



# Choosing the right support workers and building a team

A resource for people with disability, families and the people who support them

**Housing Hub**  
Find the home that's right for you

 **mable**

# Using this guide

This is the third guide in our series about living more independently. This is all about choosing the team of support workers who will support you in your new home. This guide has been created by Mable and the Housing Hub. You can use this guide as you build a support team who will support you to live the life you want to.

This guide has been written to go along with a video called '[Choosing the right support](#)'.

You may want to watch the video with your family, a friend or a support worker you trust. Then if you want, you can ask them for their thoughts as you work through the question and answer sections of this guide.

If you haven't already, before you start this guide you may want to work through our guides called 'Starting your independent living journey' and 'Planning your move to independent living'.



## Introduction

**The people who support you play a really important role in helping you to live the life you want to lead.**

So once you have planned out how your new life in your new home is going to work, you will need to make sure you have the right team in place to support you. That is what this guide is about.





## Changes in your support

**If you are moving home, then your support team might change.**

Even if the people supporting you stay the same, the ways they support you and the things they support you to do are probably going to be a bit different. If you will have more control in your new home or will be doing more things for yourself, then the ways you are supported are very likely to be different.

Doing things differently often takes getting used to, especially if things don't go exactly to plan at first.

## Put your new support into practice

**It is good for as much of your new support team to be in place before your move – and for everyone to understand their new roles.**

If you currently live in a group home, a nursing home, or a hospital, then it might not be possible to take many of the people who are providing your daily supports with you to your new home. But you might still be able to get to know the new team you'll need for your new home before you move.

Some things might have to wait until you are in your new home, but for everything else, practise your new support routines with the staff who will be supporting you before you move. That will give you and your support team confidence in each other. And if any of your support people aren't quite right – for you or for the things they were going to support you with – you can make the changes you need to make.

# Adding new members to your support team

*[Hint: If you haven't already, watch the video about [planning your move](#), so you understand what we mean about creating a 'Schedule of Supports' and 'capacity building'.]*

**If you have worked out the schedule of support for your new home and you need new or more people to support you, a platform like Mable is a great way to build your [support team](#).**

Most people want support workers they can get along with. Some people might tell you that personality clashes aren't important if the support workers knows what they are doing, but you have the right to feel comfortable in your home with the people who are supporting you.

The new members of your support team might also be great people to work with you as you learn new things. And you can get to know each other as you learn them.

Remember that you're looking for support workers who are right for you, which means you have to be right for them too.

So whether you are making a job post on Mable, organising new staff through the support agency you use, through your support coordinator or contacting new support workers directly, it is good to make some things clear:

## **What sort of person are you?**

Let potential support workers know what you like doing and what your interests are.

## **What do you need support with?**

Be as clear as you can. If you just write 'transport', workers may not know if you expect them to drive you somewhere or come with you on the train.



**When or how often do you need support?**  
You could provide an example from your schedule of supports.

**What is important to you about the way you're supported?**  
Do you have any specific preferences about the way you are supported? We are all different and like to be supported in different ways.

**What is important to you in a support worker?**  
Are you looking for a support worker who is a particular gender or age range? Do they need to speak your language? Would you prefer they have the same cultural background as you, or barrack for the same football team?

**We have talked a lot in this guide about your 'support team'. As well as working well with you, you may want your support worker to be linking in with other support workers, your family, your doctor, your OT or physio, or other people in your support network.**

**In a good support team, your paid support workers and your family, friends and housemates work well together, and respect each other.**



## Getting the support you need - The way you want it

**If you can't have your new support team in place before your move, think about how they can get to know you and how you like to be supported.**

For some people, making a video is a good way to show how you like to be supported. The Summer Foundation has made a great set of resources to show you how. You can access them here: [summerfoundation.org.au/resources/making-a-training-video-for-support-workers](https://summerfoundation.org.au/resources/making-a-training-video-for-support-workers)

Sometimes it can be hard to explain to a support worker how you want to be supported. Making a video for your new support workers is one way of helping them to understand.

You could make a video about what your support workers should know about you, how they can support you to do something, or how they should act with you.



## Flexibility

**Remember that a great support team has some flexibility built in – for the times a worker is sick, for times you're sick, for times when things aren't going as you'd hoped. You want to make sure that you can cope if things like this go wrong, so that a small problem doesn't become a bigger one.**

So make sure that your schedule of support also makes note of who will support you if or when things don't go to plan.

Does your new home have emergency back-up support available to you if you need it? Or can a friend, family member, neighbour or someone else in your support network help you at short notice?

## More information about managing your support team

**Who supports you and how you are supported should always be up to you.**

How you manage your support workers is up to you too. A platform like Mable allows you to have complete control over who supports you with what and when, but some people prefer to let their support coordinator or an agency do that – and some support coordinators and agencies will use a platform like Mable to manage a team for you too!

Remember: If you aren't happy, then there are other options for you.

**You can find out more about building and managing your support team on the Mable website – visit [mable.com.au](https://mable.com.au)**



**Good luck  
with your move!**