



**How to use these cards**

**Keep it simple**, focus on a topic - pick one or more cards that are important to include in this conversation.

**Add some structure** - pick one or more of each colour card and discuss them in order.

**Getting ready** - ask yourself:

**What** conversation is going to help me get to where I want to go?

**When** might this conversation be helpful?

**Where** do I want this conversation to take place?

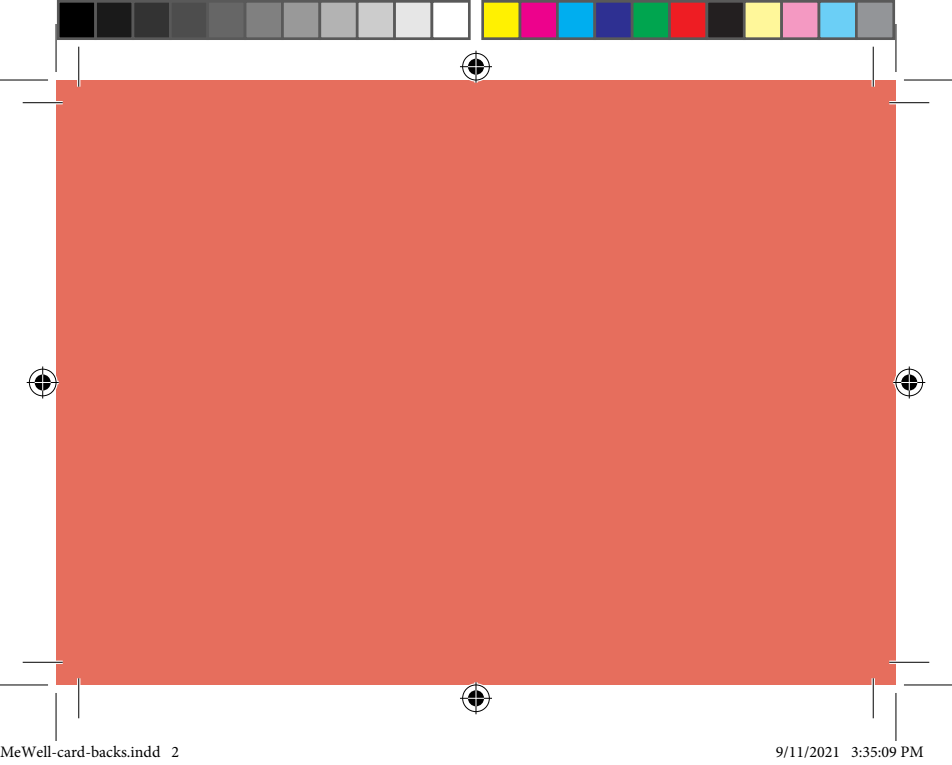
**How** do I want to be in this conversation?

**What** will help me to be that way?

**Who** do I want in the conversation?



**What's** at stake for me here?

**Where** am I hoping this conversation will get us?





# Unpacking goals



To explore the choices and options connected to what you might need, to build a sense of ownership, and work together to communicate in a way that the NDIS wants to hear.

Important conversation topics

1





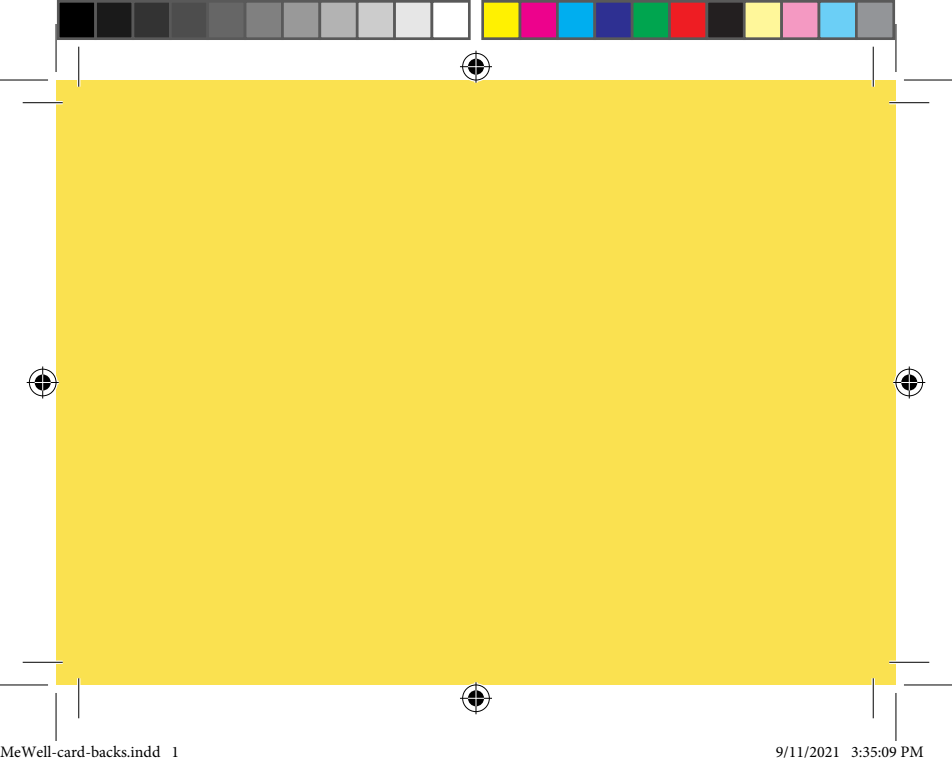
# Getting into partnership



**Important conversation topics**



To balance power and share our principles,  
beliefs and hopes for this relationship.

2






# Rehearsing my story



To practice and build confidence in how you want to share your story effectively, highlighting what's important, using words that the NDIS need to hear, and being clear about what you want, what you need and why.



Important conversation topics


3








# The big picture



To map and track the big picture of what and who have been the key things that have led up to where you find yourself right now, what has helped and hindered, to celebrate the key moments and get clear on what you know about what you need and want for going forward.



Important conversation topics

4





# Deciding if this is the right health support for me



To assess and get recommendations about who I might see, be referred to, be treated by, or ask for help from.

Important conversation topics

5







# Talking about the first Plan



Important conversation topics



To use the first plan as an opportunity to get clear on outcomes and how we want to track progress together.



6






# Plan reviews and appeals



**Important conversation topics**





To explore what are the steps and support I will need if I'm not happy with my plan or I need to appeal a decision.

7










# Learning about different options



For hearing about different possibilities  
and getting clear on what could suit me  
best given my needs.

Important conversation topics

8





# Changing goals



To acknowledge that situations, needs and conditions are always changing and to check if we need to change tracks.

Important conversation topics

9





# Talking about evidence



**Important conversation topics**

Why this is important to the NDIS and what they need to see, read or hear in a good report or conversation to move forward.

10





# Quality of evidence





Important conversation topics

Sharing ideas about how to build an effective evidence case.

11







# Shared vision, scope and standards



Important conversation topics

Ensuring evidence requirements are agreed to by different health professionals and is not a source of dispute or conflict.

12






# Team updates



**Important conversation topics**



To share information about what has changed,  
and discuss and action advocacy and support  
needs as a team.

13








# NDIS clarity and learning



Important conversation topics



To learn more about the NDIS (requirements, language, what's available and what's not).

14







# Care, connection and no judgement

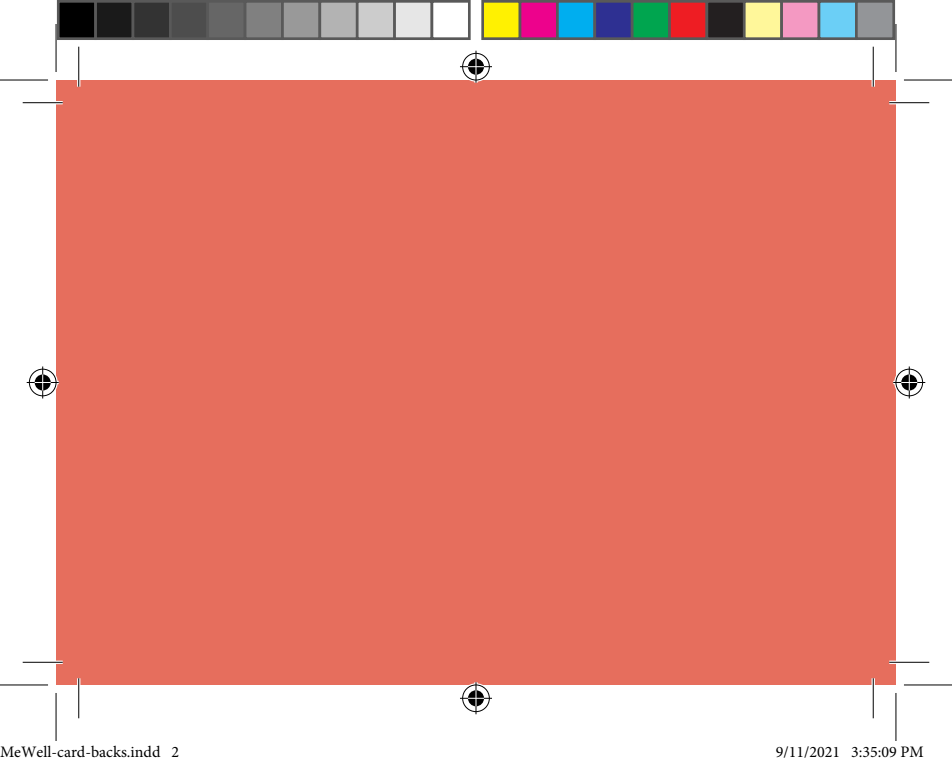
How can I talk with my support people to  
create the right environment for me?

What other supports might I need?

A

Building trust, safety and emotions







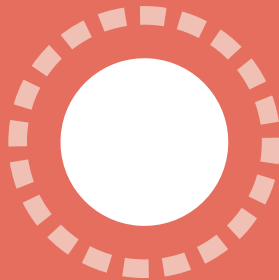


# Safety

How can I talk about what  
makes me feel safe?

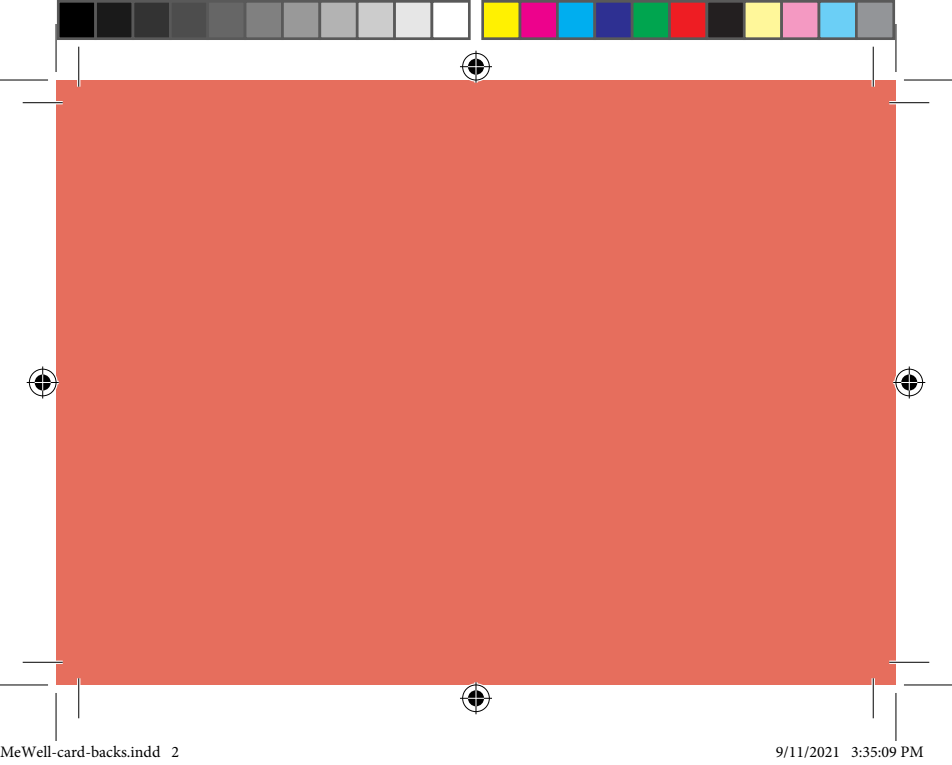
What is important to me?

