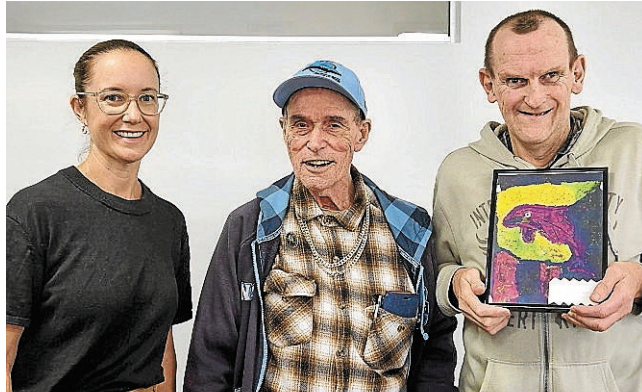


# Provider receives major grant for pilot

**N**ewcastle-based disability support provider ConnectAbility has been awarded a half-million-dollar grant as part of a national pilot aimed at defining what quality Supported Independent Living (SIL) care looks like.

ConnectAbility CEO David Carey recently shared the news with his 550+ staff and 1780+ customers: "With more than 16,000 registered NDIS providers nationwide and over 260,000 SIL entities linked to the NDIS, being chosen as one of just 44 providers highlights our reputation for delivering safe, person-centred, and high-quality supports."

Well-known locally for its buses, which travel over



Earlier this year, executive leader for Community Living, Karla Seaman, joined 13 amazing customers and support personnel at the ConnectAbility Customer Engagement Forum, including Kenny (middle) and Justin (right).

750,000 kilometres a year and feature the distinctive 'ConnectAbility swirl', the much-loved business was founded by community

members and families in Newcastle in 1992 and has evolved to become a leading NSW-based not-for-profit disability provider.

Today, ConnectAbility provides 500,000 hours of support each year, with 21 community living homes for 82 people, the Warabrook community hub and Early Links Allied Health and capacity-building clinics in Maitland, Kurri, Ashtonfield and Muswellbrook.

Executive leader for Community Living, Karla Seaman, will oversee the project's implementation. "This project gives us a seat at the table nationally to influence what 'quality' means in SIL and ensure participants receive the best possible support," she said.

To ConnectAbility, quality support includes many things, such as comprehensive staff inductions, robust

training, innovative technology from Best Med - AI-led medication software and Safety Culture software to identify and report hazards.

ConnectAbility has an overarching quality framework with effective internal audits and a registered nurse who trains staff and reviews complex healthcare plans. At the forefront of ConnectAbility's quality support is the way the business engages with and includes customers and stakeholders with regular forums, consultation and a co-design approach.

The NDIA's Quality Supports Program aims to improve service delivery across the SIL sector by identifying best practice models, workforce skills

needed, and the true costs of high-quality care. Insights will help shape future NDIS policies, pricing and market settings. Running until June 30, 2026, chosen providers will meet later this year for a Community of Practice workshop to look at how providers deliver quality supports and new models of care and practices, and providers will also ensure they include participants receiving SIL supports.

ConnectAbility is honoured to take part in this national initiative, shaping the future of Australia's Supported Independent Living services. Learn more at [ndis.gov.au/community/quality-supports-program](https://ndis.gov.au/community/quality-supports-program).  
 ■ Source: ConnectAbility

**Muswellbrook**

Singleton

Cessnock

Maitland

Kurri Kurri

Ashtonfield

Mayfield

Warabrook

Nelson Bay

Newcastle

Central Coast

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