

FINDING THE RIGHT SERVICE PROVIDERS UNDER THE NDIS

One of the great things about the NDIS is that it puts people in control of the supports they receive, by giving them the opportunity to choose their own providers.

But what if you find this level of control and personalisation somewhat daunting? Well, you're definitely not alone. Many NDIS participants get in touch with us because they're unsure of just where to start or how to ensure they're getting the right supports for their situation.

We've gathered some of the top pieces of advice that you can use to find the best service providers with confidence and bring your plan to life!

1: Support Coordination

For many people, Support Coordination is one of the most helpful services available. Essentially, Support Coordination involves having a professional help you find and connect with local service providers that are the best fit for your needs.

The NDIS can include funding for Support Coordination in your plan, but it's important to note that not everyone is eligible (WHEN ARE YOU ELIGIBLE FOR SUPPORT COORDINATION explains the eligibility criteria) and that it is considered a 'capacity building' support, meaning that where possible you are encouraged to build the capacity to support yourself in the future. So if you need some assistance managing your supports and think you might be eligible, why not ask about Support Coordination in your next planning meeting?

Lakeside Rooms is the first multidisciplinary group private practice for mental health professionals on the Gold Coast; offering services to patients from psychologists and psychiatrists.

Find out more at www.lakesiderooms.com.au or call us on 07 5562 0466

If the NDIS doesn't give you funding for Support Coordination, there is a number of other avenues you can go down to get assistance.

2: Ask your Local Area Coordinator

If you don't have Support Coordination in your plan, your Local Area Coordinator (LAC) should be the first one to go to when you need support with finding service providers. Your LAC can supply you with a list of service providers in your area to get your plan started.

3: Ask your Plan Manager

There are many benefits of Plan Management - one of which is that some Plan Managers can provide you with advice on how to best find service providers in your area.

4: Making Use of Directories

The NDIS Portal contains lists of service providers, but it can be easy to lose your way as you navigate through thousands of providers.

Luckily, there are some websites that can help you sort through the sea of providers. Directories such as Clickability and MyCareSpace provide overviews of each service provider, including handy ratings and customer reviews to give you a sense of how others have found their experience. You can even review service providers yourselves – perfect for complimenting a service provider for delivering a great service...or sharing a bad experience as a warning to others.

5: Organising your team

Some people like to organise their own team of supports and hire support workers themselves, instead of through a service provider. There are several organisations that can help you facilitate this, such as:

- Mable (formerly Better Caring)
- Hire Up
- Home Care Heroes.

On their website you can read profiles of support workers and choose the person you think would fit your needs best. While this is pretty hands-on, some people really enjoy having that additional level of choice and control. Again, it all depends on your situation and what you feel comfortable with.

Handy tips

Here are some key tips to consider when choosing service providers:

- **Don't disregard unregistered providers**

There is a large network of passionate and skilled service providers out there who have chosen not to register with the NDIS. Unfortunately, if your funding is managed by the NDIS, you're unable to access them. However, if you have Plan Management or self-manage your funds, you can unlock this huge world of unregistered providers. All NDIS participants are eligible for Plan Management, so if you ask for it in your planning meeting it'll be included in your NDIS plan.

- **Set up a service agreement with each service provider**

Set up service agreements with your service providers to confirm when and how the support will be provided, and what costs and fees you may need to pay. Make sure you're happy with the agreements before you sign them. This protects both you and the service provider, should any disputes arise in future.

- **Ask for advice!**

Most importantly, don't be afraid to ask for advice. Finding the right supports can sometimes be hard, so speak up and ask for advice.

More information

Contact our friendly team on **07 55620466** or [leave your details here](#). We're happy to discuss what we can do for you.

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