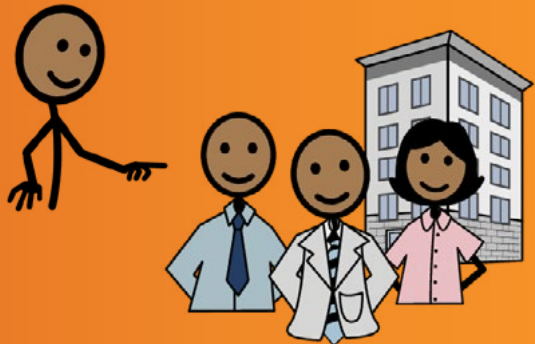




Choosing a Service Provider



Acknowledgements

The WAI S team thanks with gratitude the many people, families and services who have contributed to the development of this resource.

This and other resources are available for free download from the WAI S website.

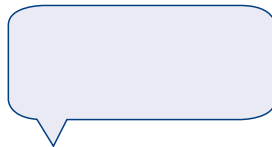
www.waindividualisedservices.org.au

We have used SymbolStix symbolic language throughout these resources.

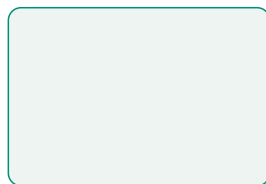
<https://www.n2y.com/products/symbolstix>

Look out for:

Quotes from real people



Tips for what to listen out for and helpful links



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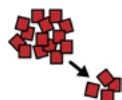
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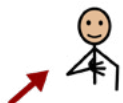
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What we mean when we say...



Service – An organisation or a person who sells products or services. Also known as a service provider, disability service provider, mental health provider, aged care provider, children and family service, support organisation or supplier.



Support – Things which help you with your daily life, to participate in the community and reach your goals. Formal support is what you purchase from your service. Informal support is unpaid, and is freely given by friends, family and volunteers.



Support Staff – The people you or your service engage to give you support. Also known as support workers, personal assistants and mentors.



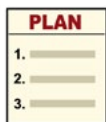
NDIS – The National Disability Insurance Scheme.



You – A person with government funding, for example, through the NDIS, My Aged Care, Mental Health Commission, or your representative, or a person who wants to privately purchase a support.



Life Plan - A plan you have developed over time which outlines how you want to live with a focus on the things that make your life good, such as relationships, love, home, autonomy, health and work.



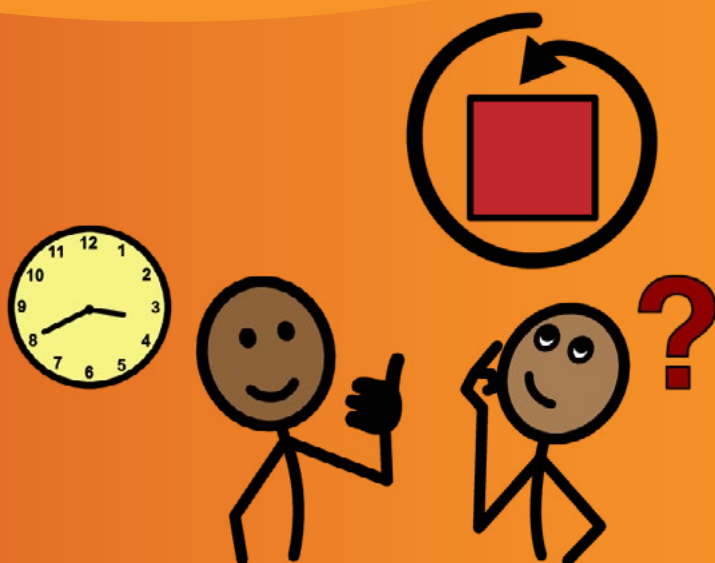
System Plan - A plan linked to individualised funding you receive for your supports, for example, an NDIS plan, an aged care plan or a mental health plan.

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.



