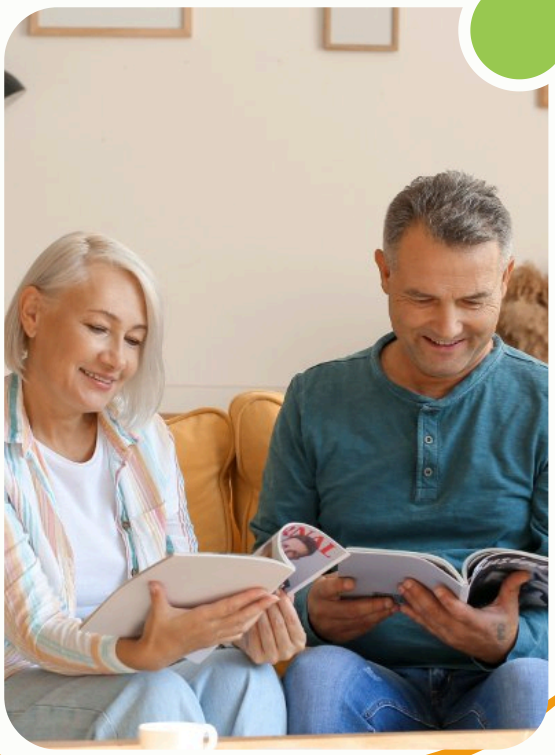
United Health Professionals

Before someone helps with showering, ask these ten questions.

A guide for families

A plain-English checklist for families arranging personal care at home for an adult on the NDIS. Ask every provider the same questions, then compare the answers side by side.



1. Before you start
2. The ten questions, and what a good answer sounds like
3. Warning signs, and a scorecard for three providers
4. About us, and how to reach us

The right provider is happy to be asked anything.

United Health Professionals
Registered NDIS provider
0416 851 984

Before you start

1 Twenty minutes on the phone now saves months of worry.

Personal care is close, everyday help: showering, dressing, the toilet, getting in and out of bed. The person who does it will be inside the home, often early in the morning, several times a week.

Most families choose a provider on the first friendly phone call. These questions help you look past the friendly part, to how the support will actually work on an ordinary Tuesday. Ask every provider the same ten questions, write down what they say, then tick the scorecard near the end.

Have this ready before you call.

- [ ] The NDIS plan, or its list of funded supports
- [ ] The days and times you need help
- [ ] Preferences: worker gender, language, pets
- [ ] How the plan is managed: self, plan or NDIA
- [ ] What help is needed, task by task
- [ ] Any equipment, such as a hoist or shower chair

1 Are you registered with the NDIS Commission, and can I check that myself?

Why it matters

Registered providers are audited against the NDIS Practice Standards. If the plan is NDIA-managed, you can only use a registered provider. Anyone can look a provider up on the NDIS Commission's provider register.

A good answer sounds like

"Yes. Search our name on the Commission's register. Here's our ABN."

Their answer

2 Who will actually come, and can we choose a female or male worker?

Why it matters

Showering and dressing are private. Many people feel safer with a worker of a particular gender, and it's a reasonable thing to ask for. Ask before the first shift is booked, not after.

A good answer sounds like

"You choose. Tell us now and we'll only send workers who fit."

Their answer

3 Will it be the same worker most weeks?

Why it matters

A familiar face learns the routine, notices when something is off, and means less explaining every morning. Ask how many different workers a typical person sees in a month.

A good answer sounds like

"A small regular team, and we'll introduce anyone new before they come."

Their answer

4 What happens when our regular worker is sick?

Why it matters

This is where many arrangements fall over. Ask who covers the shift, whether they'll know the routine, and whether you'll hear about the change before the shift or after it.

A good answer sounds like

"We call you first, send someone who's been briefed, and you can say no."

Their answer

5 What checks and training do your workers have?

Why it matters

Registered providers must make sure workers in risk-assessed roles hold an NDIS Worker Screening clearance. For personal care, also ask about first aid, manual handling (safe lifting and transfers) and medication training.

