



CONVERSATION WORKBOOK / 01

Your first conversation

Start with what matters to you. You can leave any question for later.

- ☐ Think of one everyday thing you would like to be easier.
- ☐ Notice what is already working and which strengths you want to build on.
- ☐ Choose two or three questions you would like to ask us.
- ☐ Consider who you would like to join the conversation, if anyone.
- ☐ Say which communication method, language or access arrangements work for you.
- ☐ If you have a plan, check its dates and whether support coordination is included.
- ☐ Ask about our availability, service scope, provider arrangements and any fees.
- ☐ Decide what information you are comfortable sharing and how it will be shared.

My questions or next step

Keep these notes private. Agree how to share any documents before sending them.
General conversation prompts. Your own plan and circumstances guide decisions.



CONVERSATION WORKBOOK / 02

Before choosing a provider

Use the same questions with each provider so you can compare answers in your own time.

- ☐ Ask how the service would help with your own goals.
- ☐ Check who would work with you, their relevant skills and any required checks.
- ☐ Ask when they could start, where they work and what happens during a wait.
- ☐ Request the full cost, including any travel, report-writing and cancellation charges.
- ☐ Discuss communication, access needs and whether a different worker is possible.
- ☐ Read the service agreement, including changes, notice periods and how to end services.
- ☐ Ask about any business connections or financial interests behind a recommendation.
- ☐ Check how to give feedback or raise a concern.

My questions or next step

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CONVERSATION WORKBOOK / 03

When your supports change

A short timeline can make a conversation clearer. Speak with your NDIS contact about plan decisions.

- ☐ Describe what has changed and when it started.
- ☐ Note the effect on everyday life and on the supports you currently receive.
- ☐ Separate urgent gaps in support from changes you can plan ahead for.
- ☐ Check your current plan and funding periods with your NDIS contact or plan manager.
- ☐ Ask what evidence is relevant; keep reports for an agreed secure exchange.
- ☐ If changing providers, check notice terms and agree a handover before supports end.
- ☐ Agree who will take each next step and when you will check progress.

My questions or next step

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CONVERSATION WORKBOOK / 04

For parents and carers

Keep your child's voice, strengths and everyday life at the centre of the discussion.

- ☐ Think about what your child enjoys and how they show their preferences.
- ☐ Describe a typical day and the situations where support could make a difference.
- ☐ Note what helps your child feel comfortable, communicate and take part.
- ☐ Consider how to involve your child in a way that works for them.
- ☐ List questions for your child's health, education or early childhood professionals.
- ☐ Think ahead to changes such as starting school, a new routine or a new provider.
- ☐ Include your own communication needs and what would make coordination easier for your family.

My questions or next step

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