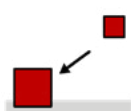
Ask a friend or family member to help.



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.

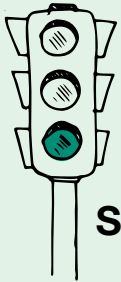
"We realised that our first service was not right for our family because it didn't feel like we were listened to, or that the relationship was strong. After a time, we couldn't see much progress for our son, so second time round we focussed on building the relationship and having a better communication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

A parent



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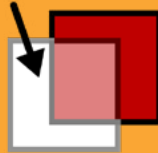
KEEPING YOUR DECISION MAKING ON TRACK



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?

Reflect again

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

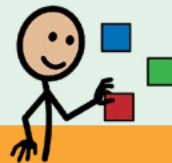
What makes your service different to other services? How would you provide my support? How would you do 'X' with me? Could we do 'Y' together?



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 . . .			

General Questions for a Service Provider



General Questions for a Service Provider

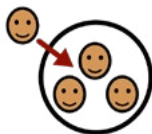


Governance

Describe your service's vision, purpose and values. Can you give me an example of your service putting this into practice?



How is your service governed?



How are people who receive your support involved in the governance and policy development of your service?



Are you an Aboriginal Community Controlled Service?

Do you have an Aboriginal advisory group?

Do you provide support to Aboriginal people?



What makes your service different to other services?

Service Quality



How does your service define 'quality'?

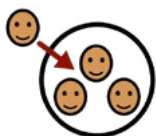
How does your service work to improve its quality?



Do you have a calendar of community and cultural events, developed in consultation with Aboriginal people with disability, which your service celebrates throughout the year?



Can I get a copy of your most recent quality evaluation report and Annual Report?



How are people and families involved in evaluating or improving the quality of the support your service provides?



How many people with disability, Aboriginal people and people from diverse cultural backgrounds do you employ?



Do you have a complaints policy? How would I get a copy?

How do you respond to complaints?

How do you support someone who has a complaint?



Service Provision

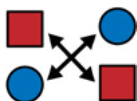
What do you look for when you hire new staff?



What background checks do you do on staff?



How do you match staff with people who are seeking support?



What is your turnover rate for direct support staff?



What do you consider are critical elements when supporting someone who may have or need a positive behaviour support plan?



What is the process if I want to leave your service?

Have you ever stopped supporting someone?
Why?



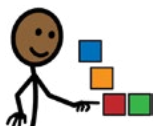
How do you assist Aboriginal people and people from diverse cultural backgrounds to address concerns they may have about the service they are receiving?



Can I have a copy of your Reconciliation Action Plan (RAP)? What has changed in your service as a result of implementing your RAP?



Tell me about your service's knowledge of, and connection with government and community organisations for Aboriginal people, and people from diverse cultural backgrounds in your area.



Why would I choose your service ahead of others?



Tell me about your experience with building the capacity and independence of people who receive your support.



Can I speak with people who currently use your service who are willing to share their experiences?

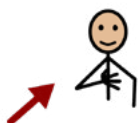
Accessibility



Do you provide information about your service in accessible formats, for example, Easy Read, Plain Language, braille, audio and other language formats?



Do you have information and resources about your service in culturally secure formats, relevant to Aboriginal people and people from diverse cultural backgrounds?



Individualising My Support



How will you ensure my support is consistent with my vision and plan?



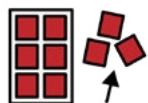
How do you recruit staff? What role would my family or I have in selecting the people who work with me?



Can I identify people for you to employ for me? Can I employ or engage my own staff?



What is the process if I'm not happy with a support person?



How will you support me if my support needs increase or change?



Tell me about how you respect people's cultural or religious beliefs in the way you support them.



How will you provide me with information about the expenditure of my funding?



What happens to my support and costs on a public holiday?



What happens if I go away on a holiday?

