

**These tips are provided as helpful practical ideas to use where they are relevant to your situation and should be used in conjunction with relevant guidelines e.g. NDIS**

1. Keep a record of everything - who and what, meetings you have, photocopy forms etc. An exercise book for notes and a 2-ring folder is all you need.
2. Have clear goals for what you need and for what you want at each step.
3. Better still – develop an overall (holistic) person-centred plan - this will provide clear direction, realistic goals and strategies.
4. Know your rights and your responsibilities for each 'area'.
5. Be familiar with both the 'internal' complaints processes within a service and with the relevant 'external' complaint avenues e.g. Disability Services Commissioner or NDIS Quality and Safeguards Commission.
6. Do your research of guidelines, precedents etc. Note - there are always corresponding set of guidelines and policies for each 'area'.
7. Always attack (focus) on the problem and not the people.
8. Keep an open mind – there are many roads to the same destination, including to the outcome you want.
9. Get support when you need it, like from a trusted worker, advocate or from a peak group.
10. Find allies in the system to work with and make sure that you respect and value them.

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This **NDIS Tip Sheet** is a resource developed by the VALID Family Team. Information contact Christine Scott [christine@valid.org.au](mailto:christine@valid.org.au)

130 Cremorne Street, Richmond VIC 3121

Ph: (03) 9416 4003

[www.valid.org.au](http://www.valid.org.au)