

STRONG & CAPABLE

BLOG POSTS.

EASY-READ



The information on this page is called a **blog**.

A **blog** is information that is on the internet that includes the opinions and thoughts of a writer. Blogs are regularly updated when new things happen.



The blogs on this page are written in Easy Read.



When you read the word '**you**', it means the person reading the blog.



When you read the word '**NDIA**', it means the National Disability Insurance Agency.



When you read the word '**NDIS**', it means National Disability Insurance Scheme.



There might be some hard words in the blog. When you read a hard word for the first time, we will explain what it means.

You can access other versions of the blogs [here](#).

BLOG 2

HOW TO CHOOSE THE BEST NDIS SERVICE PROVIDER



This blog is written by Kym Mercer.

Kym works as a NDIS Support Coordinator.

A **Support Coordinator** is someone who knows a lot about the NDIS and they have skills to help people to have the best NDIS plan.

Kym is also a **Board** Member of the Strong & Capable Cooperative.

A **Board** is the group of people who lead an organisation.



The NDIS started in 2013.

Since then, many more **service providers** have become available for people with disability.

A **service provider** is a person or organisation that provides help and support to people with disability.

The number of **registered service providers** is about 20,000.

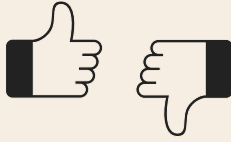




A **registered service provider** is one that must pass some tests set by the NDIA that are checked by a special person called an auditor.

This is about 18,000 more than before the NDIS started.

This is both a good and bad thing for people with disability.



The good thing is that people with disability have more choices of service providers.

The bad thing is that not all service providers are able to help people with disability in the way they say they will.



This means that sometimes people may not get a good service.

We have some tips to help you find the best service provider.

TIPS ON HOW TO FIND A SERVICE PROVIDER



1. Write down what you need

- Try to work out exactly what you want and what supports you might need
- Write down a list of questions that you want to ask the service provider
- This will help you to find out if the service provider is the best option for you.



2. Find out if you need help

- It can be hard to find the right service provider
- A Support Coordinator might be able to help you

A Support Coordinator is someone who knows a lot about the NDIS and they have the skills to help people to have the best NDIS plans.

- They can help you to find the right service provider
- They can help you to complete any forms or **service agreements**.

A **service agreement** is between you and the provider and says what you both agree to pay for from your NDIS budget.

You can read more about Support Coordinators [here](#).



3. Find out as much information as you can

- Look on the internet and read any reviews about the service provider you are interested in

A review is feedback that someone writes after they have received a service.

- You can also call the service provider or go to their office and talk to them
- Your family and friends can also help you to find out as much information as you can.



4. Find out if they are qualified for what you need

Qualified means to have the correct levels of skills and knowledge to provide a service.

- Find out if the service suits you and does what you want it to do.
- You can ask to talk to other people that have used the service and find out what they think
- If you manage your plan by yourself, you can choose to work with a registered or unregistered service provider.



5. Find out how much it will cost

- Check how much a service provider is asking you to pay
- When you pay for a service, it should meet your needs properly
- If something is very expensive it does not mean it is the best service
- Find out what other service providers charge their clients.



6. Is the service provider right for you?

- Service providers might be very good for some people but not good for other people
- Make sure that you feel happy and safe when talking to your service provider
- Make sure that they can answer all your questions
- Make sure they listen to you
- A service provider that is near to where you live and might be easier for you to get to
- Check that their office is accessible for you.

Before you start with a service provider it is important to have a **service agreement**.

Finding the right service provider does not have to be hard.

You can ask your support coordinator, or the NDIA for help.

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Strong & Capable can also provide you with help.
Contact us [here](#).