A good answer sounds like

"Every worker has a screening check, first aid and manual handling. Here's the full list."

Their answer

6 Will someone meet us before the first shift?

Why it matters

A visit before support starts is the time to explain how they like things done, the bathroom set-up, any equipment, and what to avoid. It's much harder to explain at 7am on day one.

A good answer sounds like

"Yes. We visit first, with you there, and write the routine down for every worker."

Their answer

7 How will we know how each shift went?

Why it matters

If you don't live with the person, or you're at work, you shouldn't have to ring around to find out. Ask what gets written down after each shift, and whether family can see it (with the person's consent).

A good answer sounds like

"You get a short note after every shift: what we did and anything to know."

Their answer

8 Who do I call when something's wrong, and when will they answer?

Why it matters

A missed shift at 7am needs a person, not a voicemail. Ask for one number, the hours it's answered, and how quickly they call back.

A good answer sounds like

"This number, these hours, and we call back within a set time."

Their answer

9 Will I see every price in writing before anything starts?

Why it matters

Your service agreement should list each support, its price, and any travel or cancellation charges. The NDIS sets price limits for many supports. Ask what counts as a short-notice cancellation, and what it costs.

A good answer sounds like

"It's all in the service agreement. Nothing starts until you've agreed to it."

Their answer

10 How do we change, stop or make a complaint?

Why it matters

You can change providers. Ask how much notice they need and who handles complaints. If a complaint isn't sorted out with the provider, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544.

A good answer sounds like

"Here's our notice period. Raising a complaint will never affect your support."

Their answer

Think twice if a provider...

Pushes you to sign on the first call. A good provider gives you time to compare.

Can't say who will come, or when. "We'll sort it out" isn't a plan.

Leaves prices for later. Every price belongs in the service agreement first.

Says the NDIS will pay for anything. Only supports in the person's plan can be paid from it.

Asks for your myGov or NDIS portal password. Never share it with a provider.

Offers gifts or cash for signing up. New NDIS laws ban this from late November 2026.

You can change your mind.

If support isn't working, you can move to another provider. Your service agreement explains how much notice to give. Keep this checklist and use it again.

Questions I still want to ask

Compare up to three providers.

	Tick when the answer was good	Provider A	Provider B	Provider C
	Name and phone			
1	Registered, and I checked the register	☐	☐	☐
2	We can choose a female or male worker	☐	☐	☐
3	The same worker or small team most weeks	☐	☐	☐
4	A clear plan for sick days, told before the shift	☐	☐	☐
5	Screening check, first aid, manual handling	☐	☐	☐
6	A visit before the first shift	☐	☐	☐
7	An update after every shift	☐	☐	☐
8	One number, with hours and a call-back time	☐	☐	☐
9	Every price in writing first	☐	☐	☐
10	Clear notice period and complaints process	☐	☐	☐
	Total out of 10			

United Health Professionals

Personal care at home, including complex care.

We support adults at home in Melton, Caroline Springs, St Albans, Sunshine and Deer Park. Ask us every question in this guide. We'd rather you compare.



Personal care

Showering, dressing, grooming and toileting, at home and on your schedule.

Complex care

Talk to us about PEG feeding, catheter care, bowel care or seizure support.

Household tasks

Cleaning, laundry and meals, alongside personal care.

Registered NDIS provider

Check us on the NDIS Commission's provider register.

ABN 69 649 956 776

United Health Professionals Pty Ltd.

Your plan, your say

Support can be paid from your NDIS funding if it's included in your plan.

How to start

1

Call us

Tell us who the support is for, what's needed and where.

2

Talk it through

We go through the plan, the routine and what matters to the person.

3

Meet us

At home or wherever suits, with family there if you'd like.

4

Sign when ready

A service agreement with every support and price, before anything starts.

Ready to ask us the questions?

Call us and ask anything on this list.

Call 0416 851 984

info.unitedhealthprofessionals@gmail.com

This guide is general information, not advice about a particular plan. Always follow the person's own support plan and their health practitioner's instructions.