**A person in a wheelchair with a person on his back

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**How to work with service providers**

# Children and Young People with Disability Australia

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| About this book | |
| A logo with text on it  Description automatically generated | This book is from Children and Young People with Disability Australia or CYDA. |
|  | This book has some hard words.  Hard words are in **bold**. |
| A person looking at a piece of paper  Description automatically generated | We tell you what hard words mean. |
|  | This book is abouthow you can work with NDIS **service providers**. |
|  | Service providers can be |
| A building with many windows  Description automatically generated | * a business or organisation |
|  | * a person. |
|  | Service providers can give you   different support. |
|  | For example, a service provider might help clean your house. |

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| How to choose a service provider | |
|  | You can find information about service providers in each state at the NDIS provider finder. |
| **A computer with a blue screen  Description automatically generated** | Website  [Provider finder | NDIS](https://www.ndis.gov.au/participants/working-providers/find-registered-provider/provider-finder) |

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| Young woman thinking | Before you choose a service provider,  think about |
|  | * how much the service will cost |
| A green check mark on a black background  Description automatically generated | * if you need the service |
|  | * if the service will help you reach  your goals. |
|  | You can communicate with your service provider in a way that works for you.  For example, you might |
|  | * email |
|  | * meet in person |
|  | * text. |
|  | You might also |
| **A person talking on a cell phone  Description automatically generated** | * call |
|  | * video chat. |

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| What to do if something goes wrong | |
| **A person in an orange shirt with his arms crossed  Description automatically generated** | You can speak up if you are not happy with your service provider. |
|  | For example, if your service provider |
|  | * says you have to pay too much |
|  | * does not show you **respect**. |
|  | Respect means your service provider should |
| **A person and person sitting and talking  Description automatically generated** | * listen to you |
| **A person helping a child with a book  Description automatically generated** | * be kind to you |
|  | * **not** hurt you. |
|  | You can talk to your service provider. |
|  | You can talk to |
|  | * your friends |
| A person standing next to a person in a wheelchair  Description automatically generated | * your family. |
|  | You can talk to your Local Area Coordinator  or LAC. |
| A building with many windows  Description automatically generated | You can contact the NDIS Quality and Safeguards Commission or **the Commission**.  The Commission helps NDIS participants when there is a problem with NDIS supports. |
| **A person talking on a cell phone  Description automatically generated** | Call 1800 035 544 |
|  | Email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au) |

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| More information | |
| A logo with text on it  Description automatically generated | For more information you can  contact CYDA. |
| **A person talking on a cell phone  Description automatically generated** | Call 03 9417 1025 |
| **A computer with a blue screen  Description automatically generated** | Website cyda.org.au |
|  | Email [info@cyda.org.au](mailto:info@cyda.org.au) |
| **A blue and white logo  Description automatically generated** | If you feel upset and need to talk to someone you can contact Lifeline. |
| **A person talking on a cell phone  Description automatically generated** | Call 13 11 14  Text 0477 13 11 14 |

You can read the full document ‘Navigating Advocacy’ on our website. 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.

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