

10 Questions to Ask an NDIS Provider

Leora.



How can you make sure that the NDIS providers you're consulting with have your best interest at heart? That they have the expertise to support you? Here's a list of 10 questions you can ask your NDIS provider before signing a service agreement with them:

1 How much experience do you have?



The knowledge, skills and insights an organisation gains through years of experience are invaluable in ensuring high-quality, reliable and effective services.

At Leora, there is no substitute for experience. We've been in operations and have been providing care to the community since 2008.

2 Are you a registered service provider?



The NDIS Commission is responsible for the registration and regulation of NDIS providers under a nationally consistent framework.

Leora Healthcare is an NDIS registered provider. This means that we can demonstrate compliance with the NDIS Practice Standards, with systems and processes in place for screening workers, keeping records and handling incidents and complaints.

3 Do you have registered nurses on staff?



Having registered nurses on staff means the provider can deliver high care supports that require the supervision of a clinical professional.

We have a team of Care Manager-Registered Nurses who case-manage our high care clients, improving the quality of our services and safeguarding our high standards of care.

4 How are your support workers trained?



Support workers must be equipped with the skills to communicate and deliver services that are respectful, appropriate, compassionate and empowering.

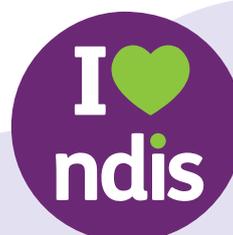
We provide online and face-to-face training to our support workers with our Learning & Development team and our team of Registered Nurses. This helps our support workers upskill and be confident in providing safe and proper support.

5 Can you really prove your service is "high quality"?



Often, we rely on other people's opinions, online reviews, firsthand experience from a friend or family member, or an unbiased report to ensure services or products are of high quality.

In addition to our NDIS certification, we are also an ISO 9001 certified company. Being certified to this standard demonstrates our focus on our clients and our commitment to continuous improvement of our services and processes.



6 How can I reach you if I have questions or concerns?



You want a service provider who is easy to contact and interact with. This will ensure your issues are heard and your questions are responded to promptly.

At Leora, you will have a dedicated Care Coordinator or Care Manager who will be your main point of contact. You would know exactly whom to call for any issues or questions.

7 What is your cancellation policy?



The NDIS requires seven clear days' notice to cancel a support without being charged.

Leora is proud to offer a cancellation policy that offers better terms for NDIS participants. Our cancellation policy allows 24 business hours' notice of cancellation without incurring charges.

8 How do you manage risk?



In disability care, 'risk' involves ensuring the safety of the participant and the people around them.

At Leora, each client undergoes a thorough assessment by a Care Manager – Registered Nurse prior to onboarding. We have a Clinical, Risk and Governance Department ensuring the safety of our clients and the compliance of our staff with best practice care services.

9 Who's leading your organisation?



Knowing the leaders of the service provider can help you better understand their values and credibility.

Our Founder and Co-CEO Esha Oberoi founded Leora after working as a carer in a nursing home. Our Board members are experts in healthcare, business and government who provide high-level guidance and ensure that our activities continue to align with our mission and vision.

10 What sets you apart from other providers?



Asking this question can give you an idea of an organisation's unique strengths. You'll be able to gauge if they can meet your specific needs and offer benefits that others cannot.

In addition to the depth, breadth and quality of our NDIS services and experience, we at Leora build a sense of community and connection. You are not just a client but a collaborator in your care.



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