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choosing
the right
support
provider

choosing an organisation that can deliver the services you need.

Did you know that with an Individual Support Package (or Futures for Young Adults Package) you can choose the provider you want to support you. You can even choose to split your funding package across two or more providers.

There are many Registered Disability Support Providers in Victoria. You can find a full list from the Victorian Department of Human Services website and there is also a list of those providers who will work in the Barwon Region as part of the National Disability Insurance Scheme that you can find on the DisabilityCare Australia website.

For the first time, this scorecard gives you a way to decide which organisation will deliver your supports. This tool will help you choose between organisations. Before you choose an organisation, there are a range of factors that you may want to consider. The factors are listed on the back cover. Detailed instructions for using the scorecard are included below.

In order to use this tool, you will need to have information about each organisation that you are considering. You can obtain this information by visiting the organisation, searching online, and talking to other people. You can take this scorecard with you when you visit the organisation to help you gather information. It may also give you an idea of the sort of questions to ask the organisation.

When you use the scorecard, you will need to make sure that you compare organisations across the same services (for example, compare Organisation A offering personal care to Organisation B offering personal care).

instructions for using the scorecard

Step 1   Write the name of the organisation at the top of the first *Score* column.

Step 2.   Choose the five factors that are most important to you. You can add up to three of your own factors too. You can choose fewer or more than 5 factors if you want, but you will need to adjust your ranking (refer to Step 3).

Step 3.   In the *Rank* column, number the factors you have chosen from 1 to 5. **Start with a score of 5 for the most important factor** and then work your way down to a score of 1. This process is called ranking. If you have chosen fewer or more factors, you will need to adjust your ranking. For example, if you choose three factors, you should rank from 3 to 1 where 3 is the most important factor.

Step 4.   Rate how the organisation seems to perform on each of the factors.
Circle a rating from 1 to 3. A rating of 3 is Good, 2 is OK, and 1 is Poor.

Step 5.   For each factor, multiply the rank by the rating. Insert the result in the *Score* column.

Step 6.   Add all of the values to give you a total score for the organisation.
Insert this at the bottom of the column.

Step 7.   In the second results column, insert the name of the next organisation you are considering at the top and repeat steps 4 to 6 on the factors you have already selected.

Step 8.   Use an additional sheet if you are considering more than two organisations. Once you have completed the process for every organisation you are considering, compare the total scores calculated. The organisation with the highest score is the one that best meets the majority of your requirements and may be your best choice.

Rank	Factor	Rating			Score (Rank x Rating)	Score (Rank x Rating)
		Poor 1	OK 2	Good 3	Organisation name	Organisation name ....
....	Person-centred	1	2	3	....	....
....	Service philosophy and practice	1	2	3	....	....
....	Quality staff	1	2	3	....	....
....	Location	1	2	3	....	....
....	Accessibility	1	2	3	....	....
....	Cost	1	2	3	....	....
....	Reputation	1	2	3	....	....
....	Accreditation	1	2	3	....	....
....	Other factor (a)w	1	2	3	....	....
....	Other factor (b)w	1	2	3	....	....
....	Other factor (c)w	1	2	3	....	....
Total Score for the Organisation					....	....

factors to consider

Person-centred. *Think about:*

Is the organisation individualised?

Will the organisation consider your needs and aspirations?

Will the organisation provide you with choice?

Does the organisation have the flexibility to change as your needs change?

Will the organisation provide you with opportunities for personal growth?

Does the organisation have good links to the community and other organisations?

Is the organisation willing to link you to other organisations?

Will the organisation provide you with the support to achieve your goals and aspirations?

Service philosophy and practice. *Think about:*

Is the organisation's Vision and Mission in line with your beliefs?

What are the organisation's day-to-day practices?

Is the organisation open and honest about the services it can and cannot provide?

Does the organisation involve all stakeholders (e.g., family members) in the work it does?

Does the organisation communicate regularly with people? How does it communicate?

Can you contact someone easily when you want to?

What are your first impressions? (e.g. are staff welcoming and respectful, do other clients appear happy and engaged?)

Quality staff. *Think about:*

Do staff have the training, skill, knowledge, and values that you require?

Are staff respectful and empowering?

Do staff understand disability?

Location. *Think about:*

Is the organisation close to home?

Will the organisation be able to support me in my local area?

Is the organisation easy to get to?

Is the organisation accessible via public transport?

Is parking available?

Accessibility. *Think about:*

Is the organisation physically accessible (e.g., wheelchair access, ramps)?

Does the organisation have the modifications that you need?

Cost. *Think about:*

Can you afford the service?

Do you get the service you need for the cost?

Reputation. *Think about:*

What do other people say about the organisation?

Can you find testimonials from current and past clients?

Accreditation. *Think about:*

Is the organisation accredited?

How has the organisation performed against the industry standards?

Does the organisation have a process to monitor ongoing performance?

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