

Working With Providers

This blog has been written by Guy Turnbull. Guy has been engaged by Strong & Capable as an expert adviser on developing co-operatives. Guy also has 20 years of experience in starting up and running number of care and support providers in the UK and Australia, and therefore brings a unique perspective to how NDIS participants can work with providers in creative ways.

In my mind, decent providers and consumers of care and support both want the same things:

Safety and security

Quality

Value For Money

Continuity

Buying care isn't like going into a supermarket and choosing something to eat that night - or indeed to Bunnings to get some plants. The relationship between an NDIS participant and a provider needs to be much less transactional, and based more on mutual understanding. Despite the mantra of Consumer Led Choice and Control, it is often a mutually agreed service between consumer and provider that will support the NDIS participants to meet their goals, in a safe, effective and 'deliverable' manner.

Sometimes something the participant would like support with might impact on the health or safety of a support worker – enabling support to trim a hedge without the correct equipment, for example. All too often providers will say 'no', or outsource the job to a gardening contractor. The participant, who had been a keen and proud gardener is left feeling disempowered and depressed. What should occur is a dialogue between participant and provider where a solution can be mutually agreed upon – in this case family purchasing the right PPE, and a support worker being identified that shares a passion for gardening.

For this reason, Strong & Capable is working hard to support the development of a cluster of providers, where mutually beneficial relationships can be formed. We are seeking to create an open environment where our co-operative members can help both new consumer members and providers navigate and strike great relationships, and thus secure better outcomes.