



# Checklist

Questions I want to ask when I call to book an appointment with an allied health professional

# Checklist

Use the checklist to think about what is important to you, and the questions you want to ask when you call to book an appointment with an allied health professional.






Tick **'Yes'** if this is important to you









Tick **'Not sure'** if you do not know









Tick **'No'** if this is not important to you

Questions I want to ask	 Yes	 Not sure	 No
I am a [young person / adult / older adult/parent of a young child]. Do you have experience working with people in this age group?			
I am wanting an allied health professional to help me with [tell them what support you want]. Are you able to provide this type of support?			
Do you have experience working with Aboriginal people with disability?			
Do you have experience working with people with disability from			

<b>Questions I want to ask</b>	 <b>Yes</b>	 <b>Not sure</b>	 <b>No</b>
<b>culturally and linguistically diverse backgrounds?</b>			
<b>Do you have experience working with LGBTIQ+ people with disabilities?</b>			
<b>If you want to check an allied health professional is able to communicate with you in a way that you will understand.</b> <ul style="list-style-type: none"> <li>• Are you able to use sign language?</li> </ul>			
<ul style="list-style-type: none"> <li>• Can you communicate in languages other than English [tell them what language you understand]?</li> </ul>			
<b>I am from [tell them the suburb or town where you live]. Is this a location where you work?</b>			
<b>How long will I need to wait before I can get an appointment to see you?</b>			
<b>If you want an allied health professional to come to you</b> <ul style="list-style-type: none"> <li>• Will you come to my [home, place of study or work] in my suburb?</li> </ul>			

<b>Questions I want to ask</b>	 <b>Yes</b>	 <b>Not sure</b>	 <b>No</b>
<b>If you want an allied health professional who provides telehealth</b> <ul style="list-style-type: none"> <li>• Do you provide telehealth?</li> </ul>			
<b>If you want or need to travel to an allied health professional</b> <ul style="list-style-type: none"> <li>• Where do I need to go to see you?</li> </ul>			
<ul style="list-style-type: none"> <li>• Are you near buses, trams or trains?</li> </ul>			
<ul style="list-style-type: none"> <li>• Is the building where you work accessible?</li> </ul>			
<b>If you want to choose a man or a woman allied health professional</b> <ul style="list-style-type: none"> <li>• Can I choose to see a male allied health professional?</li> </ul>			
<ul style="list-style-type: none"> <li>• Can I choose to see a female allied health professional?</li> </ul>			
<b>If you want to choose the age of the allied health professional</b> <ul style="list-style-type: none"> <li>• Can I choose to see an allied health professional who is a similar age to me?</li> </ul>			
<ul style="list-style-type: none"> <li>• Can I choose to see an allied health professional who is younger than me?</li> </ul>			

<b>Questions I want to ask</b>	 <b>Yes</b>	 <b>Not sure</b>	 <b>No</b>
<ul style="list-style-type: none"> <li>• Can I choose to see an allied health professional who is older than me?</li> </ul>			
<p>If you want allied health professionals who work together in the same location</p> <ul style="list-style-type: none"> <li>• I also need support from [tell them the other allied health professional(s) you need support from]. Do your allied health professionals work as a team?</li> </ul>			
<ul style="list-style-type: none"> <li>• Will they see me in the same location?</li> </ul>			
<p>Are you a NDIS registered provider?</p>			
<p>If you want to check you have enough money in your NDIS plan to pay them</p> <ul style="list-style-type: none"> <li>• How much will it cost for you to provide support to me?</li> </ul>			
<ul style="list-style-type: none"> <li>• Are your costs covered by the NDIS pricing guide?</li> </ul>			
<p>If you want the allied health professional to come to you</p>			

<b>Questions I want to ask</b>	 <b>Yes</b>	 <b>Not sure</b>	 <b>No</b>
<ul style="list-style-type: none"> <li>• How much will it cost for you to travel to my [home, place of study or work]?</li> </ul>			
<b>Other costs</b> <ul style="list-style-type: none"> <li>• Do you have any other costs that I need to know about?</li> </ul>			
<ul style="list-style-type: none"> <li>• How much will I have to pay you if I cancel an appointment?</li> </ul>			
<b>Anything else?</b>			



## For further information, please contact:

Associate Professor Libby Callaway

T: +61 421 356 359

E: [libby.callaway@monash.edu](mailto:libby.callaway@monash.edu)

Dr Em Bould

T: +61 450 323 443

E: [em.bould@monash.edu](mailto:em.bould@monash.edu)

School of Primary and Allied Health Care  
Rehabilitation Ageing and Independent Living Research Centre  
Faculty of Medicine, Nursing and Health Sciences  
Monash University, Peninsula Campus  
47-49 Moorooduc Hwy  
Frankston VIC 3199