**A**



Building trust, safety and emotions

2





**How I  
feel about  
this**

**A**

**How do  
I want  
to feel**

**Building trust, safety and emotions**

3





# What's going on?

How do I talk about this situation?

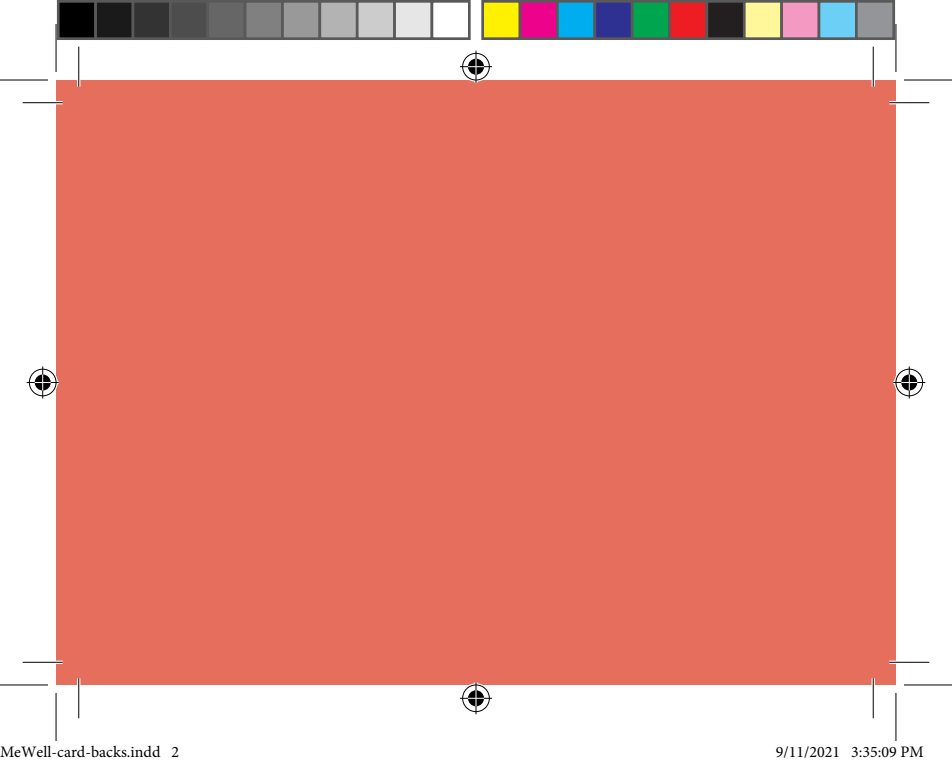
How can I ask for more support or information?

**A**

Building trust, safety and emotions



4



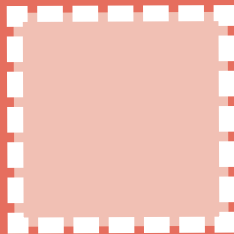


# What I need...

How do I tell others  
what I need?

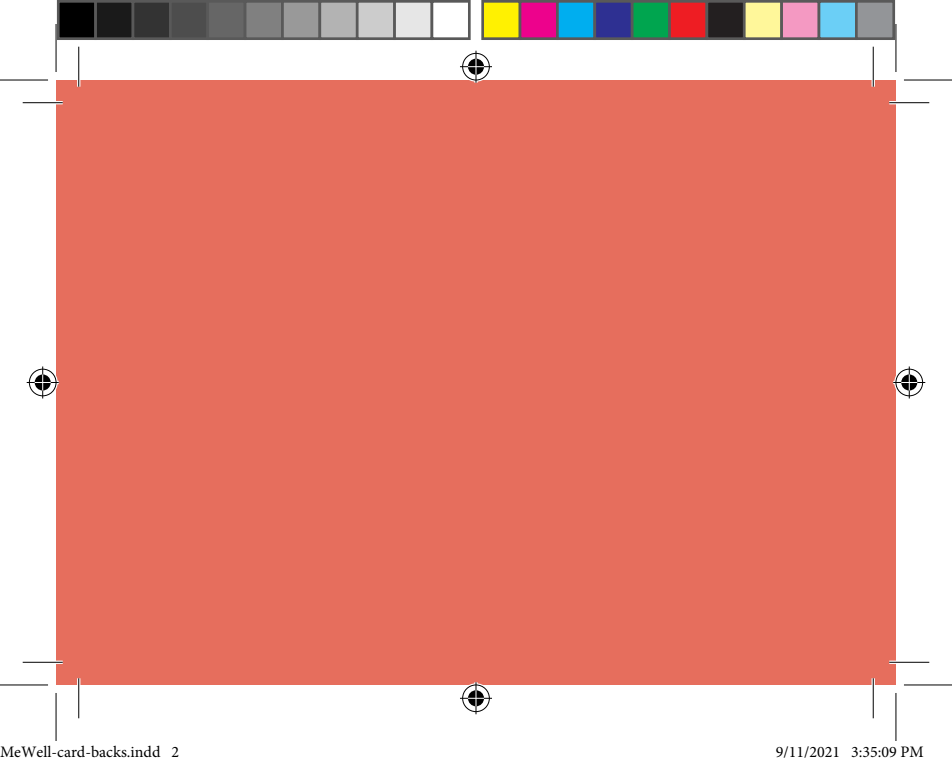
How do I tell someone if  
they aren't hearing me?

**A**



Building trust, safety and emotions

5







# My concerns...

How can I talk effectively  
about my concerns?

I'm the expert on me—  
how do I talk about this?

**A**

Building trust, safety and emotions

6





# Right time. Right pace.

It's up to me to decide when  
I'm ready and to set the pace  
of the conversation.

**A**



Building trust, safety and emotions

7





# Building trust

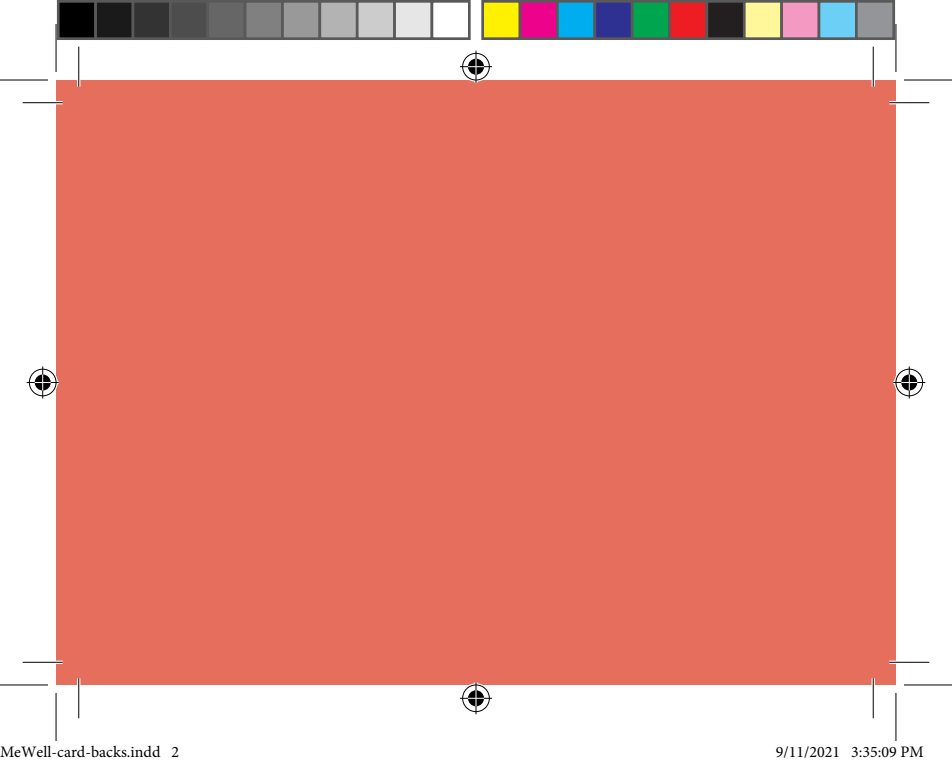
What do I need from others to create trust?

How can I express my trust has been damaged?

**A**

Building trust, safety and emotions

8





# Sharing power



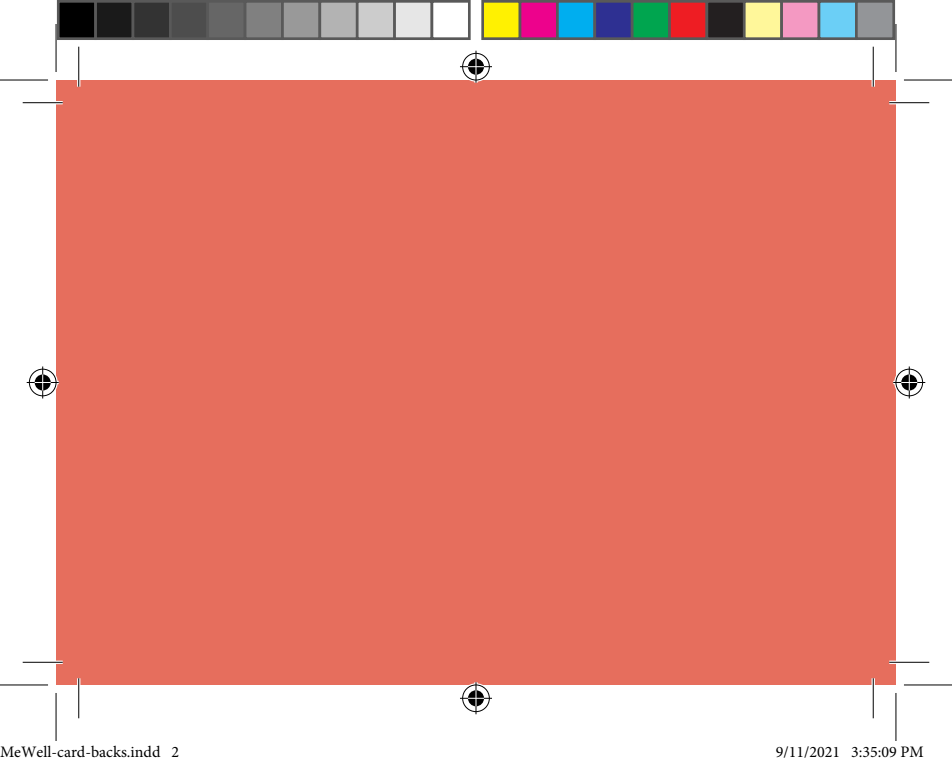
I am an expert on me—let's work together.

I can assert my thoughts and feelings—  
and that's allowed.

