



Our Commitment: What we promise, we deliver.



ACCESSIBILITY

Location is no issue, we provide quality uninterrupted service, Australia wide.



APPROACH

You will benefit from your own allocated Plan Manager, with 24/7 access to view and monitor your Provider Invoices and funding balances, on your own personal dashboard.



COMMUNICATION

We will communicate with you in a clear, considerate and understanding way.



CHOICE & CONTROL

Our support and guidance will assist you to maintain choice and control throughout your NDIS journey.

- Choose your own support providers
- Control how you spend your funding
- Monitor your budget via our online dashboard
- Control your level of involvement



FEEDBACK, COMPLAINTS AND RESPONSE

We proactively encourage your feedback and welcome complaints as an opportunity to improve our services.



SERVICE PROVIDER RELATIONSHIPS

We commit to maintaining your NDIS relationships by way of:

- Timely payment
- Prompt, courteous and friendly communication



PROFESSIONALISM

Our knowledgeable, informed staff are committed 100% to providing quality, personalised service within the NDIS framework.



COMMUNITY ENGAGEMENT

Commitment to supporting the disability community with involvement in networks and events.

We also contribute to ongoing NDIS improvements for the benefit of all involved.



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**ALL DISABILITY
PLAN MANAGEMENT**