

# Let's talk

Better conversations on the pathway to NDIS support

**Having good clear conversations is really important. Conversations help us to connect, make sense and make progress.**


Sometimes conversations are hard especially when a situation is complicated and filled with emotion.

Sometimes we just want to avoid them often because we don't know where to start, we are sick of having the same conversation or it simply feels all too hard.

Having said all that, having good conversations is possible.

Sometimes it is just about having the right tone, the right tool, the right word in front of us to spur us along even if at first we are uncomfortable and only have unanswered questions.

Let's be curious together, let's acknowledge your experience. **Let's talk...**

 This PDF is interactive, click on a tile to jump to the corresponding section.

How to use  
this tool

Important  
conversation topics

**A**  
Building trust, safety  
and emotions

**B**  
Getting on the same  
page/chapter

**C**  
Exploring forward

**D**  
Translate, act  
and track

Conversation  
record

# How to use this tool

## Who are these for?

Use these cards on your own or with any number of the following people in your circle of support

- Me Well participants
- Me Well staff
- Doctors
- Health professionals, Counsellors, Occupational Therapists
- Any family members and friends you may want involved

## When to use these cards

It's really up to you but you could use them...

**As a way to reflect** on where you're at and where you need to go next.

**To put into words** the action you need to take to get the support you need.

**To come up with ideas** about what's important to you and what you might be concerned about.

**In conversations** to help you name or get clear on what you might want or need to explore together.

## How to use these cards

Use these cards any way you like to help you have better conversations. Here are some suggested ways:



### Keep it simple

Pick one or more cards that are important to include in this conversation.



### Focus on a topic

Pick one or more of the Important conversation topics cards to focus the conversation.



### Add some structure

Pick one or more of each colour card and discuss them in order A, B, C, D.

## Getting ready for your conversation

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?

# Important conversation topics

Conversation topics that may be useful and important to have during the NDIS process – and particularly at the key evidence collection points.

## 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

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

Important conversation topics

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

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

Important conversation topics

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



Important conversation topics

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

8

## Changing goals



Important conversation topics

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

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

Handwriting practice lines consisting of ten horizontal blue lines.

Important conversation topics

# **A** Building trust, safety and emotions

This is the first move and is designed to get important things out in the open.

## 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?

Building trust, safety and emotions

## Safety

How can I talk about what makes me feel safe?

What is important to me?

Building trust, safety and emotions

## How I feel about this

## How do I want to feel

Building trust, safety and emotions

## What's going on?

How do I talk about this situation?

How can I ask for more support or information?

Building trust, safety and emotions

## What I need...

How do I tell others what I need?

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

Building trust, safety and emotions

## My concerns...

How can I talk effectively about my concerns?

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

Building trust, safety and emotions

# Right time. Right pace.



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

Building trust, safety and emotions

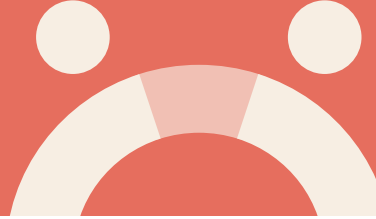
Building trust, safety and emotions

Building trust, safety and emotions

# Building trust

What do I need from others to create trust?

How can I express my trust has been damaged?



Building trust, safety and emotions

Building trust, safety and emotions

Building trust, safety and emotions

# Sharing power



I am an expert on me—let's work together.  
I can assert my thoughts and feelings—and that's allowed.

Building trust, safety and emotions

Building trust, safety and emotions

Building trust, safety and emotions

# What is most important?

How does this help me with my goals?  
What do I want from this conversation?

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# B Getting on the same page/chapter

The second move is about building a shared understanding together.

## Give yourself permission

- To bring up hard topics.
- To challenge opinions.
- To say what I need.

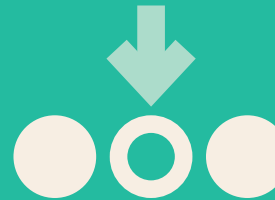


Getting on the same page/chapter

1

## How should we start?

- It's okay not to know.
- Where would I feel comfortable beginning?



Getting on the same page/chapter

2

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

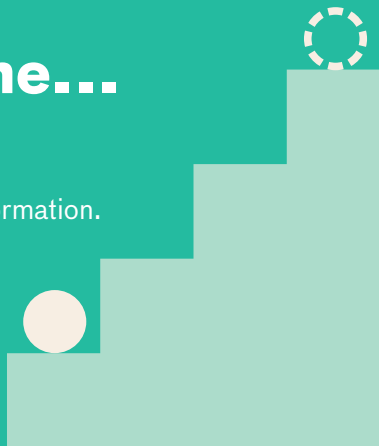


Getting on the same page/chapter

3

## Help me...

- To understand.
- To get more information.
- To speak up.
- To achieve my goals.