**A**

Building trust, safety and emotions

9







What is most  
**important?**



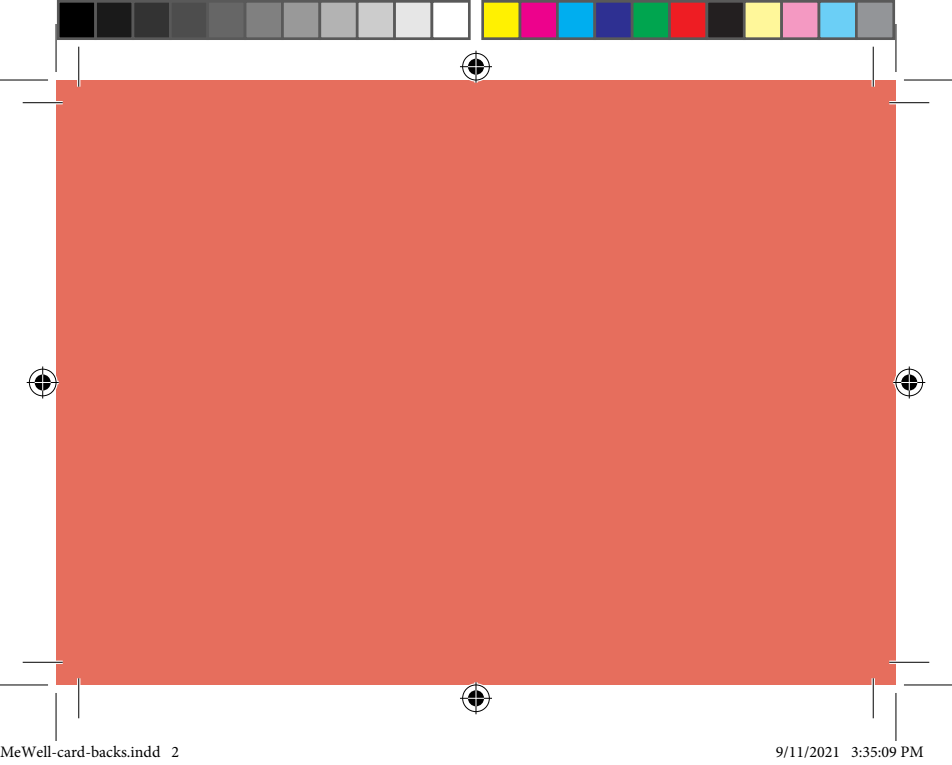
How does this help me with my goals?

What do I want from this conversation?

**A**

Building trust, safety and emotions

10



# Give yourself permission

To bring up hard topics.

To challenge opinions.

To say what I need.



Getting on the same page/chapter

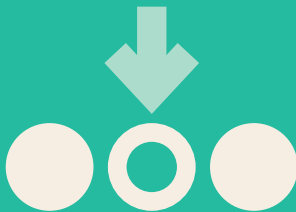


# How should we start?

It's okay not to know.

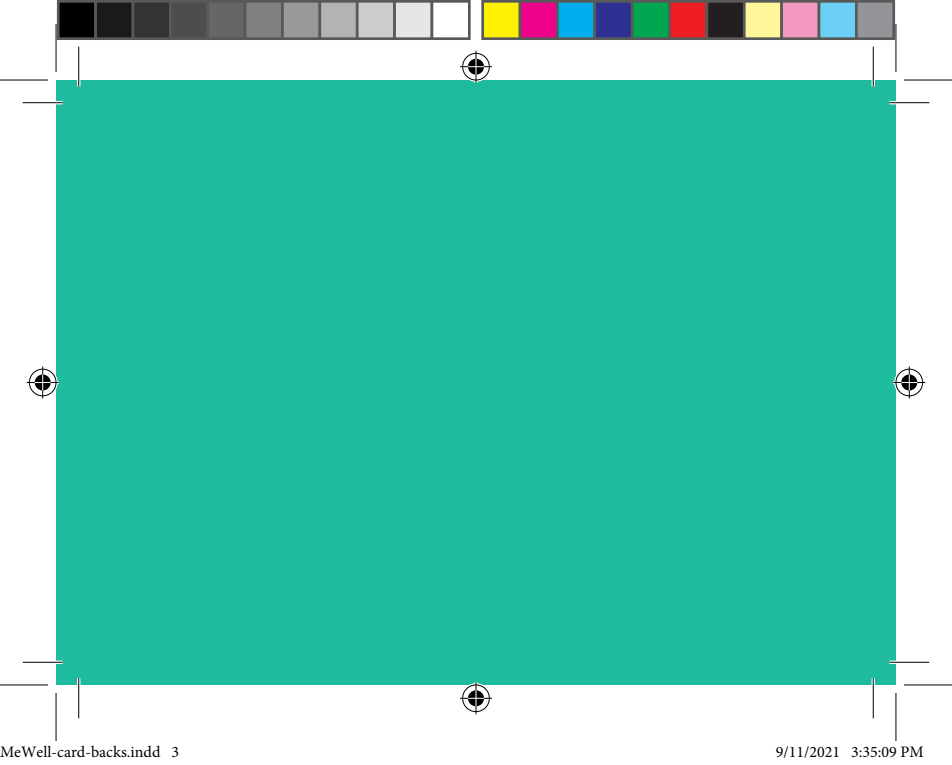
Where would I feel comfortable beginning?

**B**



Getting on the same page/chapter

2



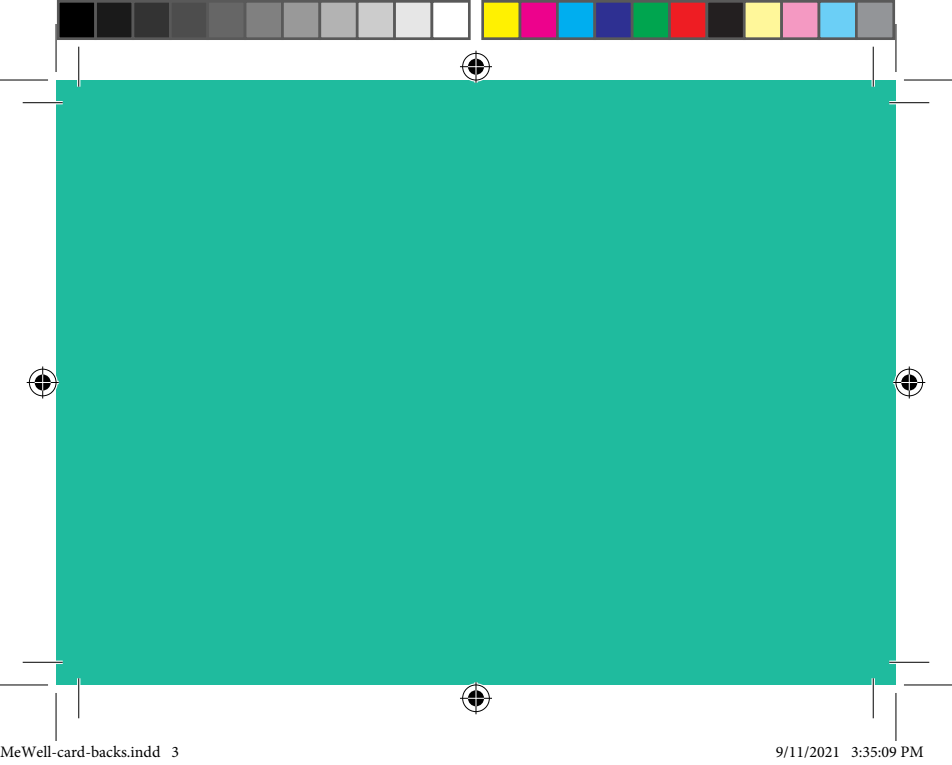
**Important  
things we want  
to talk about...**



**B**

**Getting on the same page/chapter**

3







# Help me...

To understand.

To get more information.

To speak up.

To achieve  
my goals.

**B**



Getting on the same page/chapter

4





**How does  
mental ill health**  
(‘psycho-social disability’)  
**cause this impact?**

**B**

Getting on the same page/chapter

5





# Hopes and fears

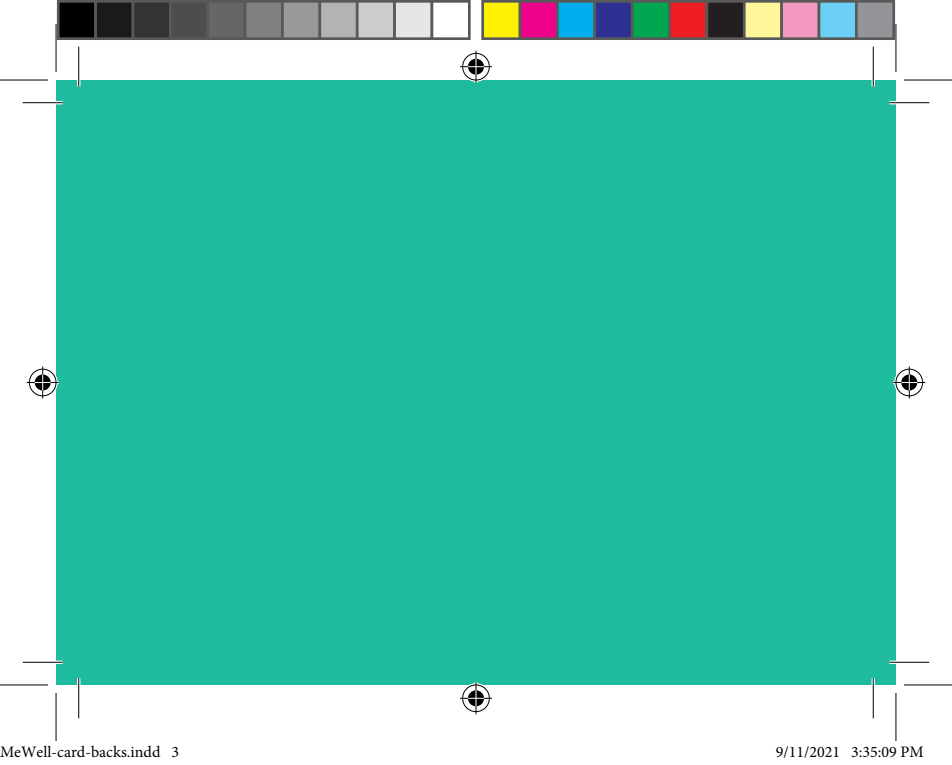
Sharing helps create  
understanding.

What am I really  
worried about?

**B**

Getting on the same page/chapter

6



I'm always  
allowed to ask

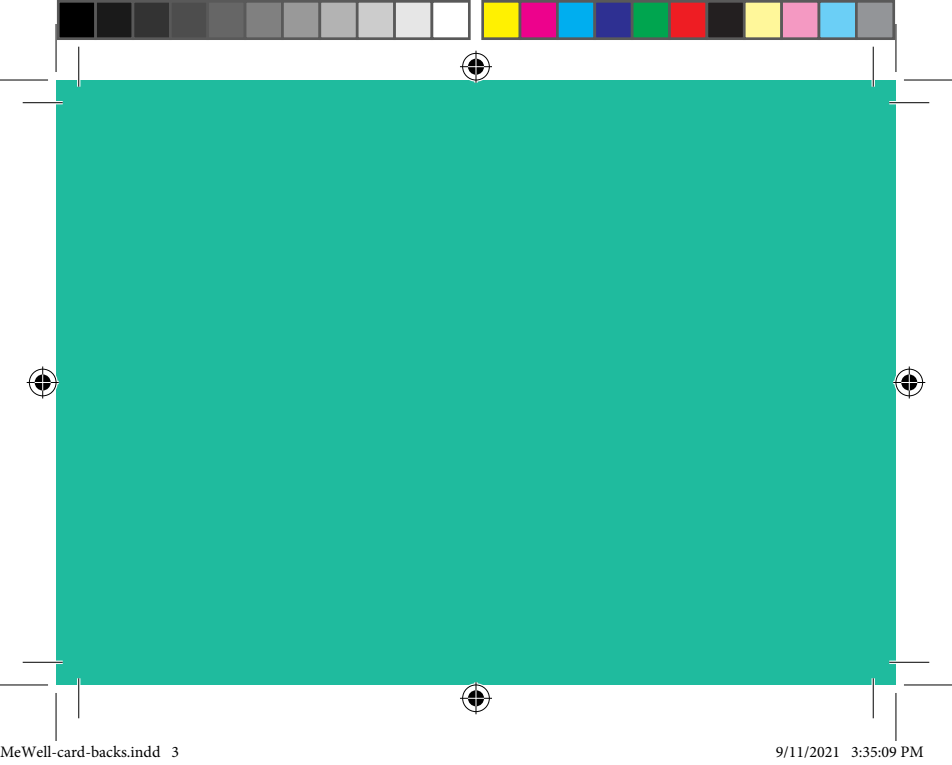
**Why**



**B**

Getting on the same page/chapter

7







# Checking understanding




No such thing as a stupid question.

