Simplifying Disability Care for the NDIS with EmpLive

National Disability Insurance Scheme (NDIS) provides funding packages to Australians under 65 with permanent and significant disability. Participants of the NDIS can choose the service provider that they will receive service from.

While the NDIS brings new opportunities to support the community, it comes with some challenges for the disability service providers like managing anticipated growth, cash flow risks, increased competition, accounting for multiple services under the same delivery package, and accommodating unexpected requirements in service delivery.

The previous bulk funding model has resulted in people with disabilities being passive recipients of services and has restricted service providers' ability to develop new and innovative services. The changes will put people with disabilities in control of what services they consume, how, and when, in a way that hasn't been possible before. This will create new areas of demand and competition, letting service providers innovate as appropriate. As a result, people with disabilities can expect to access a broader range of services in a way that makes sense to them.

The resulting complexity means businesses must move on from manual systems, spreadsheets, and rudimentary products to accommodate the anticipated growth in the number of customers seeking services due to these changes. EmpLive helps disability service providers digitalise their workforce management and optimise employee rostering while boosting the participant satisfaction.

## Deliver the Best Service to the Participants

EmpLive automatically matches the right staff to deliver the best service based on participants' preferences such as gender or working with a group of specific employees—helping your organisation field the best team every time.

Relevant participant and service information is easily accessible to employees via SMS or Employee Self Service (ESS), so that they can carefully cater for the participant's needs.

Simplify Rostering for Services Booked

EmpLive ensures that the provided services are aligned with the participant's service plan under the NDIS. Participant information, along with their service agreement period and specific service items to be delivered are referenced when building the roster. This ensures that only required services within the service agreement period are available when booking a participant's service.

EmpLive also makes managing group activities easier by allowing service providers to add multiple participants to a shift where each participant can have their own service item.
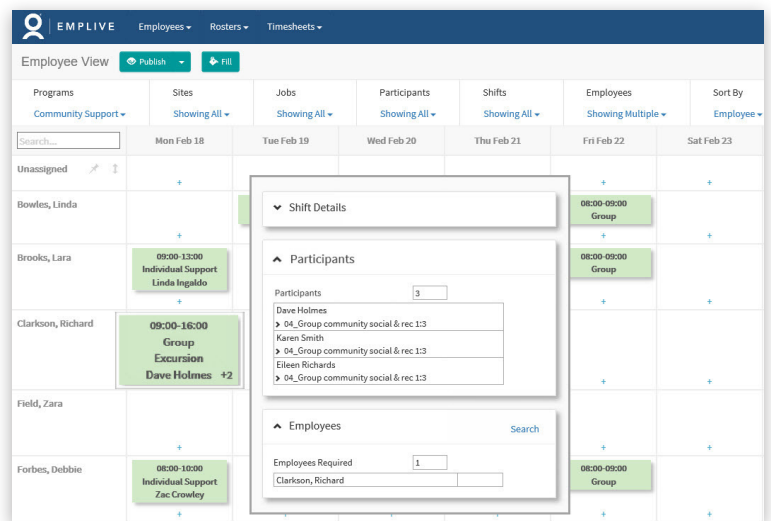
Streamline Billing Process

With the EmpLive NDIS module, billing entries can be viewed, amended, and approved separately from the rosters/timesheets. This will allow timesheet managers to focus on paying the employees and those managing the participants' service bookings to focus on billing for the services rendered.

Billing information can be exported and sent to the NDIS portal (myplace) right after a service is delivered, allowing service providers to start the payment process quickly. Alternatively, the information can be exported into a 3rd party system for further analysis or processing, such as invoicing and/or managing the participant's service plans.

Contact us today to learn how the EmpLive suite—backed by our team of dedicated experts—can help your organisation optimise its workforce processes and deliver the best service for NDIS participants.

Visit wfsaustralia.com or call us at 61 2 8399 1688