

VALID Tip Sheet 1 – Working with the ‘system’

10 Tips for Working with the 'System'

These tips are provided as helpful practical ideas to use where they are relevant to your situation and should be used in conjunction with relevant guidelines e.g. NDIS.



1. Keep a record of everything! (who & what; meetings; photocopy of forms etc.) An exercise book for notes & a 2 ring folder is all you need.
2. Have clear goals for what you need and for what you want at each step.
3. Better still – develop an overall (holistic) person-centred plan (email us for the template), as this will provide clear direction, realistic goals and strategies.
4. Know your rights and your responsibilities for each ‘area’.
5. Be familiar with both the ‘internal’ complaints processes within a service and with the relevant ‘external’ complaint avenues (see Tip sheet 3)
6. Do your research for guidelines, precedents etc. (Note: there are always a corresponding set of guidelines and policies for each 'area')
7. Always attack (focus) on the problem and not the people!
8. Keep an open mind – there are many roads to the same destination, ie. the outcome you want.
9. Don’t hesitate to get support when you need it, e.g. a trusted worker, advocate or from a peak group. (see Tip Sheet 6)
10. Find allies in the system to work with but also make sure that you look after (value) them.

This sheet is one in a series of VALID Family Tip Sheets related to managing your individual funding and supports. More Info available from:

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