**B**

Getting on the same page/chapter

8





**What questions  
need answering?**

Getting on the same page/chapter

**B**



9



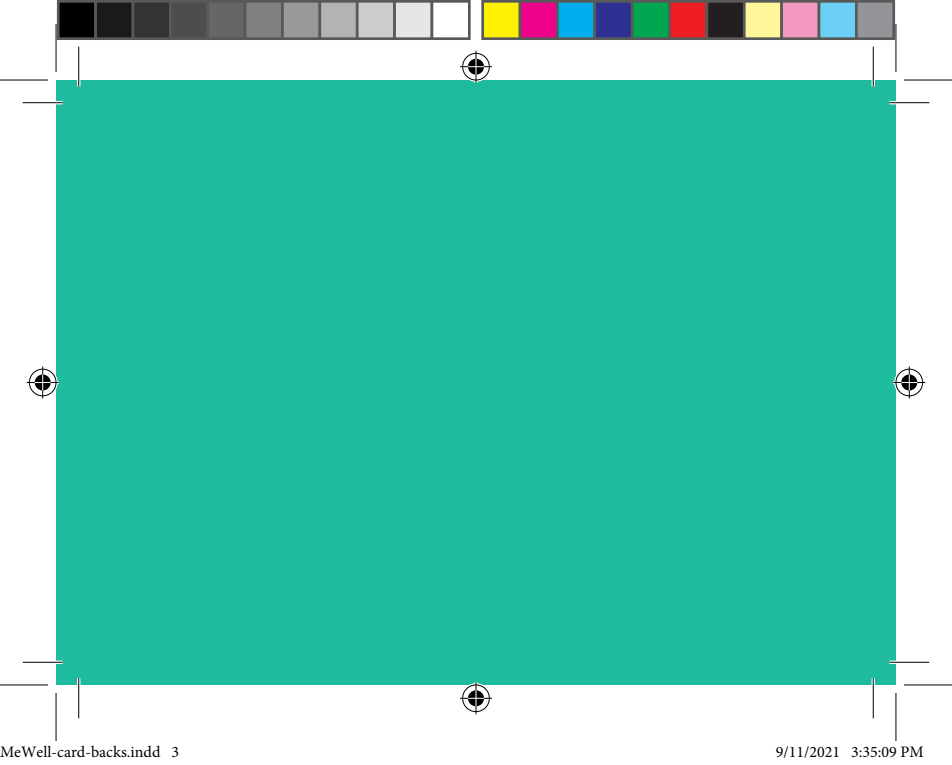


# What does that mean?

**B**

Getting on the same page/chapter

10

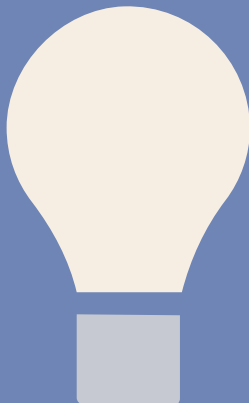


# Ideas

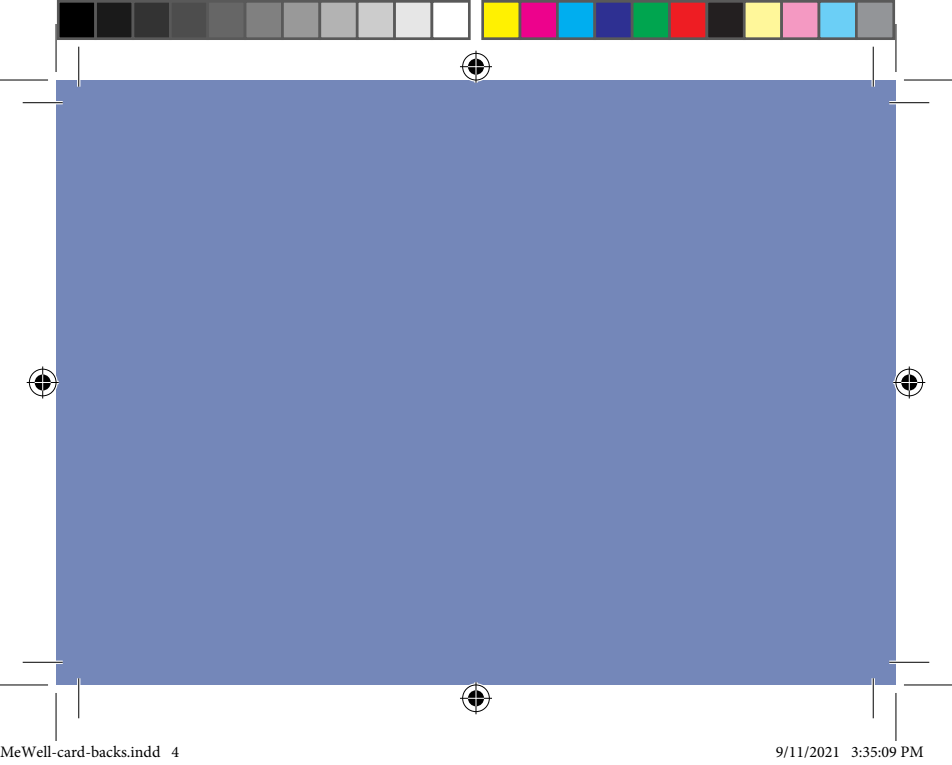
I think this would work...

I like the sound of...

I want to try...



Exploring forward





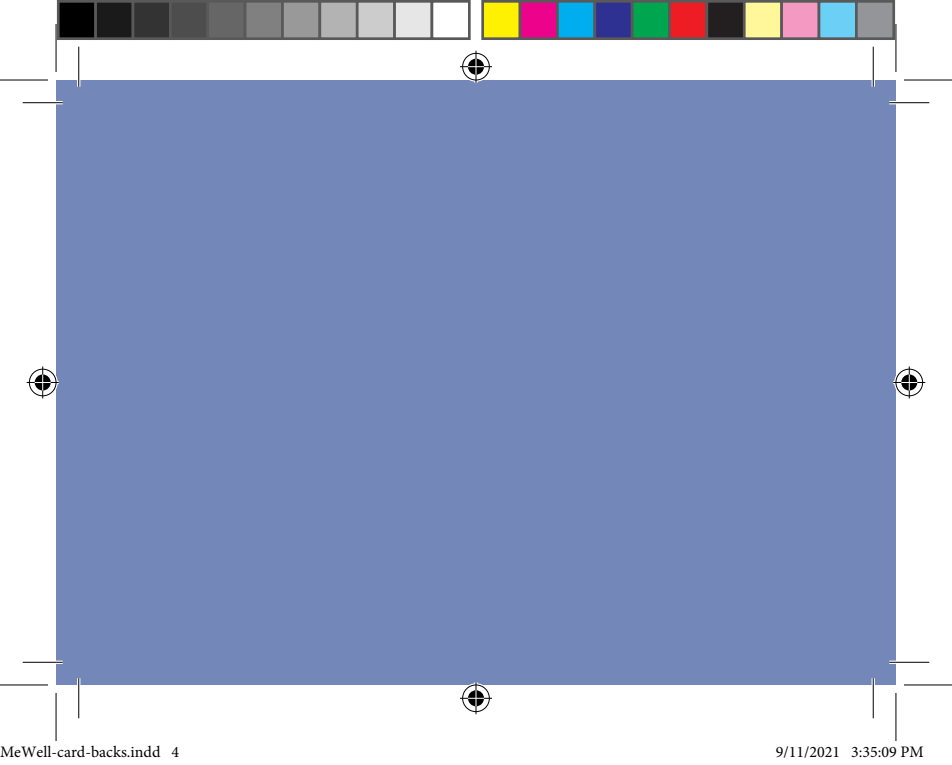


**What if?**  
mpst itS

Exploring forward

It's good to question the way things are done.





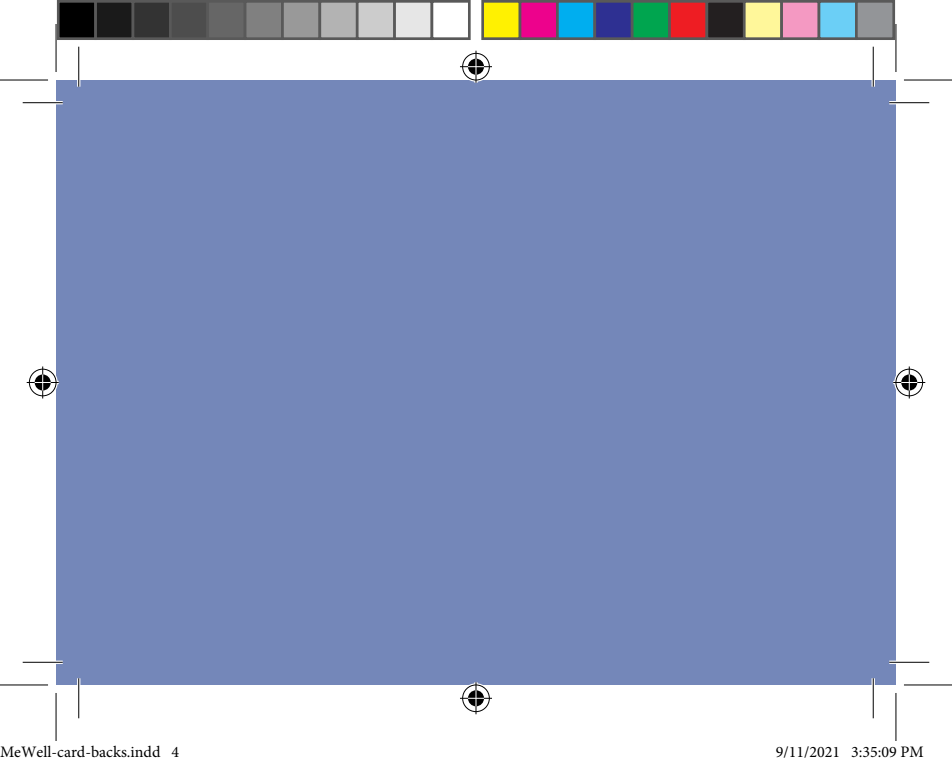
**Share some  
things about  
me that could  
be useful**



**Exploring forward**



3





**Managing  
expectations**

Exploring forward

expectations

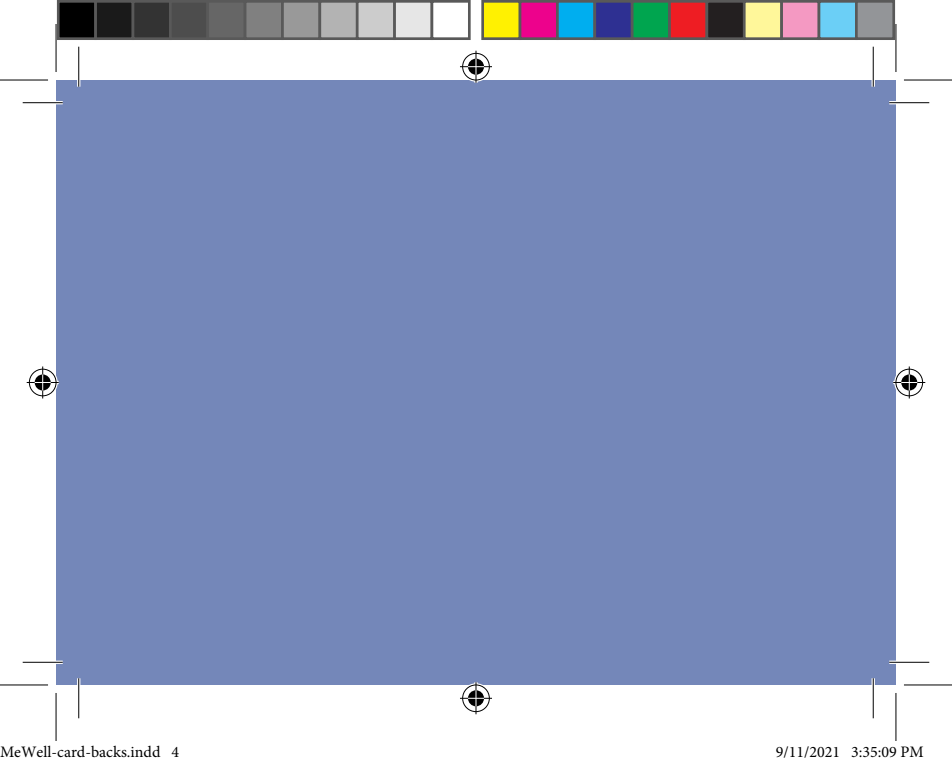
*expectations*


**expectatio**

What do I want?

