

ConnectAbility – A Registered Organisation

We are REGISTERED to deliver supports by
National Disability Insurance Agency
Department of Health (Aged Care)

*Why is this important to know before
choosing someone to provide you with
supports or services?*

Aged Care Services Community Participation Disability Supports

There are lots of providers of disability and Aged Care Services in the community to choose from. Besides looking for one that offers the supports you want, have you thought about what it means to choose a **Registered Provider**?

Choosing a Registered Provider is like choosing a product that comes with a guarantee. At ConnectAbility we are required to adhere to a stringent set of compliance requirements from regulatory bodies including local, State and Federal Governments. We are also required to undergo external audits to maintain our registration. So, if you have a problem with the supports we provide to you there are mechanisms in place to address and rectify these issues. ***This is not the case for non-registered providers.***



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All ConnectAbility staff have the appropriate worker screenings checks e.g. Criminal Record Checks, Working with Children Checks, NDIS Worker Screening.

Staff from labour hire and other unregistered providers may not be required to have these.

ConnectAbility has a detailed complaints process that outlines timeframes for investigating, taking action and reporting back to you. It also provides you with external regulators where you can escalate any complaint should you be unhappy with our process or response. Our Complaints process is audited by third party auditors and supports our continued registration.

To maintain our registration ConnectAbility is required to undergo an independent audit of our services which are overseen by the NDIS Quality and Safeguards Commission for our disability services and the Aged Care Quality and Safety Commission. We are also subject to surveillance and spot audits from these. These checks ensure we are providing you with quality services, charging you according to the pricing structure and adhering to the NDIS Quality Practice Standards and Aged Care Standards.

Unregistered providers do not have to adhere to the quality and safeguards requirements of the NDIS Commission. They do not need to conduct audits to show they are compliant with these requirements. When it comes to unregistered providers, it is entirely up to you to determine their quality and safety.

ConnectAbility as a registered provider must demonstrate to the NDIA and DOH our comprehensive policies, processes and governance measures that protect you our customer and our staff. By choosing ConnectAbility you are backed by the experience of skilled Senior Leaders that support the training and development of staff so that you are assured you are receiving the benchmark in quality of supports We are able to match your needs with staff so that they become familiar with you and be flexible should you need to make changes to when and how supports are delivered.

About ConnectAbility

ConnectAbility Australia is a registered charity with deductible gift recipient (DGR) status. We are governed by a Board of Directors consisting of volunteer community and corporate representatives. We commenced in 1992 with the goal to deliver quality service with a community outlook that we continue today, across all our areas of support. It is a privilege to be a part of people's lives.

We are an accredited provider of supports through the National Disability Insurance Scheme (NDIS), Federal Department of Health and the NSW Department of Communities and Justice.

If you would like more information on any aspect of our organisation please contact our friendly reception staff on the number below or go to our website.

www.connectabilityaus.org.au



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