Getting on the same page/chapter

4

## How does mental ill health ('psycho-social disability') cause this impact?



Getting on the same page/chapter

5

## Hopes and fears

- Sharing helps create understanding.
- What am I really worried about?



Getting on the same page/chapter

6

I'm always  
allowed to ask

# Why



Getting on the same page/chapter

Getting on the same page/chapter

Getting on the same page/chapter

## Checking understanding



No such thing as a stupid question.

Getting on the same page/chapter

Getting on the same page/chapter

Getting on the same page/chapter

## What questions need answering?



Getting on the same page/chapter

Getting on the same page/chapter

Getting on the same page/chapter

## What does that mean?

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# C Exploring forward

The third move is for exploring ideas, options and ways forward.

## Ideas

I think this would work...  
I like the sound of...  
I want to try...



Exploring forward

1

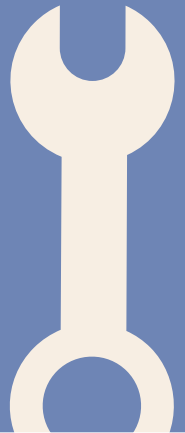
## What if?

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

Exploring forward

2

Share some things about me that could be useful



Exploring forward

3

## Managing expectations

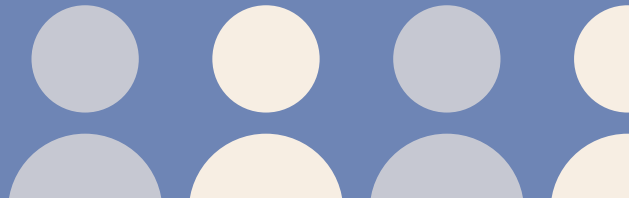
expectations  
*expectations*  
**expectations**

What do I want?  
What is possible?

Exploring forward

4

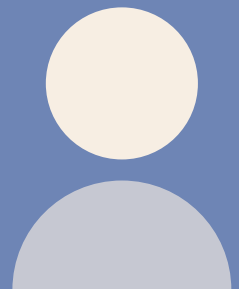
How have other people solved this problem?



Exploring forward

5

Who can we ask for more information or help?



Exploring forward

6

Any options  
that we have  
missed or  
left out?

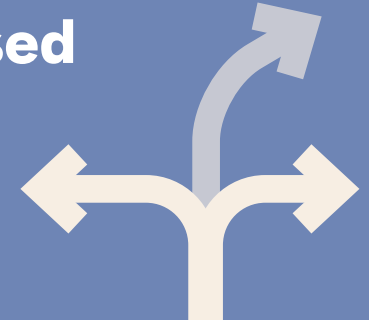
Exploring forward

What else  
do we need?

Exploring forward

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

Exploring forward

Exploring forward

C

C

C

C

C

C

# D Translate, act and track

The fourth and final move is about translating what is needed in a way the NDIS needs to hear, and agreeing on how you will get things done and progress as a team.

## Have I given consent?

Am I happy to go forward in this way?



Translate, act and track

1

## 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'.



Translate, act and track

2

## Recommendations, risks, success measures and outcomes.

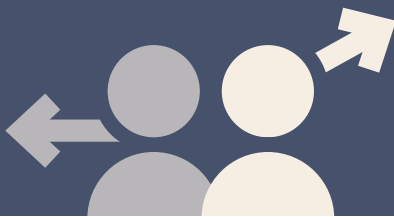
Let's go over it together.

Translate, act and track

3

## Are we clear about what's next?

Who is doing what?



Translate, act and track

4

## Advocacy

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

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

# How will we stay connected and check in?



Translate, act and track

# Taking care of ourselves while we wait



Translate, act and track

# Tracking our progress



Translate, act and track

This might take a while.

How do we know we are making progress?

# Celebration



Translate, act and track

How should we celebrate progress?

Translate, act and track

Translate, act and track

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# Conversation record



**Use this page to:**

- Help us plan and share our ideas and thoughts
- Record our discussions, decisions, agreements and reflections
- Track our progress and achievements

**Conversion with** \_\_\_\_\_ **Date** \_\_\_\_\_

# About these cards

**These cards have been designed by people with lived experience of mental ill health, family members, Me Well staff and health professionals.**

Working together, we found that the missing ingredient for helping us all find our way through the NDIS process is better conversations.

These cards are designed to support and inspire different kinds of conversations and help with important things like building trust, shared understanding, coordinating action and getting results.



## Contact

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