Family Information Guide • 2026

Dear Family,

We are delighted to introduce the NDC Facilitation Academy, a specialised, neuro-affirming sourcing and training service dedicated to supporting people across the lifespan.

Whether working with children, adolescents, or adults, the Academy is designed to help families, caregivers, educators, and professionals better understand, guide, and optimally support individuals who are differently wired.

Our focus is on creating informed, compassionate, and practical pathways that honour neurodiversity while strengthening everyday functioning, wellbeing, and connection.

The Facilitation Academy forms part of the holistic approach of The Neurodiversity Centre, a well-established, multidisciplinary team grounded in evidence-based practice. We understand that neurodivergent individuals have specific support needs, learning profiles, and ways of engaging with the world.

Raising a child with a differently wired brain, or navigating life as a neurodivergent adult, can bring both immense strengths and very real challenges. Our mission is to partner with families with empathy, clarity, and expertise to ensure the right support is in place for each individual's unique needs.

WHAT WE DO

The NDC's Facilitation Academy thoughtfully matches families with suitable facilitators* or support professionals, and equips those individuals with the knowledge, skills, and understanding required to provide meaningful, effective, and neuro-affirming support.

This is achieved through two carefully designed phases:

PHASE 1

Sourcing Process

Identification and careful matching of the right facilitator or support professional to your family member's unique profile.

PHASE 2

Onboarding Process

Comprehensive training and ongoing support to fully equip your chosen candidate before they step into their role.

*Throughout this document, "facilitator" is used as an inclusive term to represent a variety of support roles. We recognise that each role is responsive to the individual's strengths, needs, and context. For further detail on the different support roles and how they may differ, as well as what may be the best fit for your family, please see the Appendix (page 7 onwards).

WHAT MAKES OUR APPROACH DIFFERENT?

> *Research is clear: skilled, neuro-affirming facilitation doesn't create dependency, it creates access. A well-matched facilitator/support professional removes the barriers between what a person knows and what they can show.*

The evidence consistently demonstrates that people supported by trained, affirming facilitators* show:

- Greater independence and autonomy over time
- Improved overall wellbeing
- Stronger self-advocacy skills
- Better outcomes across home, school, and community

Equally, we take seriously what the research tells us about poor fit or under-trained support. An unskilled facilitator can inadvertently undermine progress, confidence, and autonomy. That's why our sourcing and onboarding process matters so deeply.

Our "best fit" approach weighs a candidate's qualifications, relevant experience, personality, strengths, and interests alongside your family member's specific neurology, sensory profile, communication style, regulatory needs, and goals.

OUR VALUES & COMMITMENTS TO YOU

Neuro-affirming at Heart
We celebrate neurodiversity. Our entire approach is built on the understanding that differently wired brains are not broken — they are different, and that difference deserves respect, not correction.

Rigorous & Evidence-Based
Every step of our sourcing and training process is grounded in current research in neurodevelopment, trauma-informed care, and inclusive support practice.

Transparent & Communicative
We keep you informed at every step. You will never be left wondering where things stand — we are in regular contact throughout the sourcing and onboarding journey.

Whole-Family Approach
We recognise that supporting a neurodivergent family member impacts the whole family system. Parents, siblings, and caregivers are included and valued partners in our process.

PHASE 1: THE SOURCING PROCESS

The sourcing process is intentionally thorough. Our team invests dedicated time and careful analysis into each case to ensure a well-considered, appropriate, and supportive placement. We stay in close contact with you throughout, so you always know what is happening and what comes next.

How the Sourcing Process Works?

1	**Registration & Profile Intake** You complete our detailed intake form. We gather a full picture of your family member's profile, goals, support needs, sensory preferences, communication style, and daily routines.
2	**Consultation** A member of our Academy team meets with you (and your key working psychologist where applicable) to ensure we have a thorough, nuanced understanding of your family member's needs.
3	**Candidate Search & Shortlisting** Our team actively searches for, screens, and shortlists candidates whose qualifications, experience, and personal qualities are aligned with your family member's profile.
4	**Compatibility Assessment** Shortlisted candidates are carefully evaluated using our best-fit framework, taking into account personality, strengths, interests, and practical logistics.
5	**Family Introduction & Interview** You meet your top candidate(s). We support you through this process and welcome your feedback.
6	**Placement & Employment** Once a match is confirmed, we support the transition to employment, ensuring clarity around expectations, boundaries, and ways of working.