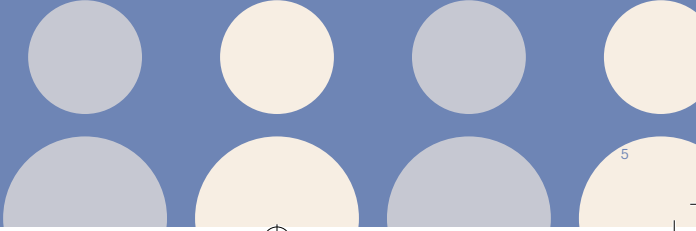
What is possible?







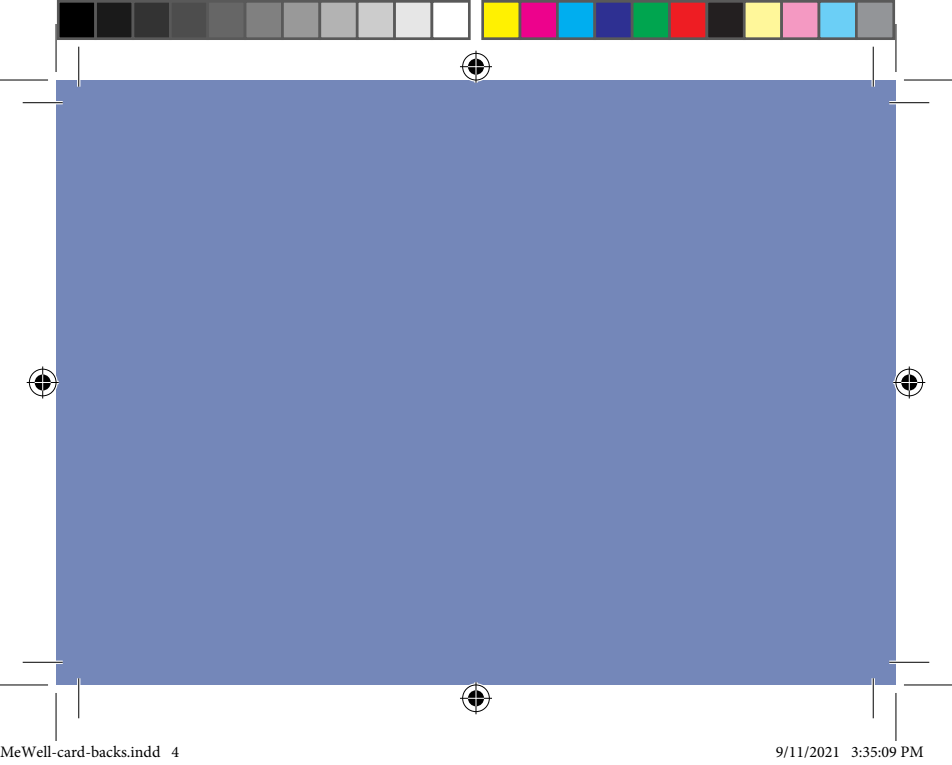
**How have other  
people solved  
this problem?**




Exploring forward

©

5





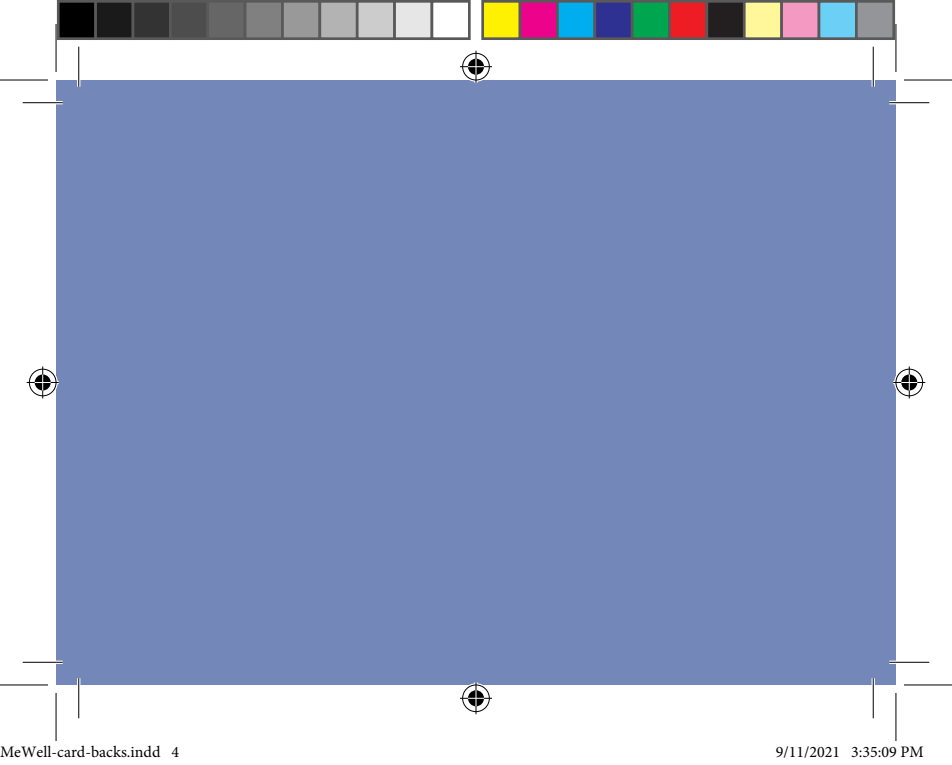


**Who can we  
ask for more  
information  
or help?**

Exploring forward



6

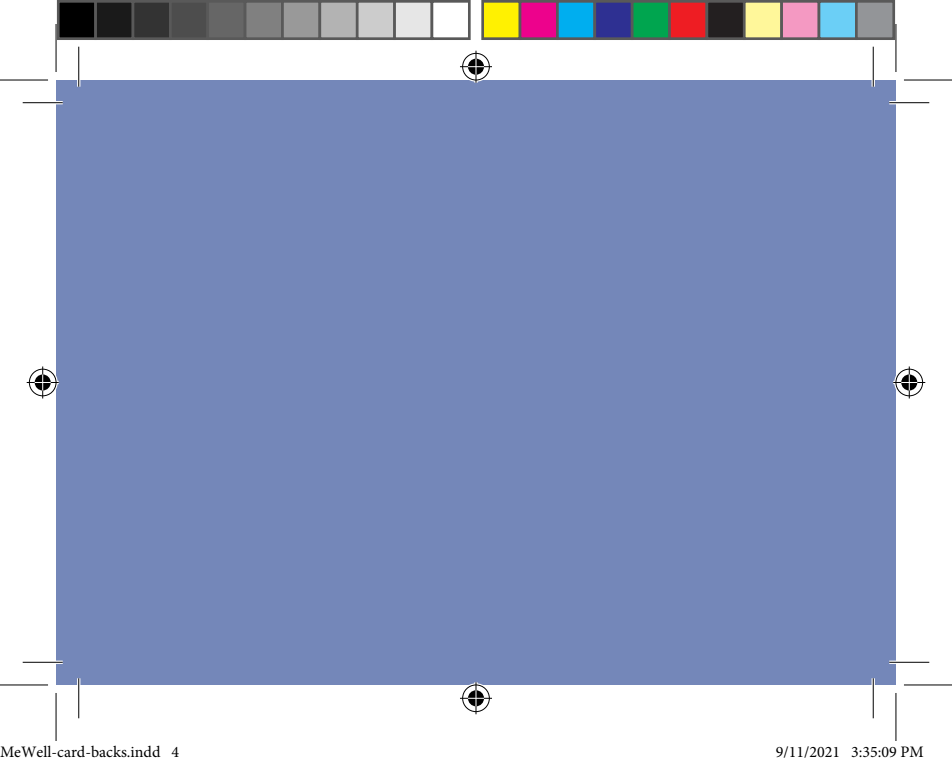




**Any options  
that we have  
missed or  
left out?**

Exploring forward





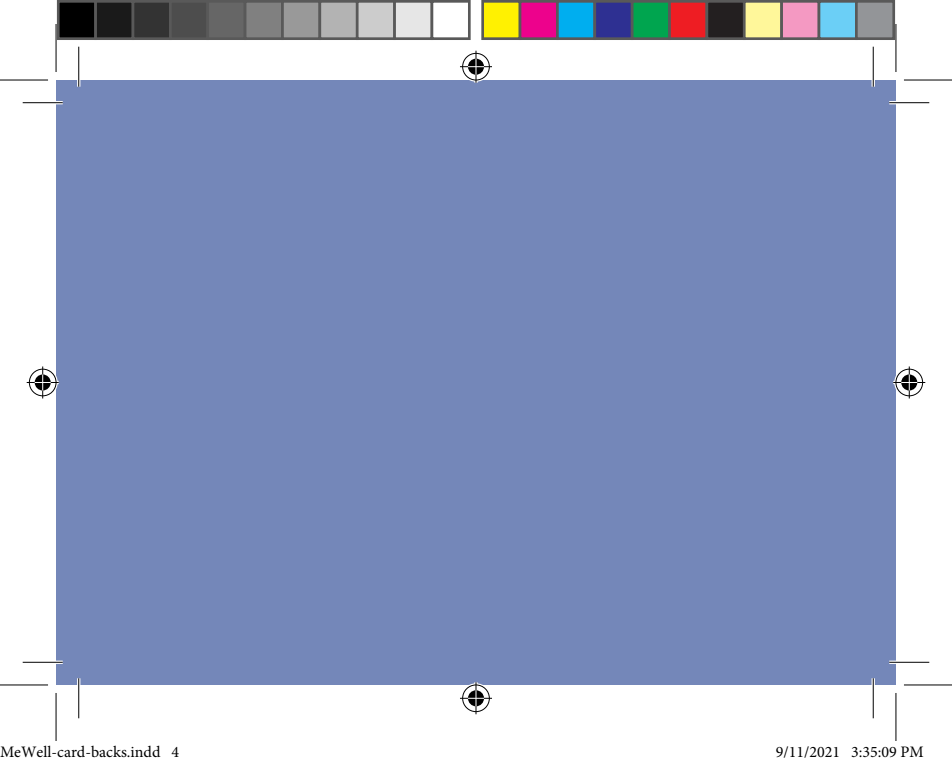


# What else do we need?

Exploring forward

©

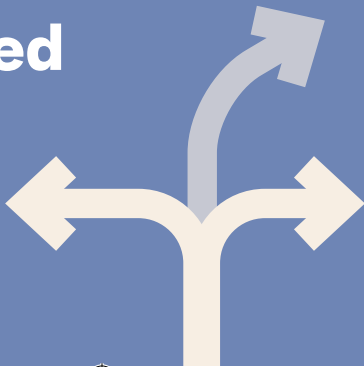
8



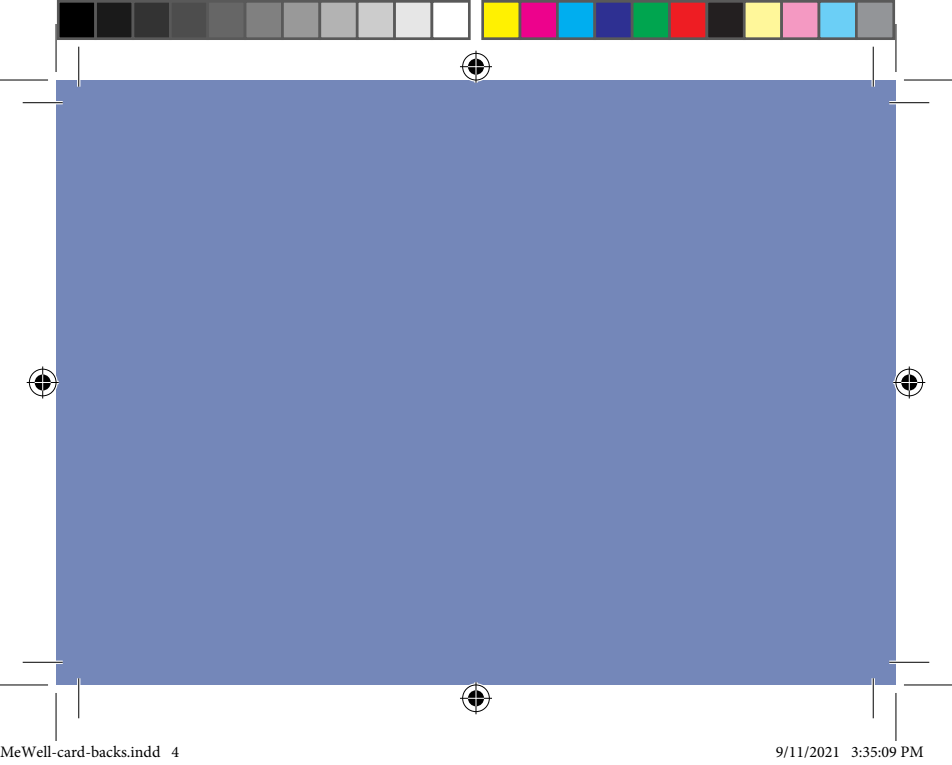


# Possibilities we have discussed are...

Let's confirm  
our options.



