

Choosing a service provider

WHAT TO ASK

The National Disability Insurance Scheme (NDIS) gives you more choice over your disability supports. Think about the supports you need and research which service providers offer these.

Once you have done research, you can speak to the service providers you like best to find out more. When you are ready, contact a service provider to set up a meeting at a time and place that works for you. It is a good idea to have someone you trust with you at the meeting. Here are some questions you can ask to see if the service provider will be right for you. **Use this sheet to write down answers or take notes.**

Service provider

Contact person

Contact details

Tell me about the supports you can offer me.

Can I choose the people that work with me?

For example, you might want to choose your support workers.

Are you signed up (registered) with the NDIS?

When and how do you send bills?

Don't forget to ask if there are times when you still have to pay for supports if you cancel.

What happens if I'm not happy with my supports?

What do you do if there is an emergency?

Will you set out what we agree to in a way I understand?

For example, a contract you can read.

Notes