



# Updated FAQ's

# Updated FAQ's

## Core Support FAQs

### Q. What's the minimum booking length for a shift?

A. Our minimum is a 3 hour bookings are available with chosen family.

### Q. Where is Chosen Family located?

A. Our Head Office is based in Western Sydney. However our support services extend to New South Wales, Victoria and Queensland.

### Q. How do you work out Meet And Greets with support workers?

A. Meet and Greets are scheduled at a 2 hour minimum and you can decide if you connect with your new potential worker.

### Q. What are your Focus Areas and Goals?

- A.
1. Expand our division providing LGBTQIA+ services to ensure those who are part of the community.
  2. Increase awareness through networks and training.
  3. Develop an inclusive ecosystem attracting lived experience workers.
  4. Deliver joyful core and respite services.
  5. Raise spiritual awareness and equity.
  6. Provide inclusive education on disability, sexual health, LGBTQIA+, and spiritual practices.
  7. Support young LGBTQIA+ individuals in fostering healthy relationships.
  8. Co-design services with the community.

## **Q. How did it all begin?**

**A.** The Inception of Chosen Family: Chosen Family emerged when Traidy worked as a support worker and saw the parallels and barriers to inclusive care to those who have a disability and the lgbtqia+ community. Many individuals, disowned by their families, found support in Chosen Family, becoming their "chosen family." Chosen Family does not only cater to the community but have a division providing support to the minority within a minority. Chosen Family bridges the gap between the LGBTQIA+ community and the disability sector, providing support for individuals who often fall within the gaps.

## **Q. Tell us how Chosen Family is different to other Disability Providers?**

**A.** As a team, our lived experience coupled with our trauma informed & intersectional framework makes us different and a delight in the sector. Chosen Family provides a community-centric ecosystem with services that are: multicultural, flexible and enriching to all. Our community continues to reimagine how our services will create platforms of equality, inclusion and belonging. Our services are projects of our co-laboured efforts that have trauma informed practice and person-centred values weaved into them. We are different because we support those who fall within the gaps.

## **Q. What are the gaps Chosen Family are trying to fill?**

**A.** We are bringing joy back to the sector. Sadly, the sector has become way too commercialised and void of empathy, compassion and ensuring our participants have their rights to self-determination fostered. Chosen Family specialises in participants and are not limited to those who have: Behaviours of concern, Psychosocial disability, LGBTQ+ individuals, drug and alcohol interventions and forensic (justice) participants.

## **Q. What is your grand plan vision for Chosen Family?**

**A.** Our grand vision for Chosen Family is that we become so agile and flexible that it becomes whatever it needs to be for any individual. Our logo as Chosen Family is a table and a platform. The table displays our values and practice of family and community. We come & break bread together, gain insight from various cultural and gender experiences. You will notice our logo also has a gap at the table, which signifies that eventually, they will use the table as a platform to share their passions and advocate for others like themselves. We hope to empower them to go and start their own table and platform to ensure their rights to choice and control & to self-determination & agency are honoured. We encourage individuals to come & share their stories, and when you're ready, we commission you to go and create communities of equity & belonging.

## **Q. Why Choose Chosen Family?**

### **A. 1. We Listen**

Your needs and preferences are our top priority. We take the time to understand your unique situation and tailor our services accordingly.

### **2. Personalized Options**

We offer options that suit your needs, not ours. Our goal is to ensure you receive the best possible care and support.

### **3. Responsiveness**

We are always here when you need us. Our responsive team is committed to addressing your concerns and providing timely assistance.

### **4. Empowering Employment**

We hire individuals with disabilities to build their capacity and provide them with meaningful employment. We believe in empowering everyone to reach their full potential.

### **5. No Kilometres Claimed**

We don't charge your participants for kilometres travelled. Our focus is on delivering care, not on additional charges.

## **A. 6. Worker Bios**

Before your meet and greet, we provide detailed bios of our workers. This allows you to get to know them beforehand and feel comfortable with your support team.

## **7. Open and Transparent Communication**

We believe in clear and honest communication. You will always be informed and involved in decisions regarding your care.

## **8. Detailed Case Notes & Updates**

We maintain comprehensive case notes and provide regular updates. This ensures continuity of care and keeps you informed about all aspects of your support.

## **9. Flexible Support and Cancellation Policy**

We are open to discussions about support provision and cancellation policies. Your convenience and satisfaction are paramount to us.

## **10. Inclusive and Multicultural Teams**

Our teams are diverse and inclusive, reflecting the rich multicultural society we live in. This helps us better understand and meet your unique needs.

## **11. No Waitlists**

We understand the importance of timely support. With us, there are no waitlists, so you can start receiving the care you need right away.

## **12. Nothing is Too Hard Attitude**

We pride ourselves on our can-do attitude. No challenge is too big, and we are dedicated to finding solutions that work for you.

Choose us for your individual support needs and experience a level of care that is compassionate, responsive, and tailored to you. Contact us today to learn more about our services and how we can support you on your journey!

# Support Coordination FAQ's

## Q. How long does it take for a coordinator to sign me up with Chosen Family?

A. We tailor our process to meet your needs.

We have options for everyone! Phone, online, email – whatever your chosen communication style is we will work in with you.

In just a few minutes we can get information about you and your NDIS plan, support needs and goals and can get you set up and allocated to one of our amazing Support Coordination Team members to start working with you and coordinating your supports specifically to meet your needs.