> *We understand that finding the right support for your family member is a significant decision. We are here every step of the way, with knowledge, care, and expertise, to ensure the best possible outcome.*

Sourcing Process: Investment

Phase 1 — Sourcing Process (All steps included) *Payable upfront upon registration*	**R 6 775**

To register, please reply to our introductory email or complete the online registration form linked within that email.

PHASE 2: THE ONBOARDING PROCESS

> *Whilst the Onboarding Process is not compulsory, we strongly recommend it. Preparation is not optional, it is essential. Your family member deserves informed, skilled, and confident support from day one.*

Once a candidate is employed, we proceed with Phase 2. Our comprehensive onboarding process equips the candidate with both theoretical understanding and practical, real-world skills — so they step into their role feeling confident, prepared, and truly ready.

Component 1: Online Self-Paced Training Course

This is not a brief orientation. It is an in-depth training course grounded in:

- Current research in neurodevelopment and the neurodiversity paradigm
- Understanding neurodivergent profiles: autism, ADHD, PDA, dyslexia, and related differences
- The theory and principles of neuro-affirming support
- Practical, real-world facilitation strategies for home and school environments
- Emotional regulation, co-regulation, and sensory support
- Understanding behaviour as communication

Facilitators are trained in the understanding that regulation comes before performance, and that connection is the foundation of all meaningful support.

Accountability & Standards

We hold a high standard because your family member deserves nothing less:

- Each module is formally assessed
- A minimum pass mark of 70% is required to progress
- Progress is tracked by the Facilitation Academy team
- Facilitators are given 6–8 weeks to complete the course

Component 2: Personalised Support Sessions

Support sessions run concurrently with the online training, providing a vital bridge between theory and practice:

①	**Round Table Meeting** When the candidate begins their role, we convene a round table meeting involving parents, the candidate, the school (if relevant), and the Facilitation Academy Coordinator. This ensures all parties are aligned on goals and expectations from the very start.
②	**4 × Individual Sessions** Following the round table, four dedicated one-hour sessions are booked for the candidate with the Facilitation Academy Coordinator. These sessions are tailored specifically to your family member's profile: their strengths, sensory needs, communication style, regulation profile, and support goals.

This personalised approach enhances the effectiveness of the theory learned and supports consistency between your family, school, and the broader support team.

Onboarding Process — Investment

Phase 2 — Onboarding Process (Online course + support sessions) *Payable upfront upon enrolment into onboarding*	**R 7 890**

Important: It is not a requirement to pay for both Phase 1 and Phase 2 at the same time. Payment for Phase 2 is only required once a candidate has been sourced, employed, and is about to begin working with your family member.

WHAT TO EXPECT: YOUR JOURNEY WITH US

Week 1–2	Registration, intake, and initial consultation. We get to know your family member deeply.
Week 2–4	Active candidate search, screening, and shortlisting based on your family member's profile.
Week 4–6	Candidate introductions. You meet shortlisted candidates and share your feedback.
Week 6–8	Final placement confirmed. Employment arrangements formalised.
From Day 1	Onboarding begins. Round table meeting held. Online training course commenced.
Week 1–8	Support sessions run concurrently with training. Academy team remains available for consultation.
Ongoing	We remain a resource for your family and your facilitator throughout the placement.

FREQUENTLY ASKED QUESTIONS

Q Can I be involved in choosing the facilitator?

Absolutely. You are a central part of the selection process. We introduce you to shortlisted candidates and your feedback is essential before any final placement is made.

Q What if the match doesn't feel right?

We understand that fit matters enormously. If a placement is not working, we will work with you to understand the issues and explore alternative options. Your family member's wellbeing is always our priority.

Q Do facilitators need prior experience with neurodivergent individuals?

We seek candidates with relevant experience and/or qualifications where possible. However, the right personal qualities — empathy, flexibility, patience, and a genuine commitment to learning — are equally important. Our onboarding training then equips them with the specific skills they need.

