



Supporting My Rights | Participant | Communicating well with your service providers

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Today we are talking about communicating well with your service providers and support workers.

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This podcast is about knowing your rights, feeling heard, and getting the support that is right for you.

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To help me today I'm joined by Ben.

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Hi Ana, thanks for having me.

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Let's start with human rights.

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Did you know that you have rights when you use the NDIS services?

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Yes, I have the right to choose who supports me, to say yes or no for things and to get information in a way that I can understand exactly.

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You should be included in all decisions about your support.

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You don't have to just stay with one provider for everything.

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If a service provider says that you must use the same provider for all services, that is a conflict of interest and that is not OK.

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I didn't know that at first, but now I ask questions.

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If something doesn't feel right, that's really important.

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Let's talk about trust.

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What helps you trust support workers?

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I trust them when they show up on time, speak clearly, make me feel safe, include me in plans, and listen to me.

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Yes, good support workers do all of these things.

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What about planning or making decisions about your goals?

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How do you tell your support workers what you really need?

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I tell them my goals.

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If I'm not happy, I say something or ask a trusted person to help.

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A trusted person can be a family member, friend, carer, support worker, or someone else you trust.

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That's a great idea.

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If something doesn't feel right, it's OK to speak up.

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When things don't feel right, you might be confused, upset, or unsafe.

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That is absolutely not OK, and that is not your fault.

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For example, when that happened to me, I talked to my support worker.

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She helped me speak to this service provider.

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That is a good step.

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If something is wrong, you can talk to a support worker that you trust, a family member or a friend, your support coordinator, an advocate, or the service itself and ask for the manager.

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You can also contact the NDIS Quality and Safeguards Commission.

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You can call 1800035544 or go to www.ndiscommission.gov.au.

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It's good to know that I won't get in trouble for speaking up.

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Exactly.

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You have every way to feel safe and respected.

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Before we all finish up for the day, Ben, can you tell us on what good services feel like?

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It feels like being listened to, having choices, feeling in control, being respected.

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Thank you Ben, that's what everyone deserves and thank you for listening.

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For some tips or support, check out our links in the show notes.

4:00

What does good service looks like?

4:03

Giving feedback and making complaints conflicts of interests.

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You have rights and you honestly have great support and you really deserve it.

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Thank you for listening.