

Green Flags when working with NDIS Service Providers



Join training and development programs to better support young people from different backgrounds, including LGBTQIA+, First Nations, and culturally diverse communities.



Genuinely interested in learning about you, your interests, experiences and goals.

Always open to learning more about my disability, how it affects me personally (without generalizing), and how I work best.



Supports and respects your preferred communication style and language, while being mindful of your cultural background and ways of working.



Willing to work with your support team and family, learn from them, and respect how involved you want them to be.



Respects your boundaries, independence, and right to make your own informed choices, giving you information to do so without pushing a decision onto you.

Respects your privacy and is open to discussing key aspects of their role, like costs, responsibilities, and expectations.



Active listening and lets you lead the conversation. Friendly, respectful, easy to talk to, and asks questions without being pushy.



Red Flags when working with NDIS Service Providers

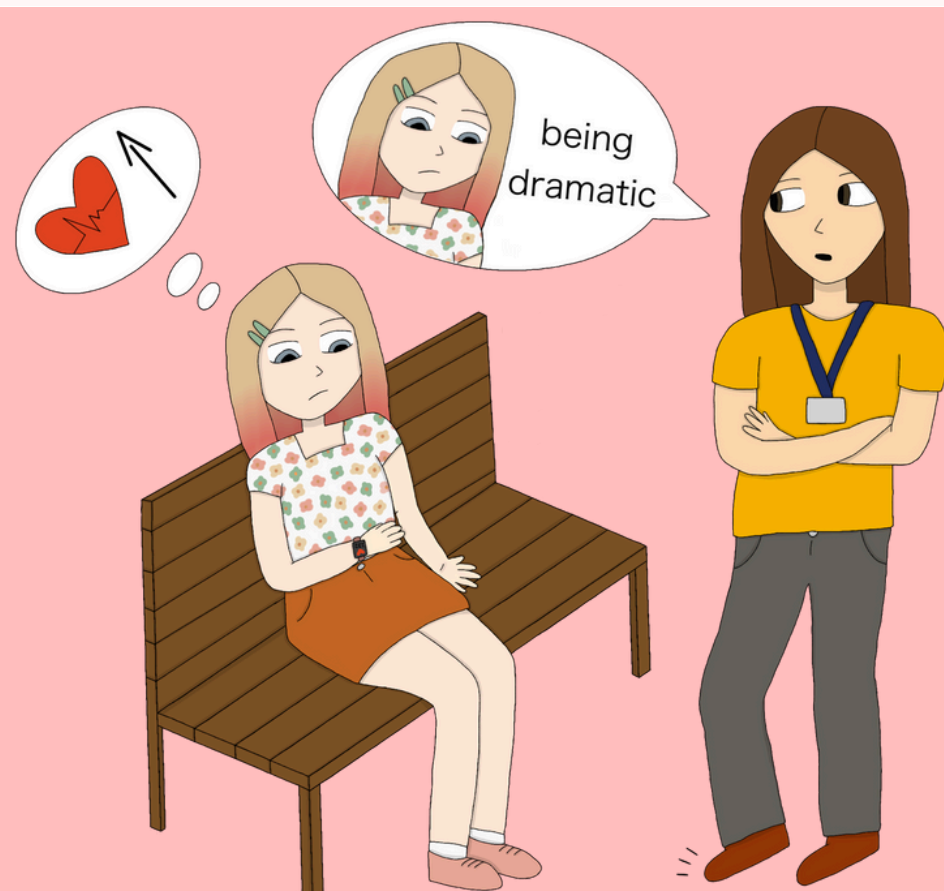


Underestimating your ability, not respecting your autonomy, being too controlling, or treating you like a child.



Speaking for you, talking AT you, speaking about you as if you're not there.

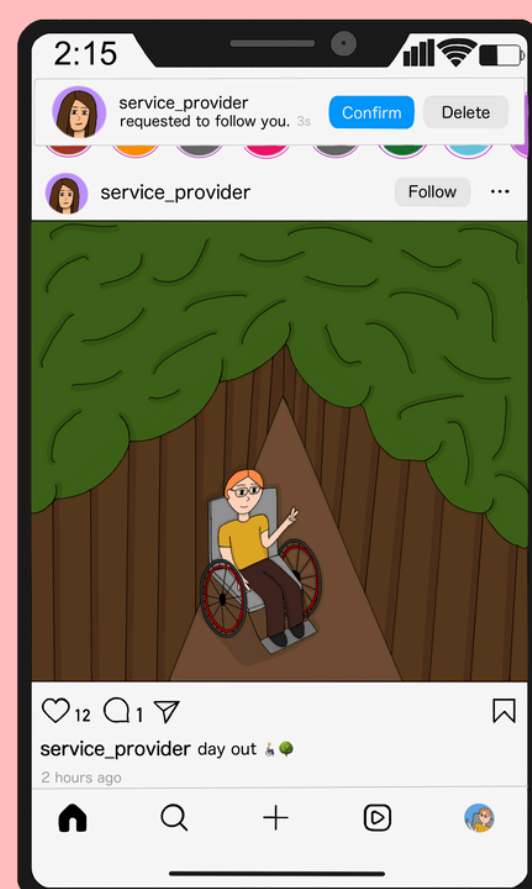
Using negative or deficit-based language – especially about you or other clients.



Unexpected or unexplained changes and cancellations, especially without notice. Not respecting your time, like regularly showing up late.



Thinks they know everything about your disability, making assumptions about you and your experiences, being uneducated about and disconnected from the disabled community and disability pride.



Wants to be friends outside of their support role, like on social media, or posting about you on their social media.

Wanting access to your private information, plan, or funds, and not understanding or respecting your boundaries.



Not being transparent or flexible in how they work with you, like not sharing complaint procedures or refusing to do trial sessions.