[illegible]

[illegible]

Building My Group of Supporters



Building My Group of Supporters

You may have a group of people who care about you and know you well. If not, your plan might include a goal to build your relationships so that you can establish a group of supporters.

[Click here](#) to explore more information about building your group of supporters.

If you want a service to help you build or maintain a group of supporters, you could ask the following questions.



How would you support me to develop and maintain a variety of relationships? Does this include, for example, through 'a circle of friends', a 'circle of support' or a microboard?



What experience have you had doing this?



What benefits have you seen for people who have a group of supporters?

How would you work in cooperation with my group of supporters, to further my goals?

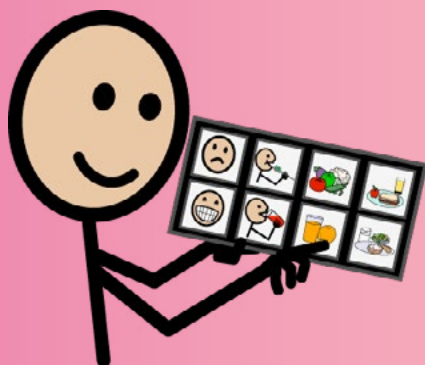


Can I talk with someone whom you've assisted in this way?

[illegible]

[illegible]

Communication



Communication

You have the right to communicate and to be understood.

For people with complex communication needs, there have been challenges to getting access to the equipment and support for this right to be upheld.

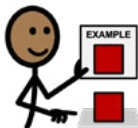
Some people may have assumed that you are not able to communicate. We know there are a range of ways that people communicate.

[Click here](#) to explore more information about communication support.

If you want a service which can help you develop your communication capacity in the context of other support they provide, you could ask the following questions.

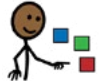


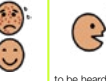
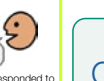
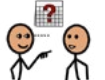







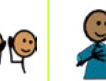



Tell me how you assist people and their team to build their communication capacity.



Can you give examples of how you have supported someone with complex communication needs to become more independent?

Are you aware of the Communication Bill of Rights?

 to be given real choices	 to say no, refuse and reject choices	 to ask for what I want	 to share my feelings	 to be heard and responded to (even if the answer is no)
 to ask for and get attention and interaction	<p>The Communication Bill of Rights</p> 			 to have and use my communication system all the time
 to ask and know about my schedule and world				 to be taught how to communicate
 to have my speech system working and have a back-up	 to be a full member of my community	 to be treated with respect and dignity	 to be spoken with, not about	 to be communicated with in a sensitive manner

[Click here](#)
for more
information
about the
Communication
Bill of Rights.



How would you assist me to have my communication rights recognised and upheld?



What is your understanding of the link between communication and behaviour?



Tell me about your experience of supporting communication for people who have positive behaviour support.

If you want a specialised service which provides assistive technology for communication, you could ask the following questions.



How do you decide which communication system you would recommend?



Are you flexible with where you work with people ie a variety of environments?



Can I talk with a person you support who has complex communication needs, for whom you have set up an effective communication system and trained communication partners?

[illegible]

[illegible]

Who Am I?



Who Am I?

Knowing you deeply is the basis for friends, family and services giving you quality support.

[Click here](#) to explore more information and resources about this important topic.

If you want a service which is focussed on knowing you deeply so your support is individualised to you, you could ask the following questions.



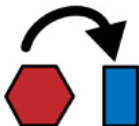
Give me an example of how you have co-designed the support for a person with them, their family, friends and other organisations.



Tell me about how you support a person with complex support needs.



Tell me about your experience with building the capacity of people who receive your support.



How does your support change as a person grows or their circumstances change?



How does your support change as a person develops their capacity and independence?



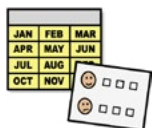
How do you respect people's cultural and religious beliefs in the way you support them?



How will you ensure my support is consistent with who I am and my goals?



What happens if my support needs increase?



