



# Communicating with providers

April 2022

Easy Read version



**ndis**

[ndis.gov.au](https://www.ndis.gov.au)

# How to use this document



The National Disability Insurance Agency (NDIA) wrote this document. When you see the word 'we', it means the NDIA.



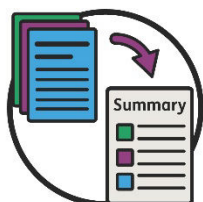
This document is written in an easy to read way. We use pictures to explain some ideas.

**Bold**  
Not bold

We have written some words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



This Easy Read document is a summary of a page of our website.



You can find this page on our website at [www.ndis.gov.au](http://www.ndis.gov.au)



You can ask for help to read this document. A friend, family member or support person may be able to help you.

# Communicating with providers

A **provider** supports people with disability.



A provider can be an:

- organisation
- individual.

When you choose your providers, you can choose:



- how you want to communicate



- what you might want to ask about



- when you might want to meet with them.



You can find more information about working with providers on our website.

[www.ndis.gov.au/participants/working-providers](http://www.ndis.gov.au/participants/working-providers)

## How to communicate with providers

You might want to communicate:



- in person
- on the phone
- on a video call
- by sending emails.



Your provider might have a website that explains the different ways they can communicate with you.



You should tell your provider how you would like to communicate with them.

You can always ask someone you trust to:



- help you communicate with your provider
- be there any time you contact your provider.

This could be a friend, family member or support person.

## What you might communicate about

You might communicate about:



- your goals
- how their services can help you work towards your goals
- who will support you.

You might also communicate about:



- how much their service costs
- how you will pay them
- if you can use your NDIS plan to pay for their service.



You can ask your provider to explain things you don't understand.

For example, a document like a service agreement.



Your provider might ask you personal questions to help them provide a service.

If you don't know why they need to know something, you can ask them to explain.



You should tell your provider if you need to change how your support works.

They might be able to change:

- how often they support you
- the day or time they support you.



You don't have to agree to a service straight away.

You can ask:

- for more information
- someone you trust first.



## When to contact providers



You can contact your provider any time you have a question or concern.



You don't have to agree to anything straight away.



You can always ask someone you trust before you:

- choose a provider
- choose a service or support
- sign a document.



If you want to find out about other providers before you decide, you can ask for help.

For example, you might ask to your Local Area Coordinator.



You can find more information about who you can ask on our website.

[www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan](http://www.ndis.gov.au/participants/using-your-plan/who-can-help-start-your-plan)



You can contact your provider if you have a problem.



You can contact the **NDIS Quality and Safeguards Commission (NDIS Commission)** if you don't:

- like the way your provider treats you
- feel safe with your provider.





The NDIS Commission makes sure people with disability who take part in the NDIS:

- are safe
- get good services.



You can contact the NDIS Commission:

- by calling 1800 035 544
- on their website at  
[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)



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## More information

For more information about this document,  
please contact us.



[www.ndis.gov.au](http://www.ndis.gov.au)



**1800 800 110**



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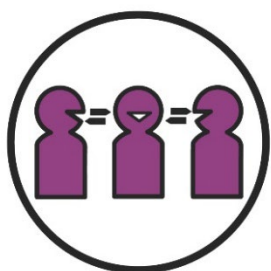
## Support to talk to us



You can talk to us online using our webchat feature at the top of our website.

[www.ndis.gov.au](http://www.ndis.gov.au)

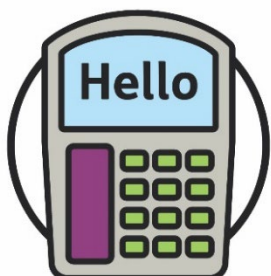
If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

**131 450**

If you have a speech or hearing impairment, you can call:



TTY

**1800 555 677**



Speak and Listen

**1800 555 727**



National Relay Service

**133 677**

[www.relayservice.gov.au](http://www.relayservice.gov.au)



[ndis.gov.au](https://www.ndis.gov.au)