

Questions for a support provider

Make space for clear answers before you agree to support.

Use the sections that help. Write, draw or complete this with someone you choose.

01 The support I am looking for

What matters to me, where and when I need support.

02 People and continuity

Who would support me? How are workers matched? What happens if someone is away?

03 Access, communication and choice

How will you meet my communication, cultural and access needs? How can I change something?

Use alongside the provider's written information and your own advice. Ask for any unclear terms to be explained.

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04 Costs and agreement

What is charged, including travel and cancellations? What notice applies if I leave?

05 Quality and concerns

How do I raise a concern? Who follows up? Where can I verify your registration, if relevant?

06 Answers, unanswered questions and my next step

Take time to compare what matters to you. Record what you want in writing.

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