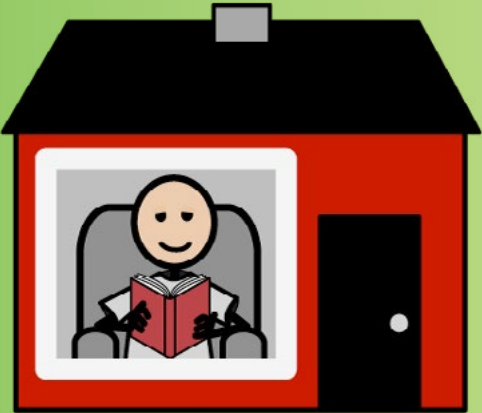
Will you assist me in the review of my plan?

"I ask questions that help me to find out how a service trains support workers because it's important to me that they have a good understanding of me, and that new support workers get a good handover."



[illegible]

Home



Home

You have the right to live on your own or with people you choose, in the community, with the support you need.

[Click here](#) to explore more information about home.

If you want a service which can assist you to find and set up your home, you could ask the following questions.

Describe some of the ways people you support are living, for example, individualised (on their own, living with others) or group home.

How is each living arrangement decided upon?

"I want to share my life with people who matter to me, people I know care about me, like a family or very close friends. After all, what's life if you have no one to share it with?"

My Life, Your Life, Our Life:

A Guide for Flat-mates, Homesharers and Co-residents.

[Click here](#) for free download of this resource from the WAiS website.





Give me an example of how you have supported someone to decide with whom they will live.



What if I want to live with someone who you don't think is suitable for me?



What is your position on who I share my time with at home or in the community?



How are the rent, utilities and household expenses worked out with a person I might share a house with?



How do you support people to strengthen their relationships in their home, neighbourhood and community?



Describe how you would work with me and my other services to develop my living arrangement.



Describe how you would help me find a place to live.



What do you do when living arrangements break down or people change their mind about what they want?

[illegible]

Safety



Safety

It is important for all of us to be safe.

Feeling safe means feeling calm and happy at home, at the places we go, and with the people we see.



[Click here](#) to explore more information about Safety.

Check out [Staying Safe - Freedom from Abuse and Neglect Poster](#)

Here are some questions you can ask about being and staying safe.



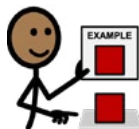
Do your staff have current National Police Clearances and Working with Children Checks?



Do your support worker job descriptions include an expectation that their role is to help the person to build friendships and other trusted relationships?



What sort of training do you provide for support workers to help a person build friendships and other trusted relationships?



Can you give me some examples of what your staff do to support people to find, create and hold valued social roles?



What things do you consider when people have specific vulnerabilities?



Have you had any reportable incidents of abuse or neglect in the last three years? How did you respond to these?



What sort of issues are legally required to be reported, and to whom?



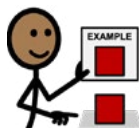
What happens when an issue is reported?



What training do staff receive to ensure that they respect and support a person's right to be safe?



What is your approach to managing the balance for the people you support to be both safe and to take risks?



Give me an example of where you have supported someone to make a choice that had risks.



How would you ensure my support is consistent with my vision and my plan?



What would you do if I hurt myself, a support worker or someone else?



What procedures do you follow if someone needs emergency support, for example, at an event or in the car?



What type of emergency medical training do staff receive?



How do you work with someone who needs planned medical support and who has few people in their life?



What procedure do staff follow if there is a fire in my house?



What back-ups are in place if my wheelchair, hoist or other equipment breaks down?



How are problems or disagreements resolved between you and me, or a support staff and me?



How do staff share information with me, my family and each other on a regular basis?



How will you ensure my personal and family business is kept private unless I say otherwise?

