

5 questions to ask before an NDIS support worker starts

A short, practical checklist to take into your first conversation with any provider — drawn from our guide on what an NDIS support worker actually does.

1

What will a typical visit actually involve?

Ask for specifics — personal care, help around the home, getting out and about — rather than a general description of "support."

2

Will I have the same worker each time, and what happens if they're away?

Continuity matters enormously once personal care is involved — ask for the actual process, not just a reassurance.

3

What training and checks do you hold — including an NDIS Worker Screening Check?

Every worker delivering NDIS supports is bound by the NDIS Code of Conduct. Asking about screening is a perfectly ordinary question.

4

What's outside what you can help with, and who do I ask instead?

A good support worker will tell you honestly when something needs a nurse, a therapist or a support coordinator instead.

5

What happens if the two of us aren't a good fit?

Asking for a different worker is normal, not an inconvenience you're causing — a decent provider has a straightforward process for it.