



Let's talk supported decision-making — Aged care or NDIS supports checklist

Supporting someone with impaired decision-making abilities choose a support worker or service provider

Supported decision-making is about empowering the individual to make their own decisions, with support tailored to their needs. The role of the supporter is not to make decisions for someone with impaired capacity making ability, but to assist them in understanding, considering, and expressing their choices.

Aged care related decisions

- What services does the person already receive?
- What does “home” mean to them—comfort, private, location?
- Who needs to be involved (the adults, family, GP, My Aged Care)?

NDIS related decisions

- What goals are in the person’s plan?
- What support helps them take part in their community?
- How do they want to use their funding and what outcomes matter most to them?

An 8-steps approach to supported decision-making

Table 1: Questions to ask when supporting someone to make healthcare decisions.

Steps	What to ask, think about and suggested questions	Notes/reflections
1. Get to know the person	<p>Understand what matters most to the person day-to-day.</p> <ul style="list-style-type: none"> • What’s the best part of your day? • What makes you feel happy and comfortable at home or in your community? • Are there any routines or activities that are important to you? • What do you enjoy doing the most? How can we ensure you keep doing it? 	<p><i>Focus on their daily life, preferences, and values.</i></p>
2. Identify the decision	<p>Be clear about the decision and ensure the person understands what’s being decided.</p> <p>Are you happy with the support you’re getting now, or would you like to explore other options?</p>	



Steps	What to ask, think about and suggested questions	Notes/reflections
2. Identify the decision	<ul style="list-style-type: none"> • Would you like to try a new program or service that might better suit your needs? • What's working well for you right now, and what's not working so well? 	
3. Prepare to make the decision	<p>Create the right environment for the conversation and involve trusted people.</p> <ul style="list-style-type: none"> • Would you like to have a family member, friend, or support worker with you when we talk about this? • Would you like to go through your care plan together to see what's working and what's not? • Would you like to visit some services or providers before deciding? 	
4. Gather the right information	<p>Provide clear, relevant, and accessible information about options and compare options, support services and costs .</p> <ul style="list-style-type: none"> • Let's look at what each provider offers and see which one fits your needs best. • Are there any specific activities or services you'd like to have access to? • Would you like to know more about the costs, services, and flexibility of each option? 	
5. Communicate clearly	<p>Use plain language, visuals, and tools to help the person understand their options.</p> <ul style="list-style-type: none"> • Here are pictures of the places we're looking at. Which one looks like somewhere you'd enjoy spending time? • What do you think about the options we've looked at so far? • Do you want to talk to someone from the service to ask more questions? 	
6. Explore options together	<p>Help the person weigh the pros and cons of each and express their preferences.</p> <ul style="list-style-type: none"> • Which option do you think will help you feel more comfortable, independent, and happier? • What do you think about the location of each option? Is being close to home or family important to you? • Do you feel like you'd enjoy the activities or services they offer? 	



Steps	What to ask, think about and suggested questions	Notes/reflections
7. Support and act on the decision	<p>Assist with the practical steps to implement the decision.</p> <ul style="list-style-type: none"> • Would you like me to help you call the provider to ask any questions you have? • Is there anything else you'd like help with, like filling out the forms, or come with you to the first meeting? • Would you like me to help you write down your questions before we contact the provider? • Is there anything else you'd like to know before making your decision? 	
8. Review and uphold the decision	<p>Check in regularly to ensure the decision is still working for the person.</p> <ul style="list-style-type: none"> • How do you feel about the support you're getting? Is it meeting your needs? • Is there anything you'd like to change about your support or services? • Do you feel comfortable with the people who are supporting you? 	

Additional questions to ask

- Are there any cultural or personal traditions that are important to you?
- When would be a suitable time to talk about this? Would you like someone else to join us?
- Here are some options that match what you said is important to you. Let's go through them together.
- Would you like to visit the providers and talk to someone who uses their services?
- Would it help if I explained this again in a different way?
- This option has more social activities, and this one offers more personal support. Which one suits you better?
- How do you feel about the idea of joining group activities, or would you prefer more one-on-one time with a support worker?
- Which option do you think will help you stay independent and do the things you enjoy?
- Do you feel this service is helping you do the things you enjoy?



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Acknowledgement of Country

The Office of the Public Guardian acknowledges and pays our respects to the Traditional Custodians over the lands, seas and waterways throughout the state of Queensland in which we work and live and pay our respects to their Elders, past, present and emerging.

Translation

If you need translation services, contact the Translating and Interpreting Service on **131 450**.