Q Is the Onboarding Process really necessary?

While not compulsory, we strongly recommend it. Research consistently shows that trained facilitators achieve significantly better outcomes. The investment in onboarding is an investment in your family member's progress and wellbeing.

Q How long does the sourcing process take?

The timeline varies depending on the specific role and your family member's profile. In most cases, families can expect the process to take approximately 4–8 weeks from registration to confirmed placement.

Q What ages do you support?

We support individuals across the lifespan, from young children through to adults, with a range of support roles tailored to different life stages and needs.

GET IN TOUCH

We would love to partner with you in supporting your family member on their journey. If you have any questions, please do not hesitate to reach out, we are always happy to chat.

Email Us	**Visit Our Website**
academy@neurodiversitycentre.co.za	www.neurodiversitycentre.co.za

Yours sincerely,

The NDC Facilitation Academy Team

APPENDIX

Understanding the Different Support Roles

The following section provides a detailed overview of each support role we are able to source for you. Use this guide to help determine the most appropriate type of support for your family member.

SCHOOL FACILITATOR

A School Facilitator is a support role, not a teacher or therapist. The goal is always to promote independence — not dependence — while ensuring the learner can meaningfully access their educational environment.

BEST SUITED FOR

- Require sensory regulation and executive functioning support at school
- Need scaffolded support in more mainstream environments
- Experience anxiety or overwhelm in the classroom
- Benefit from structured scaffolding to access the curriculum
- Need guided support navigating peer relationships, classroom dynamics and routines
- Have been recommended a facilitator by their school or teacher

PURPOSE

A School Facilitator provides in-school support to help a learner access their educational environment in a way that is regulating, structured, and aligned with their individual learning profile. The facilitator works collaboratively with the family, school staff, and the learner's multidisciplinary team to ensure consistency, clarity, and inclusive support throughout the school day.

KEY RESPONSIBILITIES

In-Class Support

- Attend school for part of or the full school day, as agreed
- Provide scaffolding to support executive functioning (planning, organising, problem-solving, task initiation)
- Break tasks into manageable steps and adapt instructions for clarity
- Support transitions, routines, and classroom expectations
- Use visual supports and personalised learning tools where appropriate

Social & Emotional Support

- Facilitate social understanding and peer interaction (e.g., turn-taking, perspective-taking, reading social cues)
- Support emotional regulation and reduce anxiety linked to uncertainty
- Help the learner build confidence and self-advocacy skills

Collaboration & Communication

- Act as a bridge between learners, teachers, and parents
- Promote inclusive practices within the classroom environment
- Encourage increasing independence and autonomy over time

TUTOR / HOME SCHOOL FACILITATOR

A Home School Tutor / Facilitator provides academic instruction within a neuro-affirming framework. The emphasis is on regulation, skill development, competence, and long-term independence.

BEST SUITED FOR

- Are home-schooled and require structured teaching support and curriculum oversight
- Benefit from one-on-one instruction tailored to their learning style
- Require support with regulation, executive functioning, and study skills

PURPOSE

A Home School Tutor / Facilitator provides individualised academic support and curriculum facilitation within the home environment. This role focuses on helping the learner access their curriculum in a way that aligns with their neurodivergent learning profile, while building competence, confidence, and independent study skills. The tutor forms part of the learner's broader support team and works collaboratively with parents and relevant professionals.

KEY RESPONSIBILITIES

Academic Support

- Provide one-on-one teaching or tutoring
- Follow a prescribed curriculum (e.g., CAPS, IEB, Cambridge, or other home-school curricula) through an online learning platform
- Adapt teaching methods to suit the learner's processing style and strengths
- Monitor academic progress and adjust strategies accordingly
- Design and use personalised learning materials and visual supports

Executive Functioning & Study Skills

- Break tasks into manageable steps
- Support planning, organisation, and time management
- Assist with timetables, assignment tracking, task submission, and exam preparation
- Develop sustainable study routines and systems

Emotional & Sensory Regulation

- Provide co-regulation and emotional support during learning
- Recognise and respond to sensory needs that may impact learning
- Create a structured, predictable, neuro-affirming and low-demand (if necessary) workspace and routine
- Pace demands in line with the learner's day-to-day capacity

Confidence & Independence Building

- Build academic self-esteem and learner agency
- Encourage problem-solving and self-advocacy
- Gradually reduce scaffolding if and when skills strengthen

AU PAIR

A neuro-affirming Au Pair is a caregiving and support role within the home. The emphasis is on nurturing care, regulation, routine, and fostering growing independence within everyday life.