Exploring forward







**Prioritise  
and decide**

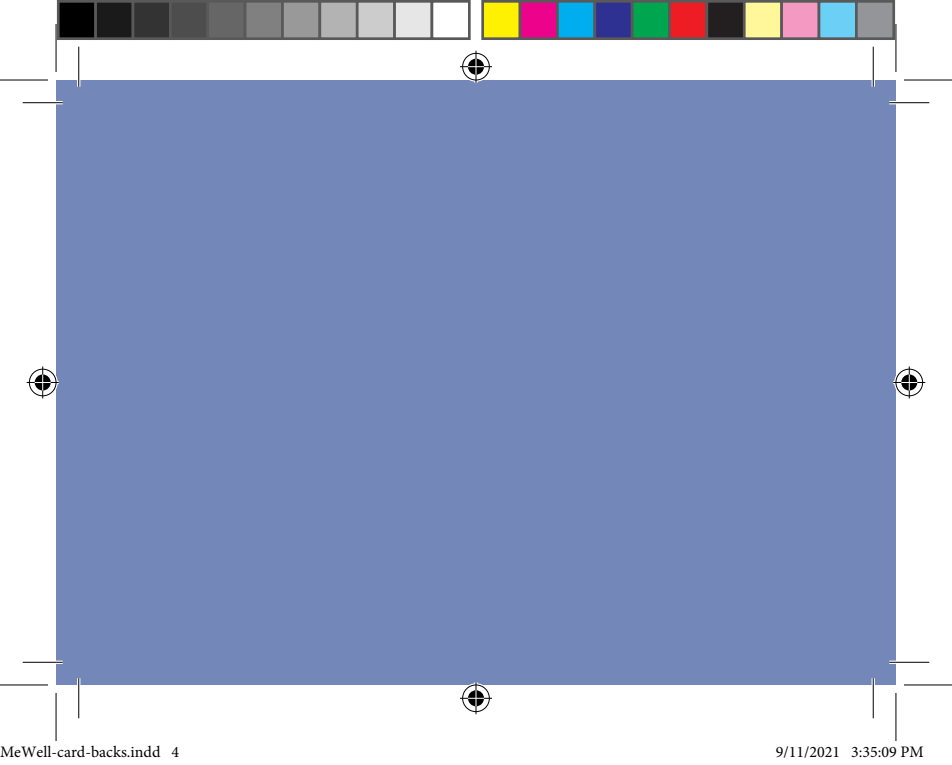
**1-2-3**

What works best for me?



Exploring forward

10



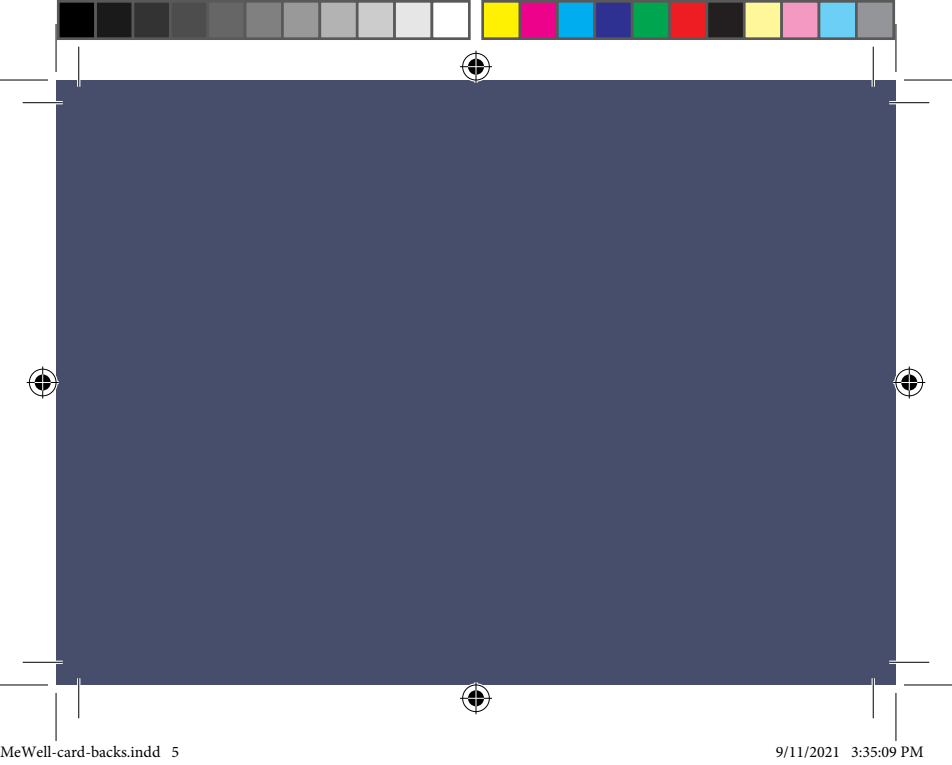
# Have I given consent?

Am I happy to go forward in this way?

**D**



Translate, act and track



**What do the NDIS  
need to hear?**

**What are the  
'go words'?**

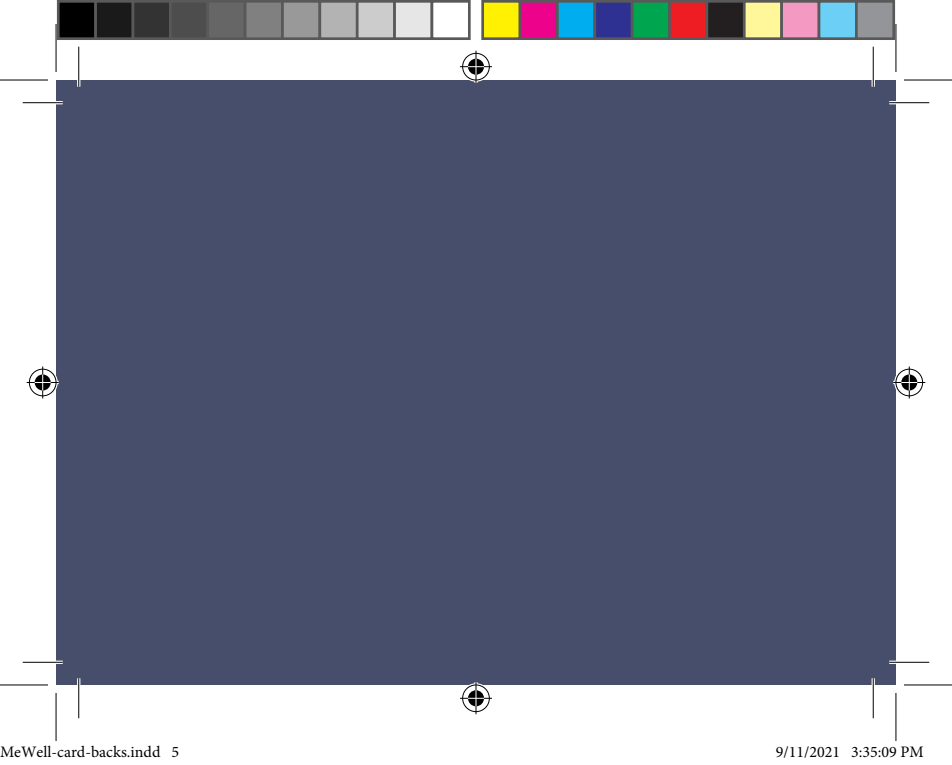
How do we say this in a way  
that works for the NDIS? e.g.  
'reasonable and necessary'.


**D**



**Translate, act and track**

2





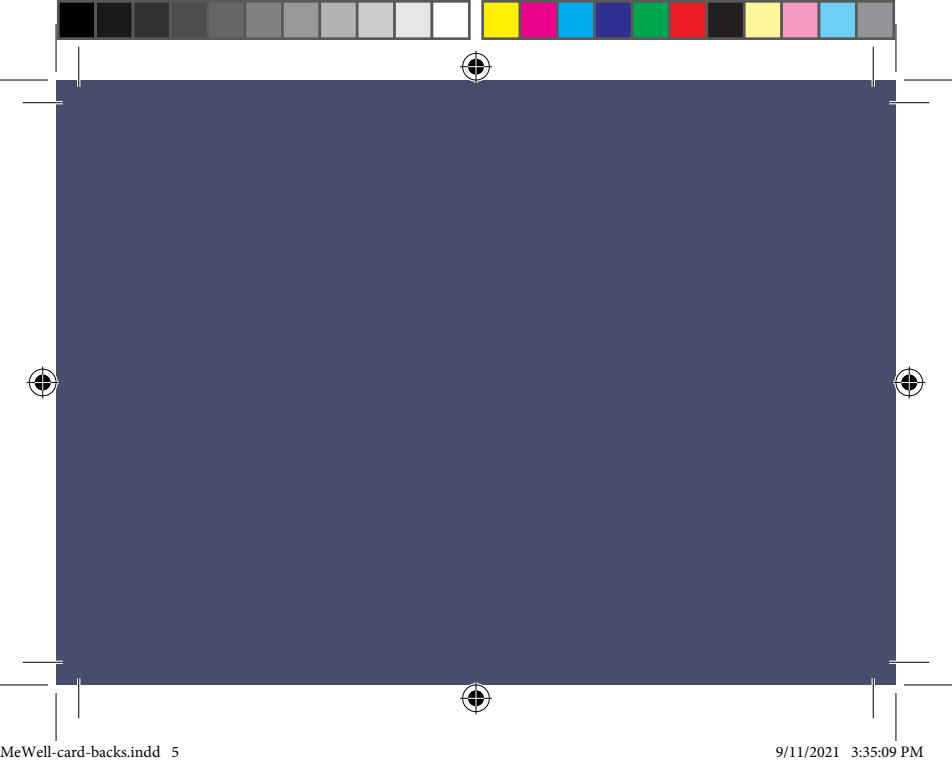
**Recommendations,  
risks, success  
measures and  
outcomes.**

Let's go over it together.

