



PROVIDER RELATIONSHIP

Administrative connection with local NDIS Providers & Coordinators to build ongoing partnerships and professional relationships.

- Develop and maintain strong professional relationships with local NDIS providers, Support Coordinators, Plan Managers, and community stakeholders to foster collaboration and positive participant outcomes.
- Demonstrate a sound understanding of the NDIS, including available supports, funding categories, and service pathways.
- Promote and provide information regarding Core Supports, Capacity Building supports, Supported Independent Living (SIL), Specialist Disability Accommodation (SDA), Employment Supports, and Community Participation programs to prospective and existing participants.
- Establish and strengthen networks with NDIS providers and community organisations across Victoria to support collaborative partnerships and service accessibility.
- Respond to enquiries from participants, families, carers, Support Coordinators, and service providers in a professional, timely, and participant-focused manner.
- Provide information, guidance, and referral support to stakeholders seeking suitable services and supports for participants.
- Coordinate participant onboarding processes, ensuring a welcoming and seamless experience from initial enquiry through to service commencement.
- Liaise with relevant internal teams to facilitate participant support needs and ensure continuity of service delivery.
- Maintain accurate records and documentation in accordance with organisational policies and NDIS requirements.
- Undertake urgent and ad hoc administrative tasks as required to support operational efficiency and participant outcomes.
- Promote the organisation's values, services, and strategic objectives while building meaningful, long-term relationships with participants, families, community partners, and NDIS stakeholders.