

A Guide for Supporting Families to Access PBS



Guide families to make informed, values-based choices when selecting a behaviour support service.

1 Clarify what matters most.

- What is most important to your family when choosing a support service?*
- What type of practitioner is a good fit for you?*
- What approaches or values would not feel right?*
- How would you prefer to work with professionals? (e.g. hand-on coaching, written plans, visuals supports?)*

2 Explore service fit

- What kind of support model works best for your schedule and routines?*
- Does this provider's communication style feel supportive and easy to understand?*
- Are their services flexible and responsive to your family's changing needs?*
- Are their fees and billing arrangements transparent and manageable?*

3 Ask about practice and quality

- Are the practitioners registered Behaviour Support Practitioners with the NDIS Commission?*
- Do they receive regular supervision or mentoring?*
- How do they measure outcomes and share progress?*
- How do they make sure their approach is neuroaffirming and person-centred?*

Notes:

