

Navigating Client Expectations



OT scripts for calm boundaries & progress clients can feel

Free OT Tool Sheet

Validate

Name the reality

Move forward

Every boundary needs a next step.

Quick wins you can offer today

- Temporary setup while the final option is confirmed
- One home tweak to reduce risk or effort
- Prioritise the biggest barrier first
- Break the plan into stages with timeframes
- One strategy to reduce fatigue/pain/stress this week
- Clear next step + when you'll update them

Pick one quick win, not five.

Quick fix trap

Client says Can't we do the quickest option?

You say Yep, I get wanting a quick fix.

Boundary The 'quick' option often causes delays if it doesn't fit your body, home, or routine.

Quick win Let's do one practical thing this week for relief, while the long-term plan keeps moving.

Big feelings

Client says This is ridiculous. Nothing is working.

You say Yeah, this is hard. Anyone would feel over it.

Boundary My job is to help in a way that reduces stress long term, not adds to it.

Quick win Let's pick one thing today that makes the next week easier.

If you forget the words

Start: I get it.

Reality: Here's the reality.

Next step: Here's what we can do today.

Then ask: What matters most right now?

Now, please

Client says I just need this sorted now.

You say I totally get it. Anyone would want it fast.

Boundary If we lock in the wrong option, it's hard to undo and can create bigger problems.

Quick win Let's put a short-term option in place first while we work out what you really need.

Slow system

Client says This is taking too long.

You say You're right. Parts of the system are slow.

Boundary If we rush this step, it often creates more delays later.

Quick win Here's a realistic timeline from here, and I'll update you at each step.

Not your friend

Client says My friend got theirs straight away.

You say Yep, I hear that one a lot.

Boundary Everyone's body, home, and NDIS plan setup is different. What worked for them may not suit you.

Quick win Let's get you something you can use now, and confirm the final option is the right fit.

Navigating Client Expectations

Continued (Scripts 6–12)



Free OT Tool Sheet

Swap lines (instant upgrades)

Use these when a client is stressed, pushing for speed, or pushing back.

No → Not yet.

I can't → What I can do is...

That's not covered → So we keep this fair and safe.

You need to → Let's try...

Pick one swap and keep going. Don't over-explain.

Best is fit

Client says Just get me the best one.

You say Yep. Let's get you the right one.

Boundary The 'best' is what fits your body, your home, and what you do each day.

Quick win Let's shortlist two options and check them against your daily routine before we decide.

I can't just sign

Client says Can you just sign it off for the NDIS?

You say I can definitely help with the process.

Boundary I can only recommend what I can clinically justify and what matches your goals and evidence.

Quick win Let's confirm your goals and key details today so the report is strong for NDIS.

A quick check

Client says Can you just do it over email without a session?

You say I get why you'd want to keep it simple.

Boundary To recommend the right option, I need enough info about you and your environment.

Quick win Let's do a short check-in appointment, then I can complete the rest efficiently.

Can't skip steps

Client says Just write it up so we can move on.

You say I get why you want to push ahead.

Boundary I can't recommend it without this step. I need to make sure it's safe and right for you.

Quick win Let's keep momentum with what we can do now while we finish the required step.

Wants vs needs

Client says You're not listening. I've told you what I want.

You say Thanks for saying that. I want to get this right.

Boundary I need to balance what you want with what's safe and what will actually work for you.

Quick win What's the one outcome that matters most? We'll build the plan around that.

Cheap can cost

Client says That's too expensive. I want the cheaper one.

You say Fair call. It's not cheap, and cost matters.

Boundary If it doesn't meet your needs, we may end up replacing it, or it could increase injury risk.

Quick win Let's compare two options side-by-side and pick the best safe + value choice for you.

Tough times

Client says I don't want to use that strategy.

You say That's okay. You're in control here.

Boundary If we don't try something different, it's hard for things to change.

Quick win Let's trial the smallest version for 3 days, and you tell me what felt doable.

Navigating Client Expectations

Continued (Scripts 13–18)



Free OT Tool Sheet

Tone tip (makes these work)

When emotions rise, simplify your delivery.

Slow down your pace and lower your volume.

One sentence per step: validate → reality → next step

Offer one quick win, not five.

Chasing the order

Client says Where is it? This is taking forever.

You say I know, the wait is frustrating.

Boundary Once it's ordered, timing can depend on suppliers, quotes, and NDIS steps, not just us.

Quick win I'll contact the supplier today and message you right after with exactly what we're waiting on.

Let's check first

Client says I found one online. Can we just get that?

You say Nice. Thanks for looking into it.

Boundary If it doesn't fit your body or your home, it can end up uncomfortable or unsafe.

Quick win Let's check key measurements and setup, then we'll confirm the right option.

Urgent, not rushed

Client says Can you fit me in today?

You say I hear you. This feels urgent.

Boundary I need enough time to assess properly so we don't miss safety or fit issues.

Quick win Here's what we can do now, and I'll book the earliest suitable appointment.

I write what's true

Client says My friend said you need to write it like this.

You say Thanks, that's helpful context.

Boundary I can consider their input, but I have to write what matches my assessment and evidence.

Quick win Tell me the outcome you're aiming for, and I'll align the report to that with clear justification.

No guarantees

Client says Can you guarantee they'll approve it?

You say I get why you want certainty.

Boundary I can't promise an outcome, but I can only recommend what's clinically justified.

Quick win Let's strengthen the evidence and goals today so your request has the best chance with NDIS.

Life happens

Client says I can't make it today.

You say Thanks for letting me know.

Boundary To keep appointments available for everyone, we need enough notice to change the time.

Quick win Let's lock in the next appointment now, and I'll send one thing to focus on before then.

Progress you can promise

I'll tell you the next step today.

I'll give a realistic timeframe (not guesses).

I'll update you after each milestone.

I'll offer one quick win while we wait.

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