# **Transcript – Communicating with your Provider**

Communicating with you Provider.

This video is a guide to help you prepare for working and communicating with your provider, so you can get the supports you need.

Before meeting with your provider, take some time to consider how you would like to communicate with them.

This could be talking in person, over email or text, on the phone or over a video call.

Your provider may also have a website that explains some of the ways you can communicate with them.

You can always ask someone you trust, such as a family member or friend to speak to the provider first to let them know how you would prefer to communicate.

When it's time to meet with your provider, you can ask someone you trust to come along.

What to discuss with your Provider.

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

If you don't know why they're asking something, you can ask them to explain why they need to know.

Your provider may request a copy of your plan and you can choose to share parts of it or not at all.

You can discuss your goals with the provider and ask them to explain how their service can help you work towards them.

You can also ask who will provide those services and how much they cost.

If your funds are agency managed, is the provider registered to deliver your supports?

If you have a service agreement, it's important to understand what's in it.

This is an agreement between you and your provider on how they will provide your supports.

If you wish to change your service, such as the amount of support they provide you or the day or time of your service, you need to communicate this with your provider.

When meeting a new provider, you don't need to agree to a service straight away.

You can take the information away and communicate with someone you trust to help work out what is best for you.

If you’re ever unsure, ask your provider to explain things you don't understand.

If you don't want to continue working with your provider, you can communicate with them directly or ask someone you trust to support you.

This could be your nominee, Carer, Family Member, Local Area Coordinator, or support coordinator.

You can also contact the NDIS Quality and Safeguards Commission via their website - ndiscommission.gov.au or on 1800 035 544 If you ever feel unsafe or uncomfortable with your NDIS provider.

The commission has a collection of resources and videos on their web page that explain what to do and where to get extra support if you have concerns about any of your NDIS supports or services.

For more information, go to ndis.gov.au

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