Engaging service providers

Table of Contents

[Introduction 1](#_Toc144375062)

[Questions to ask before engaging a service provider: 1](#_Toc144375063)

[How can I communicate with my service provider? 2](#_Toc144375064)

[How do I pay my service provider? 2](#_Toc144375065)

[What to do if something goes wrong 2](#_Toc144375066)

[Mental health support 4](#_Toc144375067)

# Introduction

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 service provider finder](https://www.ndis.gov.au/https:/www.ndis.gov.au/participants/working-providers/find-registered-provider/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](https://www.ndis.gov.au/contact/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](https://www.ndiscommission.gov.au/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](https://www.lifeline.org.au/)

* Beyond Blue 1300 22 4636

[www.beyondblue.org.au](https://www.beyondblue.org.au/)

* QLife 1800 184 527

[www.qlife.org.au](https://www.qlife.org.au/)

* Women with Disabilities Australia 0438 535 123

[wwda.org.au](https://wwda.org.au/)

For a longer list of NDIS terms, please visit the NDIS website:

<https://www.ndis.gov.au/about-us/glossary>