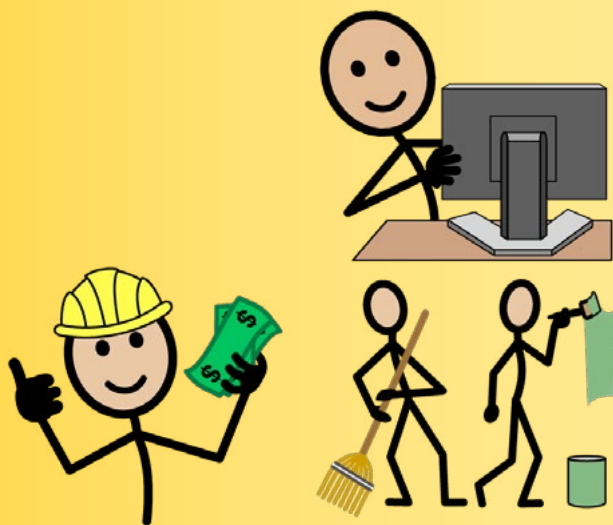


What happens if I need to spend time in hospital? Do I still have to cover the staff's wages? Will my usual paid supports be on hand to assist me in hospital? Will my usual staff support me when I am out of hospital again?

[illegible]

[illegible]

Work



Work

You have the right to work in a job you choose and to earn a fair wage. Work is a big contributor to us feeling our lives have meaning. Our families, communities and country also benefit when all of us are supported to contribute through doing work which is meaningful for us.

[Click here](#) to explore more information about work.

If you want a service which successfully assists people with finding and retaining work, you could ask the following questions.



What employment services do you offer?

How many of your staff have been through customised employment training?

[Click here for more information about Customised Employment.](#)



Can I speak with someone who has received customised employment support from you, and who could show me their 'Discovery Record'?



Can my 'Discovery' process be completed with my community, not just me?



Tell me about how you have used a customised employment approach to assist people to set-up their microenterprise, small business or through job carving.

Checkout easy read information about starting your own business. [‘Starting your own business’](#)



Will I be supported by someone who has done the customised employment training?



Can you support me to meet my goal to be self employed?



How would you help me decide what work I might like to do?

Search for an [employment service](#)

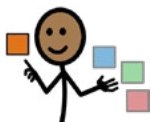


Is there a waitlist for your employment services?

How is that prioritised?



How would you support me to learn how to do my job?



Can I try different jobs, so I can work out what I enjoy most?



How do you calculate wages for workers?



Can my work hours be flexibly worked, for example, I'm often not well in the morning, so can I start work later in the day, or I go swimming one morning a week, so can I work in the afternoon?

"My service is good because they really help me out to achieve my goals."



Check out '[Kickstarting Your Child's Career: A Guide for Families of Young People with Disability.](#)'

[illegible]

[illegible]

Sport and Recreation



Sport and Recreation

Sometimes people think they need to be good at something to join in. That's not true.

There are many modifications to activities and equipment which can be made so that you can join in.

[Click here](#) for more information about sport and recreation.

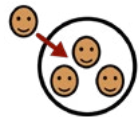
If you want a service which successfully assists people with finding and enjoying sport and recreation activities, you could ask the following questions.



Give me an example of how you have assisted someone to be included in a community sport or recreation activity of their choice.



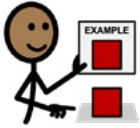
Describe some of the other community agencies, services and groups that you have helped people connect to.



How do you assist local community groups or organisations to be more inclusive?



What is your policy on using volunteers to support people taking part in recreation and leisure activities?



Can you give examples of the types of relationships some of the people you support have developed through sport and recreation?



How would you help me get connected with sport and recreation activities available in my community?



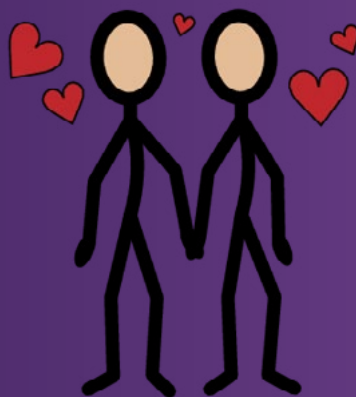
What strategies would you use to help me meet new people at a sport or recreation activity?



