

A FREE GUIDE FOR PERTH FAMILIES

The Perth Family's Guide to Arranging Support

A plain-English, no-jargon guide to finding, choosing and arranging in-home, community and disability support across the Perth metropolitan area — whether you're self-funding, on the NDIS, or supporting an older loved one.

Free to read, print & share



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Before you begin

Arranging support for yourself or someone you love can feel overwhelming — there's unfamiliar language, funding rules, and the very personal question of who you'll trust in your home and your routine. This guide breaks it into clear steps.

It's written for Perth families and doesn't assume you know anything about the system. You can read it start to finish, or jump to the part you need. Nothing here is a sales pitch — it's the information we wish every family had at the start. The last two pages are checklists you can print and take into meetings.

A quick note. This guide is general information, not legal, medical or financial advice, and details like funding rules can change — always check current specifics with the official sources listed on the resources page.

What's inside

- 1 **Understanding support**— what a support worker does (and doesn't)
 - 2 **Your three main options**— independent, agency or platform
 - 3 **How support is funded**— NDIS, private and aged care, in plain English
 - 4 **Choosing someone you trust**— the questions that matter
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1 Understanding support

"Support" covers a wide range of everyday help that lets someone live more independently and stay connected to their community. A good support worker shapes what they do around the person — their goals, routines and preferences — rather than a fixed checklist.

What support commonly includes

- **In-home help** — light domestic tasks, meal preparation, organising the home, help with everyday routines.
- **Daily living** — support building skills and confidence with the tasks of daily life.
- **Community access** — getting out safely: appointments, shopping, activities, social outings, staying involved.
- **Social support & companionship** — conversation, company and connection, which matter enormously for wellbeing.
- **Respite** — giving family carers a reliable break, knowing their person is in good hands.

What to be clear about

Some support is **clinical or personal care** — things like medication management, or intimate personal care — and should only be provided where the right qualifications, training and arrangements are in place. When you speak to any worker or provider, ask plainly what they do and don't offer, so expectations are clear from day one.

Tip. Write down the specific tasks you actually need help with before you start calling around. It makes every conversation faster and helps you compare people fairly.

2 Your three main options

There's no single "right" way to arrange support — it depends on what matters most to you: consistency, flexibility, cost, or having an organisation handle the admin. Here's how the three common routes compare.

Option	How it works	Best when...
Independent support worker	You arrange support directly with one self-employed person. You see the same familiar face and communicate with them directly.	You value consistency, a personal relationship, and flexibility shaped around your life.
Agency / provider	An organisation employs a pool of workers and assigns whoever is available for each shift.	You need a lot of hours, many support types, or 24/7 cover one person can't provide.
Online platform	A website (e.g. Mable, Kynd, Careseekers) lets you browse independent workers, message them and arrange support, with admin/insurance handled through the platform.	You want choice and to self-manage, with some built-in structure and payment handling.

The main trade-off is usually **consistency and flexibility** (independent) versus **scale and coverage** (agency). Platforms sit in between. Many families end up mixing — for example, an independent worker for regular one-to-one support, plus an agency for overnight cover.

3 How support is funded

How you pay shapes your options, so it's worth understanding early. In plain English:

If you're an NDIS participant

How your plan is *managed* affects who you can hire:

Plan management	What it means for choosing support
Self-managed	You have the most freedom — you can choose almost any worker or provider, registered or not, and manage payments yourself (with some record-keeping).
Plan-managed	A plan manager pays your invoices for you. You can still use unregistered independent workers — a popular, flexible middle ground.
NDIA-managed (agency-managed)	You must use NDIS- <i>registered</i> providers only, which narrows the field.

Good to know. If you're self- or plan-managed, you're free to choose an independent support worker — you're not limited to registered agencies. Not sure how your plan is managed? It's stated on your plan, or your plan manager / support coordinator can tell you.

If you're funding it yourself (private)

You can arrange whatever support you like, directly. Ask about the hourly rate, whether there are minimum shift lengths, travel costs, and rates for weekends or public holidays, so there are no surprises.

If it's for an older person (aged care)

Support for older Australians is usually arranged through the aged care system rather than the NDIS. Start with **My Aged Care** (see resources) to understand assessments and funding like home care packages. You can also simply pay privately for in-home support at any time.

4 Choosing someone you trust

You're inviting someone into your routine, and often your home. Beyond a list of tasks, you're looking for the right *fit* — someone reliable, respectful, and easy to communicate with. Trust your instincts from the very first conversation; how someone communicates early on usually tells you a lot.

