

Finding the Right Disability Support Provider

You, your loved one, or your support coordinator can use this list to ask important questions on getting your supports right for you. You have a right to get information in a way that helps you make decisions – with support from an interpreter or advocate if you want.



NEXTT

T 1300 369 568

Category	Checklist Item
About the Provider	Are staff trained and qualified to provide the services I need?
	Does the provider have experience working with people with similar disabilities or needs?
	Does the provider have accreditations or certifications, such as NDIS registration?
About the Services	Does the provider offer flexibility in scheduling services to meet my preferences?
	Can I choose or change my support worker if they're not a good match?
	Does the provider regularly review support plans and allow me to request changes?
About Communication and Feedback	How does the provider communicate about changes, updates, or issues?
	How can I provide feedback or make a complaint about the service?
About Staff	How does the provider recruit and train support workers?
	Will I have the same support worker regularly, or will they change often?
About Costs and Funding	Are all costs and charges aligned with the NDIS Price Guide?
	Does the provider assist with NDIS plan management or funding allocations?
About Your Rights	How does the provider ensure my rights and choices are respected?
	Does the provider provide access to advocacy services if needed?
About Transition and Future Planning	What is the provider's process for transitioning out of services if needed?
	How does the provider help with long-term planning and evolving goals?
If you're seeking services for Supported Independent Living (SIL)	How are residents supported to achieve independence in daily tasks?
	What measures are in place to ensure compatibility between housemates?
	Are there opportunities for residents to participate in household decision-making?
	How does the provider handle emergency situations in the SIL setting?