Would you assist me to create my own sport or recreation group to invite people to?

[illegible]

Sexuality and Intimacy



Sexuality and Intimacy

You have the right to sexual education and expression.

A very important part of talking about sexuality is making sure that you give consent. What you do with your body is your choice. This is important for preventing abuse, which could include someone touching you or having sex with you when you do not want them to. It also includes you knowing when it is okay to touch others and when it is not.

[Click here](#) for more information about sexuality and intimacy.

If you want a service to help you learn about your body, sexuality and intimacy, you could ask the following questions.



What resources do you have, or can you link people to, to help them learn about their body, sexuality and intimacy?



What is your policy on intimate relationships between me and other people, for example, people I choose to date or marry?



How does your service support people to develop friendships?



How would your service support me in not only maintaining current relationships but also reconnecting with old relationships?



How would you help me manage any risk associated with connecting with people who may exploit me or have practices which may be unsafe for me?

[illegible]

Spirituality



Spirituality

You have the right to explore and choose your spirituality and beliefs.

[Click here](#) for more information about spirituality.

If you want a service which will support you to engage in spiritual learning and activities you could ask the following questions.



Can you give me examples of how you have supported people to explore their spiritual beliefs and sustain their spiritual practices?



What experience do you have with assisting spiritual groups to include people with complex support needs?



How would you assist me to find the right person to support my spiritual journey?

One of the predictors of higher quality of life ratings for both young people with disability and their families, is the strength of their religious faith.

Involvement in a faith community may have provided youth with opportunities to worship, fellowship, and serve alongside others in ways that led to new relationships and social supports.

Biggs, EE and Carter, EW , Quality of Life for Transition-Age Youth with Autism or Intellectual Disability,

J Autism Dev Disord (2016) 46:190–204

[illegible]

Assistive Technology



Assistive Technology

There is a large variety of assistive technology available for everyday living.

This can help you develop your independence, keep you safe in your home and community, and participate in things which are important to you.

[Click here](#) for more information about assistive technology.

If you want a specialist equipment and assistive technology service which can supply, setup and train you and your supporters to use your new equipment you could ask the following questions.



Can I trial or hire new equipment?



What happens if my equipment breaks down?
What backups are in place?

"We chose a service which let us trial a couple of communication devices which helped us make our final choice."

A parent





What warranties do you provide?



Can you modify equipment to suit my needs?

If you want a service which will help you use and maintain your new equipment in the context of any other support it provides, you could ask the following questions.



How will you ensure that I am getting the full value out of my equipment?



How will you work with me to maintain my equipment?

[AT Chatterbox](#) group is a safe space, Facebook group for people who use assistive technology to share information, experiences and ideas around the topic of assistive technology.

[illegible]

Equality and Access



Equality and Access

You have the right to be treated as an equal citizen.

Your group of supporters, including your service, needs to support your rights to: choice and control in your life, accessible public spaces, accessible public services like social security and health services, make your own decisions and be free from restrictive practices.

[Click here](#) for more information about equality and access.

If you want a service which will practically support your right to be treated as an equal citizen in the context of any other support you could ask the following questions.



How do you support people to learn about their rights in relation to your service?



Describe how you would support my decision making with day-to-day decisions and significant decisions.



How do you support people when English is not their first language, to have their views heard?



Do you provide information about your service in accessible formats eg Easy Read, Plain Language, Audio, braille and other language formats.



How do your staff assist Aboriginal people and people from diverse cultural backgrounds to address their concerns and uphold their rights.

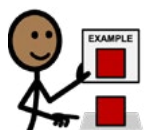
Do you have information and resources about your service in culturally secure formats, relevant to Aboriginal people?



Describe your complaints and grievance process.



When people have had their rights threatened or denied, how have you supported them? Can you give me examples?



