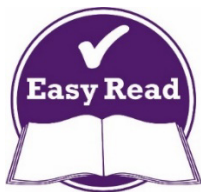




**NDIS Quality  
and Safeguards  
Commission**

# How to choose a specialist behaviour support provider

Easy Read fact sheet



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## How to use this fact sheet



The NDIS Quality and Safeguards Commission (NDIS Commission) wrote this fact sheet.

When you see the word 'we', it means the NDIS Commission.



We wrote this fact sheet in an easy to read way.

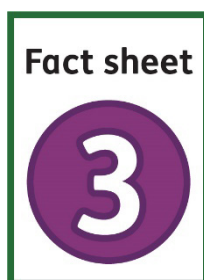
We use pictures to explain some ideas.

**Bold**  
Not bold

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

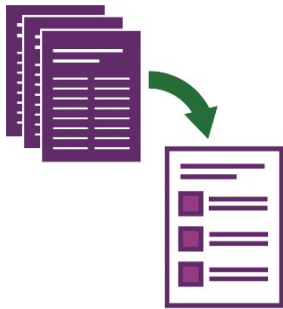
This means the letters are thicker and darker.

We explain what these words mean.



We wrote 5 fact sheets about behaviour support.

This is fact sheet 3.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important information.



You can find the other fact sheet on our website.

[www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices](http://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices)

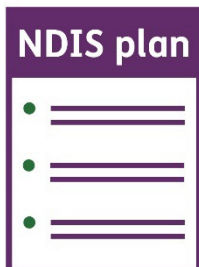


You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.

## Step 1. Check your NDIS plan

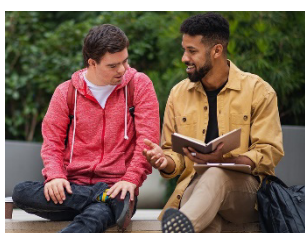
An **NDIS plan** is a document that includes information about:



- you and your goals
- what support you have now
- what support you need
- the **funding** the NDIS will give you.



NDIS funding is the money from your plan that pays for the supports and services you need.



Your NDIS plan will tell you how much funding you have for **positive behaviour support**.

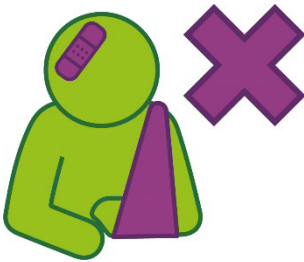


Positive behaviour support aims to help you live your best life.



Positive behaviour support helps people:

- understand your behaviour
- meet your needs
- provide the right support to you.



Positive behaviour support does not hurt you.



We also sometimes call it specialist behaviour support.



Funding for behaviour support is called 'Improved Relationships'.

It is in the 'Capacity Building' part of your NDIS plan.



You can use your funding to pay for a **behaviour support plan**.



A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



You can use your funding to train the people who support you to use your plan.



If you don't have funding for behaviour support, you may need to talk to the NDIA.

You can call them.

**1800 800 110**



You can also talk to the person who helped you write your NDIS plan.

For example, your local area coordinator.



The NDIA wrote an Easy Read version of a booklet about how to use your NDIS plan.

You can find it on the NDIS website.

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



## Step 2. Find a specialist behaviour support provider



**Specialist behaviour support providers** are people or services that deliver positive behaviour support.

We also call them behaviour support providers.



Behaviour support providers must be **registered** with us to provide behaviour support.

This means we have checked them.



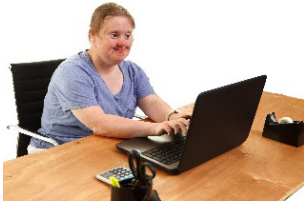
This helps to make sure they provide good and safe services.



You can search for behaviour support providers on the NDIS website.

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





You can find and read reviews on the internet.

You can also talk to:



- family and friends



- other people who help you.

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## Step 3. Ask questions to find out if they can meet your needs



You can ask behaviour support providers if they are registered to provide behaviour support to **participants**.

Participants are people with disability who take part in the NDIS.



You can ask how they provide their services.



You can also ask about their experience.

## Step 4. Make a service agreement

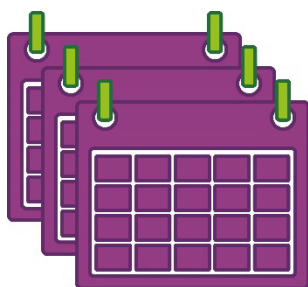


When you choose a behaviour support provider, they will make a **service agreement** with you.



A service agreement is a document that explains what you and your provider have agreed to.

The service agreement should also include:



- how long supports will go for



- how you can change or end supports



- what happens if you do not agree with something.



You might need to sign another document.

It says it is okay for the provider to share information with other people that support you.

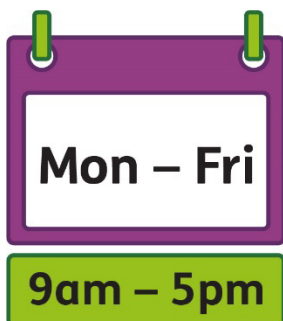


You can find more information about service agreements on the NDIS website.

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

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## Contact us



You can call us from 9am to 5pm,  
Monday to Friday.

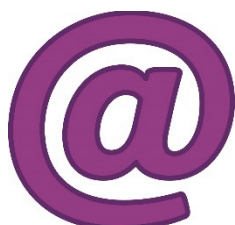


If you live in the Northern Territory, you can  
call us from 9am to 4.30pm.



You can call us.

**1800 035 544**



You can send us an email.

**[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**



You can write to us.

NDIS Quality and Safeguards Commission

PO Box 210

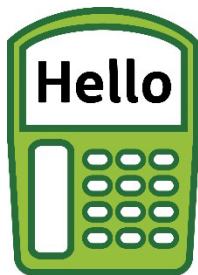
Penrith

NSW 2750



You can go to our website.

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



TTY

**133 677**



The National Relay Service

Speak and Listen

**1300 555 727**

SMS relay number

**0423 677 767**



Internet relay calls

[internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au)



You can follow us on LinkedIn.

[au.linkedin.com/company/ndiscommission](https://au.linkedin.com/company/ndiscommission)



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