRACK



Start Here

1. Be clear about the decision you are making

Which service will I choose to provide my support?



2. Reflect

How do I want to feel when I've made my decision? What are my non-negotiables, must-haves and deal-makers? What's important to me about the service I will choose?



3. Gather Information

What type of support do you provide? Is it in my local area? How much choice and control can I have over my support and my support workers?



5. Ask friends, peers and supporters

What service do you use? What do you think about this service? What should I look out for?



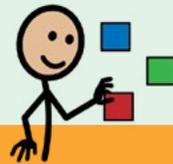
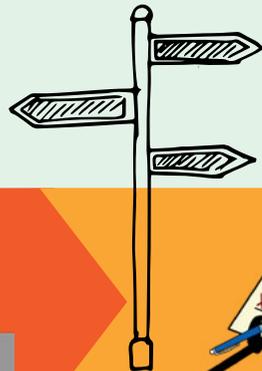
4. Dig deeper for more information

What makes your service different to other services? How would you provide my support? How would you do 'X' with me? Could we do 'Y' together?



6. Evaluate which services you would choose

Which service:
Feels right
Is good value
Sounds great



7. Select, Act and Agree



8. Review



Narrowing the field

	Service A	Service B	Service C
Name			
Do you provide the support type I need?			
Do you provide support in my local area?			
How much choice and control can I have over my support and my support workers?			
My other questions, for example . . .			
1. Do you have experience supporting Aboriginal people?			
2. Do you have experience supporting people from culturally and linguistically diverse backgrounds?			
3.			
4.			
NEXT STEPS:			
Talk to			
Ask			
Find out			
Go to section . . .			