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Providers help you work towards your goals. They may need to understand what your goals are and how they can help you.

We have created some tip sheets with things to think about:

- [Before your first meeting with a provider \(PDF 266KB\)](#)
- [Before your first meeting with a provider \(DOCX 57KB\)](#)
- [Your first meeting with a provider \(PDF 328KB\)](#)
- [Your first meeting with a provider \(DOCX 60KB\)](#)
- [Helping your provider help you \(PDF 220KB\)](#)
- [Helping your provider help you \(DOCX 54KB\)](#)
- [Helping your support worker help you \(PDF 229KB\)](#)
- [Helping your support worker help you \(DOCX 56KB\)](#)

You may be able to use registered or unregistered providers, or a combination of both. This will depend on [what type of plan management](#) you have.

How you want to communicate

It's important that you are comfortable with the way you communicate with your provider. You can communicate in different ways.

You could talk face-to-face. You could email or text, or you could talk on the phone or have a video call.

Your provider may have a website that tells you about the different ways you can communicate with them. It may be easier to ask a family member or trusted friend to speak to the provider first, to let them know how you want to communicate with them. The provider can then use that method to communicate with you.

Sometimes a provider may not use your preferred method as they need to get in contact with you quickly. You can ask them to send you the details in your preferred method.

Communicating with a provider

You can talk to your provider by yourself, or you can have someone you trust with you, like a family member or friend. If you have a nominee to help you to make decisions about your supports and funds, they can also be with you.

Your provider may ask you things that are personal, such as whether you need help with personal care.

If you don't know why they are asking something, you should ask them to explain why they need to know that. Their answer should be respectful and should relate to your goals and why you want to receive a service from them.

You should ask your provider to explain things you don't understand. It's important that you understand what is in a [service agreement](#).

You need to communicate with your provider if you want to change the amount of support they provide to you, or you want to change the day or time of those services.

You should also ask who will provide those services, and how much they cost. You can use that information to help manage your NDIS budget.

- [Easy Read - talking with providers \(PDF 2.2MB\)](#)
- [Easy Read \(text only\) - talking with providers \(DOCX 59KB\)](#)

[Transcript for 'Communicating with your provider'](#)

Who can help you talk to your provider?

It's always OK to speak up. If you find it difficult to talk to your provider, you can ask for someone else to be with you when you talk to them. This might be a local area coordinator, early childhood partner, support coordinator, a family member, friend, or someone who helps you make decisions.

You might be more comfortable sending a letter, email or text, or speaking to your provider on the phone. You can also ask your provider to use a communication method that is best for you.

You don't have to agree straight away

You can ask questions, so you understand what your provider has offered you.

You can ask for time to think about what they have offered you. You can talk about what your provider has offered you with someone else, like a local area coordinator, early childhood partner, support coordinator, family member or friend. They can help you decide whether to buy those services.

You might decide you don't agree with what your provider has offered you. You can talk to your provider about what you don't agree with. Your local area coordinator can help you find other providers if you want to change.

You can contact the [NDIS Quality and Safeguards Commission](#) if you have concerns about the quality or safety of your NDIS supports and services.

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