

YOUR GUIDE TO CHOOSING THE RIGHT NDIS SERVICE PROVIDER

When you first start looking for an NDIS Service Provider it can be daunting; we understand that it can be difficult to make an assessment about the quality of the assessment process, reporting and therapy services provided over the phone or even on a first visit. To assist you in this process our team have developed a checklist with recommended questions for you to ask, record the answers and consider when making your decision.

? Ask

1. How long they have been an NDIS provider?
2. Ask about their team, some questions might be - Do they use student placements to deliver services? What is their staff turnover? What processes do they have in place to ensure you receive the same therapist all year?
3. How many years' experience does your team have working with people with a disability or autism? How many clients do you currently support? What is the ratio of children to adults that you support? Do **ALL** of you team have current Working with Children or Police Checks?
4. How much of my appointment time is face to face therapy time? So, of a 1-hour appointment how much time is spent in therapy and how much time is used for case notes?
If the entire hour is therapy time then do you get charged additional fees for case notes?
5. Is there is a waiting time to be able to access therapy services? If yes, how long?



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? Ask

6. Do you have a transdisciplinary team (so can I get all my therapy services from one team)? If the answer is no, then ask if you will be charged when their therapists are required to consult with therapists from other organisations, and how much?
7. Do they provide reports to NDIA documenting measurable goals and progress to support the next review? If yes, is there an additional charge?

👁️ Look

Team Professionalism

Was the phone answered or did you receive a call back within a reasonable timeframe, was the person friendly and helpful? During appointments are you greeted immediately, do appointments run to schedule and are questions you may have answered satisfactorily?

Company Website and other Marketing Materials

Does the website introduce you to the team of therapists you will be working with and provide you with an overview of their passion, commitment and qualifications?

Atmosphere

Do you get a professional but relaxed and welcoming feeling when you arrive for appointments? Do feel reassured, supported and informed by the therapists?

Over and Above

Does the team do anything which is over and above other service providers? For example, do they offer free meet and greets so you can get to know the therapists in person?

