

## How do I choose the right ECI Provider for my family?

*Now that you have your child's NDIS Plan including ECI funding, you can meet with providers and make choices about which provider you will use.*

Your NDIA contact (Regional Support Officer/Local Area Coordinator) will provide you with a list and discuss the available providers with you. If needed, they can assist you to make contact with the providers you are interested in.

You may have already chosen the provider you wish to use or there may be someone you have worked with previously who you would like to continue supporting you and your child. Your NDIA contact will go over the NDIS documents (including a copy of the NDIS plan) that you can give to the ECI support you have chosen.

A list of registered providers is on the NDIS website with details of the supports they are registered to provide. This list is added to as new providers are registered. It is worthwhile reviewing the registration list periodically to check what new providers may be available.

*When deciding if the ECI Provider is suitable for your child and your family, the following questions could be helpful to ask:*

- What are your service's values and philosophies around supporting children with disability and developmental delays?
- How would the services offered support my child?
- How would your service work in partnership with our family?
- Can parents or other family members be involved with the services delivered?
- Are there any fees charged for your services? Are these clearly outlined in the Service Agreement together with our responsibility and the provider's responsibility?
- How long will our family have to wait before accessing your services?
- How do you let us know that we are moving up your waitlist?
- What type of qualifications and experience do the staff have?
- How will you work with other members of the ECI team to assist in coordinating support for my child and our family when necessary?
- How does your service encourage positive behaviour in children?
- Do you have material about your service I could take home with me?