

Tip sheet – your first meeting with a provider

Below are some things you may like to talk about with a new provider.

You may be able to find some information before your first meeting – you can look at [finding new providers or supports](#) and [provider wait lists](#) to help. You can use the [compare providers or equipment](#) tool to help you decide on a new provider.

You don't need answers for all these questions. They may help you to think about whether the provider, and the supports they provide, will be right for you. You can ask a new provider these questions to help you decide.

Provider details

Provider name: _____

Address: _____

Website: _____

Phone number: _____

Email: _____

Support: _____

How you found this provider: _____

- What experience does the person delivering the support have with your disability?

- How much will this support cost?
(If NDIA-managed or plan-managed, you can check this with the [NDIS Pricing Arrangements and Price Limits](#). If self-managed or plan-managed, how does this price compare to the NDIS Pricing Arrangements and Price Limits?)

- Are there other costs you need to know about, like travel costs or report writing costs?

- Can the provider work with you when you need them to?

- How can this support help you?

- What do you need to bring to each session? Where will the sessions be held?

- How often will the provider complete a review with you about whether the support is helping you?
Will the provider write a report on progress and outcomes? How often?

- Does the provider/individual therapist understand NDIS processes?
(for example, forms, reports, payment processes)

- If self-managed, how do you pay the provider? Do they send an invoice and receipt?

- If plan-managed, have you talked with your plan manager about what’s needed with a new provider?

- Is there anything else you want to know about the support?

- How can you change to a different support or stop the support when you don’t need it anymore?
What is the cancellation policy? How much notice do you need to give?

You may have other questions too. You may want to write them down, so you don’t forget to ask them.