**D**

Translate, act and track

3





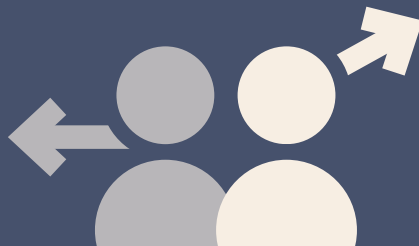


# Are we clear about what's next?

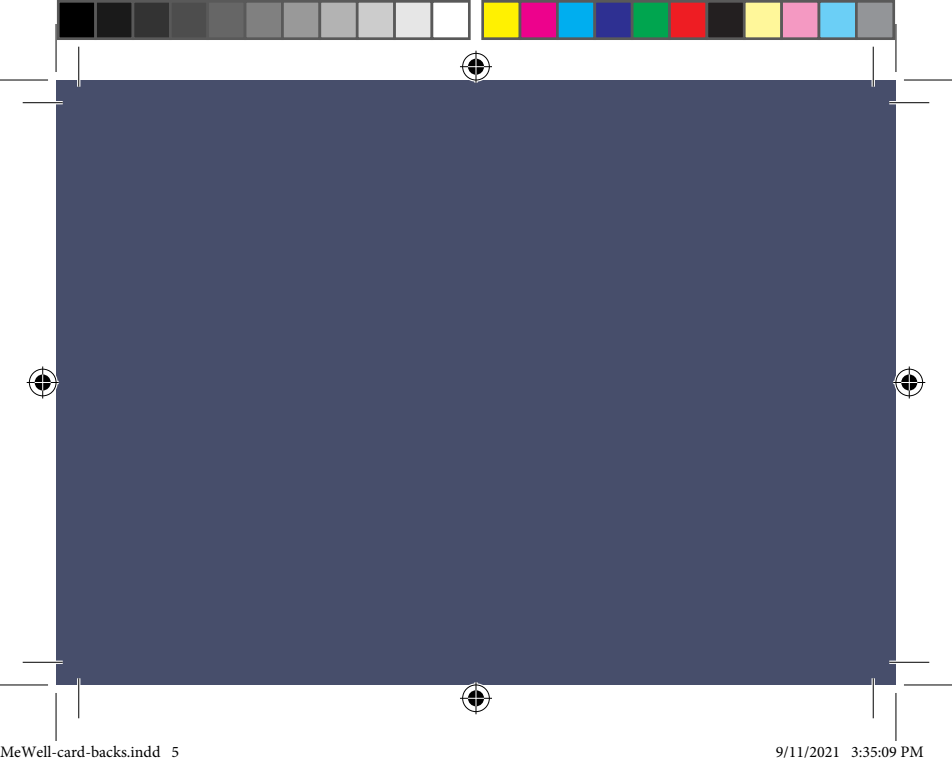
Translate, act and track

Who is doing what?

D



4





# Advocacy

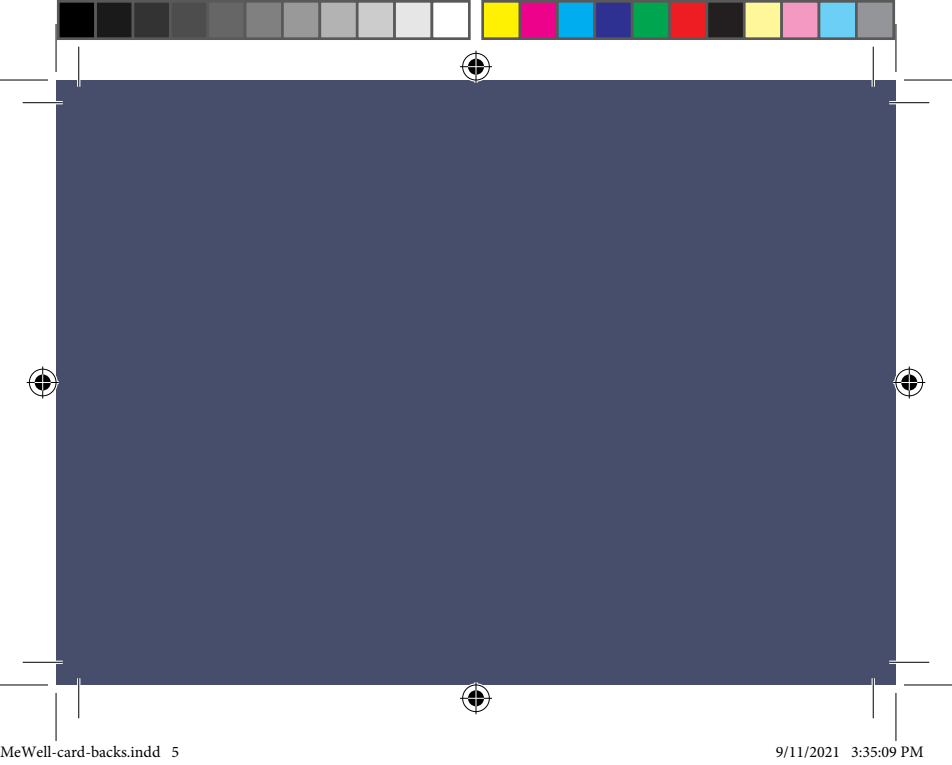
Nothing about me without me.  
Who needs to hear my voice?


D

Translate, act and track

5







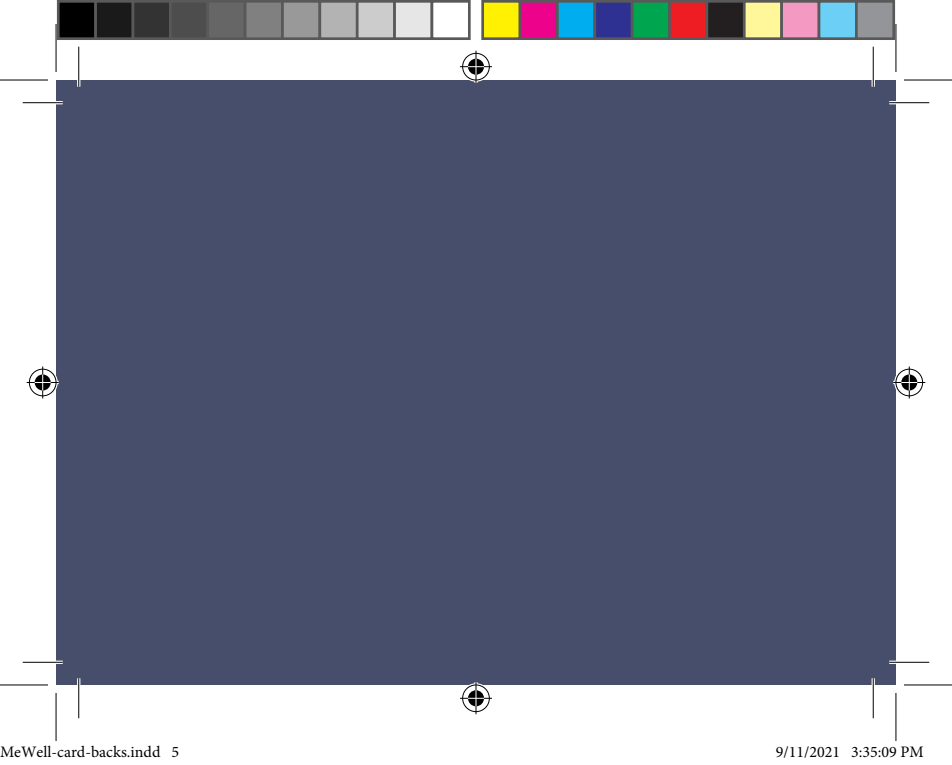
**Issues are bound to  
show up because  
that is life.**

**Translate, act and track**

**What is our  
plan then?**

**D**

6





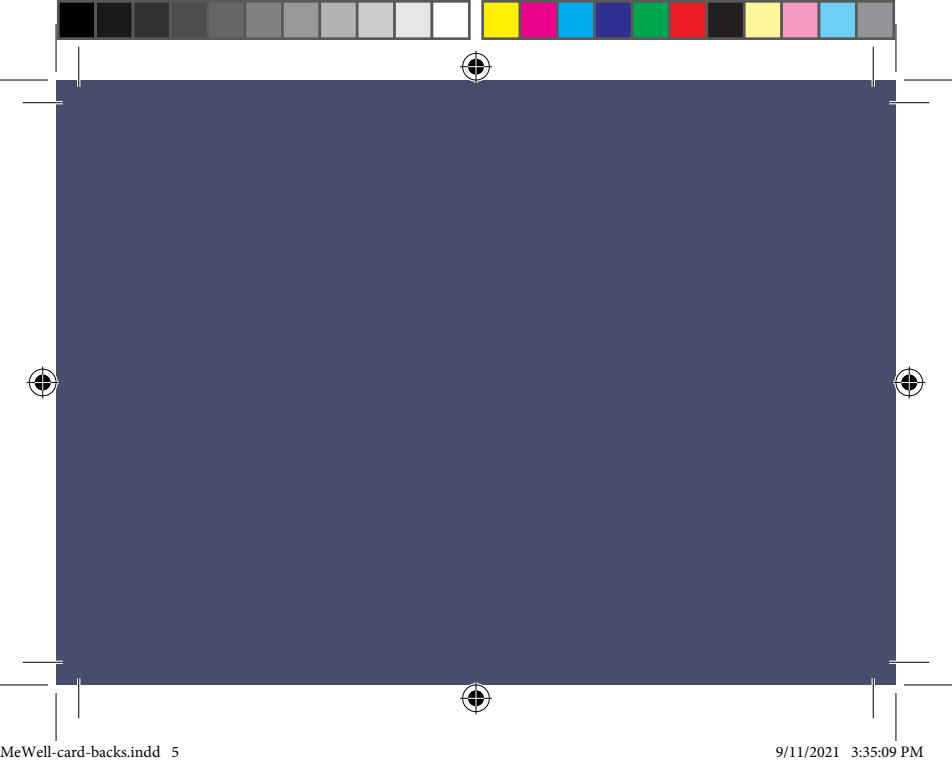
**How will we stay  
connected and  
check in?**

**Translate, act and track**



**D**

7





# Taking care of ourselves while we wait

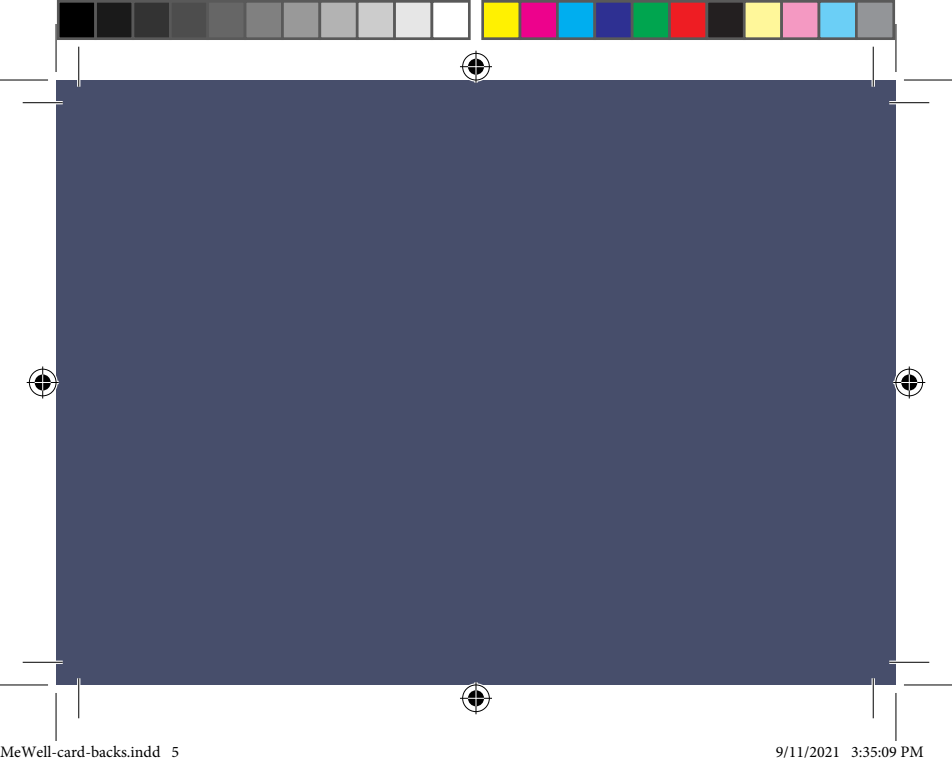
This might take a while.