Give me an example of how you've connected people to good advocacy.



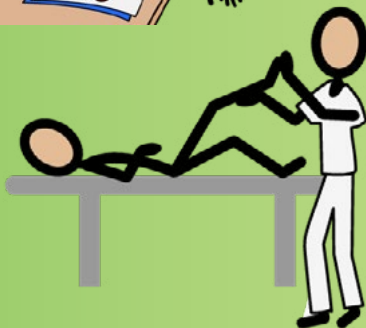
Would you support me if I needed help to make a complaint to your organisation or an independent complaints agency?



Can I have an advocate of my choosing come to any meetings or appointments I want?

[illegible]

Therapy and Early Intervention



Therapy and Early Intervention

There are a lot of therapy options and they are offered by a range of people who identify as therapists or allied health professionals. It may be helpful to talk to people you know who have used therapy services, and to read on-line about different types of therapy, so you can work out what may work best for you.

If you want a therapy or early intervention service to support your goals, you could ask the following questions.

Questions in the section 'Understanding People: Positive Behaviour Support' may also be relevant.



What types of therapy do you provide?

Are your therapists registered with the [Australian Health Practitioner Regulation Agency](#) (AHPRA)?

You can use the [National Guidelines](#) to compare services and choose the right service for your child and family.

The Guidelines say that the best service providers are:

- Family centred
- Culturally sensitive
- Inclusive
- Focussed on everyday life
- Focussed on teamwork
- Focussed on building knowledge and skills
- Qualified and evidence based
- Focussed on outcomes



Does your service adhere to [The National Guidelines: Best Practice in Early Childhood Intervention](#), set by Early Childhood Intervention Australia for early childhood intervention services?



How many people do you currently support?



Do you specialise in supporting children and/or adults?

Do you have a transdisciplinary team, so I can get all my therapy services from one team? If not, will I be charged when my therapist needs to consult with therapists from other services?



Do you use student placements or therapy assistants to deliver services?

Tell me about your staff's experience with people with permanent disability.



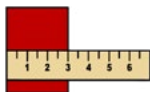
Does your service offer free 'meet and greets' so I can get to know the therapists in person?

How do your staff keep their skills up to date so that supports and services are effective?

Will you set goals in collaboration with me or do you take an expert approach to determining what goals to work on?



Is there is a waiting time to be able to access your services? If yes, how long?



How will you measure my progress?

Will you take a holistic approach to my therapy and talk to other professionals who support me, for example, my doctor, teacher and other therapists? How will I get that feedback?



Out of a one-hour appointment, how much time is spent in therapy and how much time is used for notes? If the entire hour is therapy time do I get charged any additional fees?

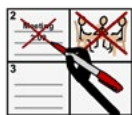


Do you charge for non-face-to-face contact?

"You need to be clear and speak straight. Don't smooth over what's not working."

A parent





Do you have a cancellation policy?



Do I need to pay for appointments I don't attend?



What happens if a staff member is not able to make the appointment? Will I still be charged?



Do you do home or community visits?

How will you support me in preparation for my plan review?



Do you provide reports to the government which document measurable goals and progress to support the next review? If yes, is there an additional charge?



Is the scheduling of my therapy support flexible?



Will you use an interpreter if needed? How will this be paid for?

[illegible]

Understanding People: Positive Behaviour Support



Understanding People: Positive Behaviour Support

**It is a human need to be understood.
Understanding people is what forms the
foundation of good quality support.**

A service needs to have expertise in getting to know and understand a person. Sometimes, people use their behaviour to communicate, which may place themselves, or others at risk. They may need more intentional and focussed support to communicate, be heard, understood and to achieve the life they want and need. This support can be known as ‘positive behaviour support’.

Some services which provide daily living and community support may offer an in-house positive behaviour support team to a person, their family and their paid team, and some other services may have staff with allied health qualifications.

