



Parent Guide: Choosing the Right Support Worker

For Families of Children & Young People with Disability

Choosing a support worker for your child is one of the most important decisions you will make in your NDIS journey. The right worker can build your child's confidence, skills, and sense of belonging. The wrong match can set progress back. This guide will help you ask the right questions, identify warning signs, and advocate for the consistency and quality your child deserves.

1. Questions to Ask Before Engaging a Support Worker

Experience & Qualifications

- What experience do you have working with children who have similar support needs or diagnoses?
- Do you hold a current **NDIS Worker Screening Check** and a **Working with Children Check (Blue Card)** in Queensland?
- What formal qualifications do you hold — e.g. Certificate III or IV in Individual Support, Disability, or Child, Youth and Family Intervention?
- Have you completed **NDIS Worker Orientation Module** training?

Communication & Collaboration

- How do you communicate with families about what happened during a shift — and how often?
- How do you liaise with teachers, therapists, or other professionals involved in my child's care?
- How do you handle situations where a child is upset, non-verbal, or struggling to communicate?

Approach & Values

- How do you support a child to follow their routines, behaviour support plans, and therapy goals?
- What does 'person-centred support' mean to you in practice — especially with a child?
- How do you approach sensory sensitivities, meltdowns, or unexpected changes in routine?
- Are you comfortable supporting cultural practices, dietary requirements, or religious observances?

2. Red Flags — What to Watch For

Trust your instincts. If something feels wrong, it is worth investigating. The following are clear indicators that a working relationship may not be safe or appropriate for your child:

- **Unreliable attendance** — repeated lateness, last-minute cancellations, or no-shows without adequate notice.
- **Poor communication** — failing to update you after shifts, not reading handover notes, or dismissing your input.
- **Dismissive language** — making light of your child's disability, minimising their needs, or using inappropriate terminology.
- **Ignoring plans** — not following your child's Behaviour Support Plan, therapy recommendations, or safety protocols.
- **Overstepping boundaries** — sharing photos or information about your child on personal social media without consent.
- **Resistance to feedback** — becoming defensive or dismissive when you raise concerns.
- **Outdated screening** — unable to provide current NDIS Worker Screening Check or Blue Card details.

Important: If you have immediate concerns about the safety of your child, contact Havenridge Care on 0447 854 645. You can also report concerns about an NDIS worker to the NDIS Quality and Safeguards Commission on 1800 035 544.

3. Why Consistency Matters

Children with disability — particularly those with autism, intellectual disability, or trauma histories — thrive on predictability. Consistent workers reduce anxiety, build genuine trust, and allow children to focus on learning and growing rather than adjusting to unfamiliar faces.

- Aim for the **same 1–2 workers** across your child's weekly schedule wherever possible.
- When a worker change is necessary, plan a **gradual handover** with time for introduction and overlap.
- Use a **Communication Book or digital handover tool** to maintain continuity between workers and family.
- Share a **'Getting to Know Me'** document with every new worker covering your child's likes, dislikes, triggers, and strengths.

Tip: Havenridge Care prioritises stable worker matching. We work hard to minimise worker changes and always consult families before making any adjustments to your child's regular team.

4. Personality, Culture & Fit

Beyond qualifications and experience, the personal fit between your child and their worker matters enormously. The best support feels natural, respectful, and genuinely connected.

Language	Does your family speak a language other than English at home? A worker who shares your language can significantly improve communication and trust.
Shared Interests	A worker who shares your child's interests — sport, music, animals, gaming — can make support feel fun rather than clinical.
Cultural Sensitivity	Your child's cultural background should be respected in all aspects of support, from food preferences to family customs.
Personality Match	Some children thrive with calm, quiet workers; others do better with high energy and playful engagement. Both are valid — know your child.

Tip: You always have the right to request a different worker if the match isn't working. A good provider will take that feedback seriously and work with you to find a better fit — without question.