



Engaging service providers



Service providers can be a business or an organisation. They give support and services to help you reach your goals. Your service provider should make you feel comfortable and safe.

When you find a service provider you like, you can make a service agreement. This is an agreement between you and your service provider that lists what services you will get, when you get them and how much they cost.

Examples of services include orientation and mobility training, support to go shopping, transport, community participation and assistive technology like magnifiers, screen readers or hearing aids.



Questions to ask before engaging a service provider:

- Will this service help me reach my goals?
- Does my NDIS plan have funding for this service?
- Does the service provider understand how the NDIS works?
- Does the service provider understand my wants and needs as a young person with disability?
- Will the service provider communicate in a way that works for me?
- When do I need/want this service?
- How much will this service cost?



Sometimes you can find helpful information about a service provider by looking at their website or talking to people you trust who have used their services. You can also check out a list of NDIS service providers in each state here **NDIS provider finder**



How can I communicate with my service provider?

Good service providers should use your preferred way to communicate. This can be on a video call like Zoom or Microsoft Teams, talking on the phone, texting, email or an in-person conversation.

How do I pay my service provider?

How you pay your service providers may change if you are self-managed, plan-managed, agency-managed or a mix of these. To understand the difference, see CYDA's NDIS terms I need to know resource.



“A good provider is someone who makes you feel happy, listens to you and respects you, while they’re getting to know you.” (Ruby)



What to do if something goes wrong

If your service provider does something that is not part of your service agreement, (such as overcharge for a service), if they mistreat or disrespect you, or your support workers don't show up at the agreed times you can get help by:

- talking to your LAC (Local Area Coordinator)
- talking to a trusted friend or family member
- talking to an advocate
- talking to your service provider
- filling in an online **NDIS Feedback and Complaints** form on the NDIS website
- sending an email to feedback@ndis.gov.au
- calling the NDIS on 1800 800 110
- contacting the NDIS Quality and Safeguards Commission on 1800 035 544 or **NDIS Commission Contact Us**
- contacting the NDIS Fraud Reporting and Scams hotline on 1800 650 717

Service providers should make you feel comfortable and safe, and communicate in a way that suits you. They should provide good quality services, and deliver on what is in your service agreement to help you reach your goals.





Mental health support

Learning new NDIS terms can be stressful. If you are feeling overwhelmed or confused, please reach out to someone you trust. It's okay to ask for help. Below are some organisations that provide free mental health support.

- Lifeline 13 11 14
www.lifeline.org.au
- Beyond Blue 1300 22 4636
www.beyondblue.org.au
- QLife 1800 184 527
www.qlife.org.au
- Women with Disabilities Australia 0438 535 123
www.wwda.org.au

For a longer list of NDIS terms, please visit the NDIS website:
www.ndis.gov.au/about-us/glossary



Australian Government
Department of Social Services

Disclaimer: CYDA's In Control My Way resources have been created to support families of children and young people with disability to help manage their NDIS plans. Information provided is intended as a general guide and may not contain the most recent information and updates. CYDA is not responsible for decisions made by the NDIA or its partners in the community. For the most current information on the NDIS, refer to the NDIS website. These fact sheets are current as of June 2023. View the full set of In Control My Way resources at: **www.cyda.org.au** .