If you want a service which can help you or your loved one to communicate and be understood, you could go to the communication section of this resource, and ask the following questions, specifically related to positive behaviour support.

Questions in the section ‘Therapy and Early Intervention’ may also be relevant.



How do you support people who use their behaviour to communicate? What is this approach based on?



How long have you been providing this type of intentional communication and behaviour support?



How many people do you currently support? Do you specialise in supporting older people, children, people with specific types of disability, people from particular cultures, etc?



Does your service offer free 'meet and greets' so I can get to know the therapists in person?



Do you work with the person, their family, their paid team or all of them?



Who makes up your positive behaviour support team?



How do you decide which allied health professional(s) will provide the support?



How would you be confident they would be the best fit for my family?



How do you set goals? Will you set goals in collaboration with me or do you take an expert approach to determining what goals to work on?



Tell me about your staff's experience with people with permanent disability?



What is your understanding of restrictive practices? When and why would these practices be used?

Under the NDIS Commission, providers who develop behaviour support plans or use restrictive practices are required to comply with the [NDIS Quality and Safeguarding Framework](#)



NDIS Quality
and Safeguarding
Commission

"I didn't really want to talk about what wasn't going right in my family, but if I hadn't been honest, we wouldn't have got the support we needed."

A parent





Do you currently support people who have restrictive practices in place? If so, what is your process for approving, monitoring and safeguarding these?



How do you report incidents that may occur?
What is the process once an incident has been reported? Who reviews them?



What is your process for supervision of staff in relation to their professional development and performance?



Do you schedule regular team meetings which include the person and their family?



Will you provide follow-up, check-in support to my family at regular intervals?



Is there is a waiting time to be able to access your services? If yes, how long?



How much of my appointment time is face-to-face therapy time? Is there anything else I need to know that will impact on my face-to-face therapy time?



Do you have a cancellation policy? How much notice is needed for cancellations? Do I need to pay for appointments I don't attend?



What happens if a staff member is not able to make the appointment? Will I still be charged?



Do you provide reports to the government which document measurable goals and progress to support the next review? If yes, is there an additional charge?



Do your staff have current National Police Clearances and Working with Children Checks?



Do you do home or community visits?



How will you support me in preparation for my plan review?



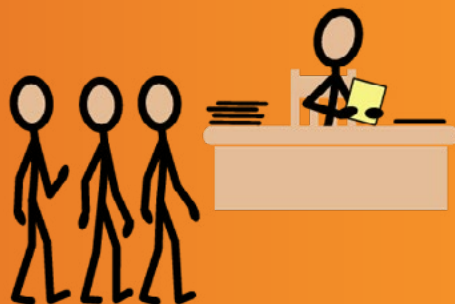
Will you use an interpreter if needed? How will this be paid for?

"With support from a good positive behaviour team, our family got on track to change the environment to suit my son's needs and this meant less challenging behaviour."

A parent



Managing Funding



Managing Funding

Flexibility is important so that you get the support you need in a timely way.

[Click here](#) for more information about managing your funding.

How many people do you support to manage their funds and what kind of support do you offer them?



Do you support people to engage their own workers?



Do you provide advice in relation to me engaging my own workers?



Can you assist me to better understand my plan and how my funding can be used?



Can you assist me with setting myself up legally as an employer?

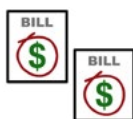


Can you show me a service agreement template?



Are you willing to negotiate a service agreement with me, for example, a values-based agreement?

Values-based agreements integrate the mission, values and vision of the parties into the agreement itself. Unlike traditional agreements, the basis of a values-based agreement is not adversarial but instead is founded on relationship building. In values-based contracting, the parties design their contractual relationship by using their own value structures for addressing change and conflict, and managing crises.



How will you keep me informed about the expenditure of my funding, for example, process, regularity and format?



Will you help me learn to self manage?



Do you offer supports to me as an employer, for example, payroll services?

[illegible]



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