BEST SUITED FOR

- Would benefit from consistent, structured support at home
- Require emotional and sensory co-regulation
- Need assistance with daily routines and transitions
- Thrive with predictable caregiving and practical support
- Would benefit from planned, engaging activities with a trusted adult

PURPOSE

A neuro-affirming Au Pair provides consistent, nurturing care within the home environment while supporting the child's emotional regulation, daily routines, and developmental needs. This role prioritises safety, connection, predictability, and practical support, while remaining responsive to the child's unique neurodevelopmental profile. The Au Pair works in partnership with parents and, where relevant, the child's broader support team to ensure consistency in approach.

KEY RESPONSIBILITIES

Care & Daily Living Support

- Provide attentive supervision, age-appropriate care, and meaningful engagement
- Support daily routines such as meals, bathing, dressing, and bedtime preparation
- Prepare meals aligned with the child's sensory preferences and nutritional needs
- Assist with school pick-ups and transport to activities and extra-murals

Development & Play

- Engage in interactive, strengths-based activities
- Support and encourage social skills development through guided interaction
- Encourage independence in age-appropriate daily tasks

Emotional & Sensory Regulation

- Provide co-regulation and emotional support
- Recognise and respond to signs of overwhelm, sensory fatigue, or dysregulation
- Use a low-demand approach and maintain predictability through structured routines and visual supports
- Manage transitions between activities with care and consistency

Homework & Functional Support

- Provide general homework supervision, support (if necessary), and encouragement
- Oversee homework tasks and assignments in line with deadlines
- Break tasks into manageable steps where needed
- Reinforce organisational habits such as packing school bags or preparing for the next day

ADULT COMPANION

An Adult Companion is a neuro-affirming support role focused on fostering increasing independence, confidence, and quality of life according to the adult's own goals and preferences. The companion works alongside the individual — not in place of them.

BEST SUITED FOR

- Would benefit from structured support in daily living
- Experience executive functioning challenges
- Require assistance navigating home, community, and social environments
- Would benefit from having a consistent, trusted, and safe support person

PURPOSE

An Adult Companion provides personalised, practical, and relational support to a neurodivergent adult to enhance independence, wellbeing, and meaningful community participation. This role is grounded in respect, autonomy, and collaboration — recognising the adult's unique neurodevelopmental profile, strengths, preferences, and goals. The companion works alongside the individual, offering support that promotes agency and self-determination.

KEY RESPONSIBILITIES

Daily Living Support

- Assist with day-to-day living tasks where requested (e.g., meal prep, household organisation, appointment reminders)
- Support planning, scheduling, and time management
- Help create systems and visual supports that increase predictability and reduce overwhelm
- Scaffold tasks in ways that build long-term independence

Community & Social Participation

- Support participation in social, recreational, and/or vocational activities
- Assist with navigating community environments when needed
- Encourage authentic connection aligned with the individual's interests
- Promote self-advocacy in social and community contexts

Emotional & Sensory Regulation

- Provide co-regulation and emotional support during periods of stress or overwhelm
- Recognise and accommodate sensory preferences and related needs
- Support energy management and pacing of activities according to the person's capacity
- Maintain a non-judgmental, collaborative, and respectful presence

Collaboration & Advocacy

- Work collaboratively with the broader multidisciplinary support team where applicable
- Reinforce strategies recommended by therapists and other professionals
- Support the development of self-advocacy and decision-making skills
- Respect confidentiality, dignity, and adult autonomy at all times

Terms & Conditions

Our Terms & Conditions are provided in a separate document attached to your initial information email. They are also embedded in our registration forms. Please ensure you read through them carefully and note the important information contained within.

> *Because the right support, delivered well, can change everything. We are honoured to walk this journey with your family.*