Questions worth asking

- How much experience do you have, and with situations like ours?
- Will it be the **same person** each time? (Consistency builds trust and saves re-explaining.)
- What support do you **and don't you** provide?
- Which areas / suburbs of Perth do you cover?
- How do you handle communication, changes and cancellations?
- Are you insured? Do you hold a current **NDIS Worker Screening Check** and **Working with Children Check** (if relevant)?
- Can you provide references, or point me to reviews?
- What are your rates, and how does payment / invoicing work with my funding?

Tip. Ask the same core questions to everyone you speak to — it makes comparing people much easier, and a good worker will happily answer all of them.

5 The first meeting

Before support starts, most workers will happily have an initial chat — in person or by phone. It's a no-pressure chance for both of you to see if it's a good fit. Treat it as a conversation, not an interview.

What to cover

- The **specific help** you're looking for, and your goals or priorities.
- Routines, preferences and anything important about the person being supported.
- Days, times and how often; how you'll stay in touch.
- Rates, payment and how it works with your funding.
- How you'll both handle changes, feedback, or if it's not working out.

It's completely normal to meet a couple of people before deciding — and completely fine to say "thank you, I'll think about it." A good worker will never pressure you.

6 Safety & peace of mind

A little due diligence upfront gives you confidence later. Whoever you choose, it's reasonable to expect:

- **Relevant checks** — an NDIS Worker Screening Check (for disability support) and a Working with Children Check where children are involved. It's okay to ask to see them.
- **Insurance** — independent workers should carry their own; platforms and agencies usually cover this. Confirm it.
- **A simple written agreement** — even a short one setting out services, rates, hours and cancellation terms protects everyone.
- **Clear records** — invoices and notes, especially if you're plan- or self-managing NDIS funds.

Gentle red flags

- Reluctance to provide checks, insurance details or references.
- Pressure to commit quickly, or to pay large amounts upfront in cash.
- Vague answers about what they will and won't do.
- Poor or unreliable communication before you've even started.

Remember. You're allowed to be choosy. This is your home and your wellbeing — the right person will understand completely.

7 Local Perth & WA resources

Trusted places to get information and help. Details were checked at the time of writing — it's always worth confirming current specifics directly.

NDIS

The national scheme — eligibility, plans and the provider finder.

1800 800 110

[ndis.gov.au](https://www.ndis.gov.au)

My Aged Care

The starting point for support for older Australians — assessments and home care.

1800 200 422

Mon–Fri 8am–8pm, Sat 10am–2pm

myagedcare.gov.au

Carer Gateway

Free national service for family & friend carers — counselling, respite, practical help.

1800 422 737

carergateway.gov.au

Kiind

WA-based; helps families navigate the world of disability, with local information.

kiind.com.au

Carers WA

WA's peak body for family carers; delivers Carer Gateway locally.

1300 227 377

The Carer Centre, 182 Lord Street, Perth WA 6000

carerswa.asn.au

If you need to talk

Caring can be hard. Support is available any time.

Lifeline 13 11 14

In an emergency, always call **000**.

Printable • Questions to ask

Print this and take it with you. Ask everyone the same questions to compare fairly.

Person / service:

- ☐ Experience — how long, and with situations like ours?
- ☐ Will it be the same person each visit?
- ☐ What do you and don't you provide?
- ☐ Which Perth suburbs do you cover?
- ☐ Insurance? NDIS Worker Screening Check? Working with Children Check?
- ☐ References or reviews I can see?
- ☐ Rates, minimum hours, travel, weekend/public-holiday costs?
- ☐ How does payment work with my funding (self / plan / private)?
- ☐ How do you handle changes, cancellations and communication?

My notes / gut feeling:

Printable · First-meeting checklist

A simple prompt sheet for your initial chat.

Things to explain

- ☐ The specific help I'm looking for
- ☐ My (or my loved one's) goals and priorities
- ☐ Routines, preferences and anything important to know
- ☐ Days, times and how often

Things to agree

- ☐ Rates and how payment / invoicing will work
- ☐ How we'll communicate and handle changes
- ☐ A simple written agreement
- ☐ A start date — or that I'll take time to decide

Notes:

You've got this

Arranging support is a big step, but taken one question at a time it's very manageable — and the right support can make an enormous difference to daily life and peace of mind. We hope this guide made the path a little clearer.

Please feel free to print this guide, share it with family, or pass it to anyone who might find it useful.

About this guide. It was produced by **Samuel G Support**, an independent support worker serving families across the Perth metropolitan area. If you'd like to talk through your situation with an experienced support worker, you're welcome to get in touch — there's no pressure, just a friendly chat.

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