

Information Sheet:

Questions to ask Service Providers

For Autistic people and parents and carers

Autistic people and their families often access many different service providers. You might work with allied health or medical professionals such as occupational therapists, psychologists, speech pathologists, psychiatrists or dieticians to help you develop skills or address challenges that arise through the interaction of your Autistic characteristics with the social environment.

This resource gives you some tips for questions to ask a prospective service provider. The answers they give will assist you in choosing which service provider might be a good fit for you and your family.

Some questions to ask

Here are some questions you may like to consider when contacting a service provider for the first time;



- What training and/or experience do you have in working with autistic people?
- Attending an appointment might be challenging for me for a number of reasons. What are some of the things you do to make this easier?
- What is the cost? Is there a fee charged if I/we can't attend the appointment at the last minute?
- Could we come and visit you and your place of work before our appointment to prepare for it?
- Is there any information you would like to know about me before we meet?
- Would you like me to send you some further information about autism before our appointment?

Questions to ask Service Providers

Information you might share

Sometimes it can be helpful to share the following information with a service provider;

- Information about the person's personality and strengths.
- A list of things that are motivating for them (e.g. toys, iPad, praise).
- Anything that might alarm or distress you (i.e. loud noises, bright lights).
- The strategies that can be used to support and comfort you if you do become distressed.
- Anything else you think might be useful for them to know (e.g. what your communication support needs are, whether you are taking any medications, and, if you are a parent or carer with an autistic child; whether there is a risk of your child wandering or running off).

These ideas are just a starting point. You can tailor the types of questions you ask to suit the individual needs of your situation. For more information sheets like this one, visit www.amaze.org.au/resources.

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