



Choosing A Disability Support Provider

Questions every participant and family should feel empowered to ask.

Why This Matters

Choosing a disability provider is not just about availability. The right support team can impact safety, wellbeing, confidence, emotional regulation, independence and quality of life. Participants deserve support that feels respectful, stable and genuinely person-centred.

Questions To Ask A Provider

- How do you match support workers to participants?
- What experience do your staff have with trauma, autism, mental health or behaviours of concern?
- How do you handle complaints or concerns?
- What happens if a support worker is unavailable?
- Do participants have choice and control over supports?
- How do you communicate with families and allied health teams?
- How do you ensure staff are properly trained and supervised?

Green Flags To Look For

Clear communication, realistic promises, respectful boundaries, consistent staffing, transparent billing practices and services willing to collaborate with allied health and families are all strong indicators of healthy service delivery.

Red Flags To Be Cautious Of

Providers who overpromise, avoid documentation, frequently change staff, dismiss participant concerns or focus only on billable hours rather than outcomes can create instability and risk for participants.

Among The Gumtrees – Disability Services
Come as you are. We'll walk beside you.
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