## Q. How do I enquire about a support coordination or make a referral?

A. If you require access to the NDIS, contact our Support Coordination Team by emailing: [sc@chosen.family](mailto:sc@chosen.family)

## Q. Is Support Coordination the same as Case Management?

A. Support Coordination is different from case management.

There are three main differences between Support Coordination and Case Management roles:

- Support Coordination is specific to navigating the NDIS, while Case Management is broader and can encompass various sectors.
- Support Coordination is strictly defined under the NDIS with a clear set of roles and responsibilities, whereas how Case Management is delivered might differ depending on the sector and an individual's needs.
- Support Coordination is funded under the NDIS for participants who have it included in their plan. Case Management might be funded through various sources depending on the situation.

## Q. How to get access to a Support Coordinator?

- A.** As part of the intake process, a communication plan is developed with you so you are communicated with in your preferred way. This can be via email, text message, phone call, online meetings or face to face.

You direct how you want to be supported and the best way for this to happen to meet your needs.

## Q. What are the steps for me to move my support coordination over to Chosen Family?

- A.** Participants can choose to change support coordination providers at any time- this is called choice and control of supports.

By completing the referral form located on the Chosen Family website- <https://chosen.family/referral-form> or phoning or emailing the support Coordination team- [sc@chosen.family](mailto:sc@chosen.family), the Support Coordination Team will receive this information and be in contact to discuss your support needs, goals and how you want to be supported.

A Support Coordinator will be allocated to work with you to develop your support plan, connect and monitor supports, ensure that your NDIS plan and budget are managed in line with your chosen supports and support you in ensuring you can live your best life possible with your chosen supports and achieve your goals.

## Q. What levels of coordination do we offer?

- A.** Chosen Family offers Support Coordination Levels 2 and 3.

As outlined by the NDIS:

There are 3 levels of support coordination that can be included in a participant's plan:

- Level 1: Support Connection
- Level 2: Coordination of supports
- Level 3: Specialist support coordination

For more information on the levels of support coordination, please visit the DNIS website here:

<https://www.ndis.gov.au/providers/working-provider/support-coordinators>

## Q. How do I get started with Support Coordination?

- A. Contact us, and we'll discuss your needs and goals. From there, we'll create a personalised plan to help you navigate the NDIS.

[Make an Enquiry](#)

## Q. How can Support Coordination help me?

- A. Our Support Coordinators can help you find the right services, negotiate with providers, manage budgets, resolve issues, and prepare for plan reviews. They're here to make the NDIS work for you.

## Q. Who can access Support Coordination?

- A. If Support Coordination is included in your NDIS plan, you can use this service to simplify your journey and get expert guidance.

## Q. What is Support Coordination?

- A. Support Coordination is a service that helps NDIS participants manage their plans and connect with the right providers. It's about making sure your funding works for you and supports your goals.

It is capacity building support that helps you connect with NDIS providers, community, mainstream and other government services.

It is an NDIS funded support designed to assist you in making sure you get the most out of your NDIS plan.

Support coordinators work together with you to explore what options are open to you and recommend where and how you can access other supports that you might need.

A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently, and be included in your community.

# LGBTQIA+ Services

## Q. Does chosen family provide lgbtqia+ services?

A. Yes, chosen family provides lgbtqia+ services. We hire lgbtqia+ people who have a disability to provide support services to our lovely clients. This fosters a culture of lived experience and this division is growing.

## Q. Does chosen family have a diversity statement?

### A. 1. Acknowledgement of Country

Chosen Family is committed to cultivating inclusive environments for all. We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities. In the spirit of Reconciliation, Chosen Family Australia acknowledges the Traditional Custodians of the lands and waters across Australia. We pay our deepest respect to Elders past, present and emerging, and recognise their continuing connection to land, culture and community. Sovereignty was never ceded—this always was and always will be Aboriginal land.

### 2. Diversity Statement

Diversity Statement | Chosen Family Australia

#### Short version for socials:

At Chosen Family Australia, we celebrate diversity as our greatest strength. We honour every individual's identity and lived experience, embracing differences across culture, race, disability, neurodiversity, gender, sexuality, faith, and more.

Inclusion is not just a value—it's a practice. We commit to safety, accessibility, and equity at every level, and actively work to dismantle systemic barriers that marginalise our communities.

Rooted in equity, belonging, and tenderness, we are reimagining care, co-creating futures, and disrupting the disability sector with love and true community. In this chosen family, everyone is seen, heard, and valued.





## A. Longer Version

At Chosen Family Australia, we believe that every identity carries a story, every experience holds wisdom, and every difference is a thread in the tapestry of collective belonging. We are not simply an organisation—we are a gathering place for the voices and visions too often unheard.

We honour diversity not as a checkbox, but as the heartbeat of who we are. Our commitment reaches across cultures, races, ethnicities, ages, faiths, beliefs, abilities, neurotypes, sexual orientations, intersex variations, gender identities and expressions, parental and marital statuses, and every unique way a person exists in the world. We see you. You belong here.

Inclusion, to us, is not passive—it is a deliberate, daily act. It is in how we build our programs, shape our leadership, create our policies, and speak with one another. We centre safety. We demand accessibility. We champion equity. And we remain unwavering in our work to dismantle the systemic forces that exclude, marginalise, and silence.

We imagine a world unbound by the limitations of outdated frameworks and oppressive systems. A world where care is not conditional, where tenderness leads, and where community is not defined by blood, but by belonging. Through co-design, collective wisdom, and radical hope, we are reimagining the disability sector—and beyond.

-  **Our vision is bold** – to dismantle the technologies, systems, and moral frameworks of oppression.
-  **Our mission is clear** – to replenish imagination, co-create futures, and disrupt with love.
-  **Our values are our roots** – Equity. Belonging. Tenderness.
-  **We are Chosen Family. And in this family, there is room for all of you.**