**D**



Translate, act and track

8





**Tracking our  
progress**

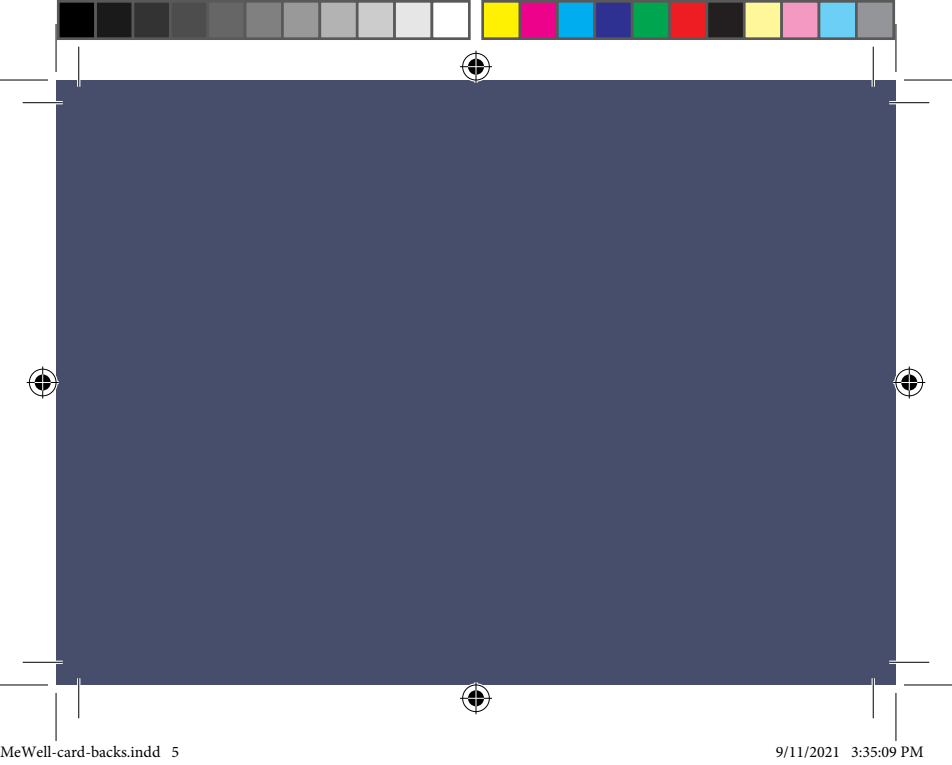


Translate, act and track

How do we know we are making progress?

**D**

9





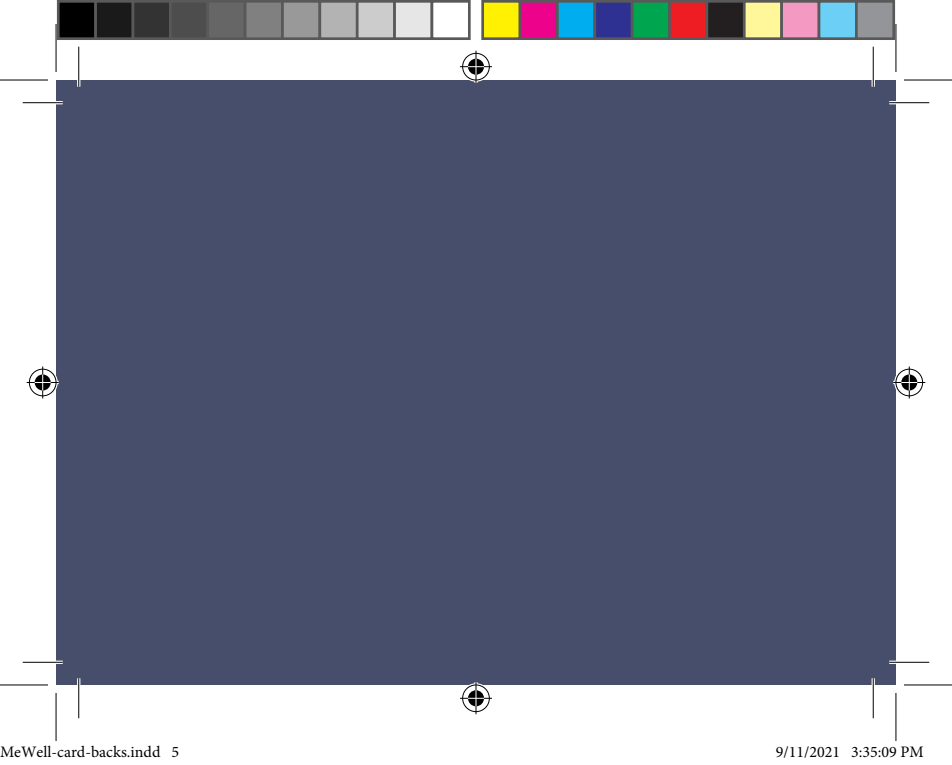
# Celebration

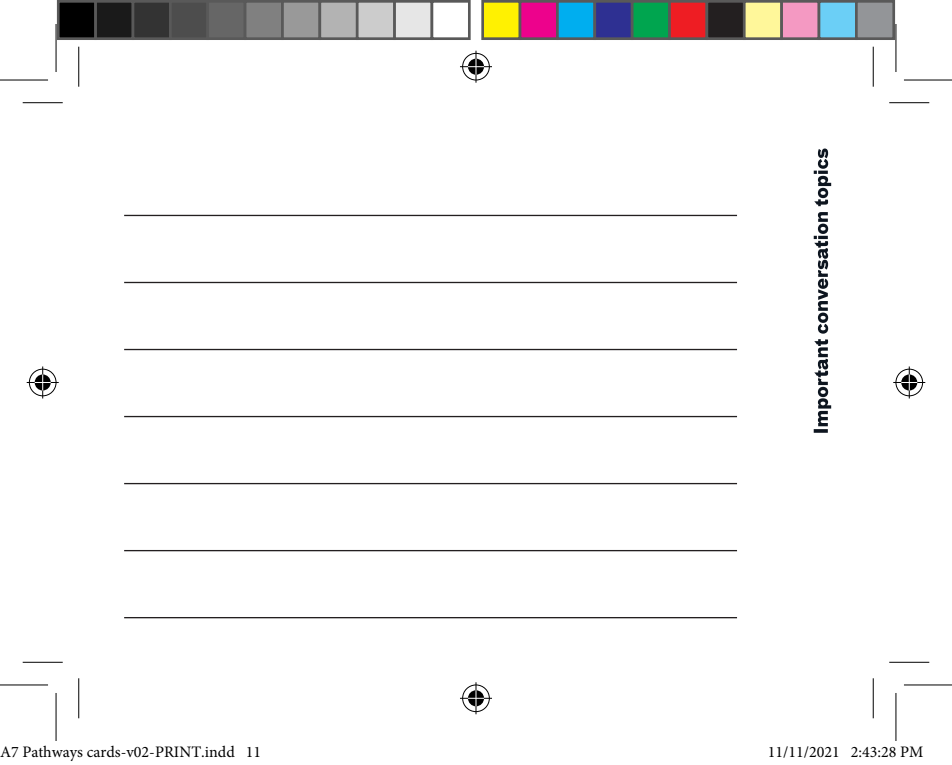
Translate, act and track

How should we celebrate progress?

D

10





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**Important conversation topics**







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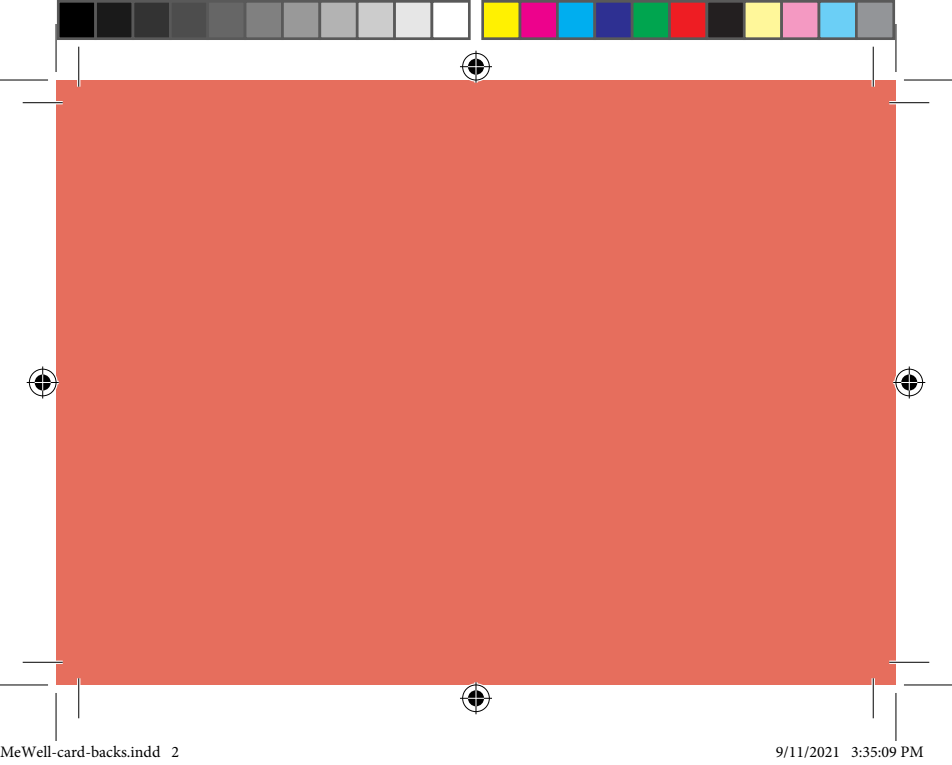
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**A**

**Building trust, safety and emotions**







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**B**

**Getting on the same page/chapter**







Exploring forward

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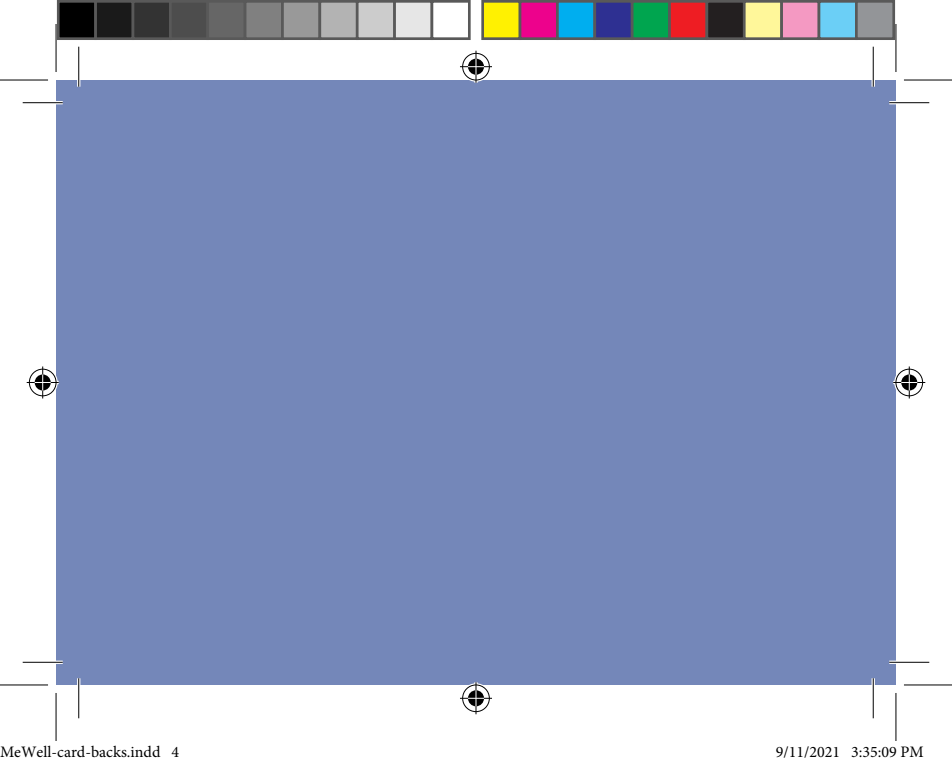
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C

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**Translate, act and track**

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**D**

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