



Supporting people with disability from diverse backgrounds when accessing and using NDIS services

Always...

- explain the consumer's rights and how your service values and supports those rights
- find out more about the consumer's background including culture, religion and how they identify
- offer an interpreter and bilingual worker
- treat people with disability, family member, friend or support person, with respect, fairness and empathy
- ask what support a consumer might need to better understand the NDIS process and how they can be more involved
- ask what the consumer's goals are, current formal and informal supports, how they might need further assistance, and listen to their feedback
- use a person-centred approach during intake, plan development and review, and service delivery- remember that person-centred within a cultural context may mean involving family members or chosen support person in decision-making
- explain how the consumer's individual support plan works including how to use the approved funds
- simplify policies and procedures and the whole service delivery process
- help with finding the right support for those services you are unable to provide
- regularly check in and listen to their feedback



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