



LEVEL UP DISABILITY CARE

Business plan 2023

EXECUTIVE SUMMARY



Level Up Disability Care was established on the principle of providing services to people with a disability under the National Disability Insurance Scheme (NDIS). Our director is a highly passionate and empathetic person who has a wide variety of skills and have worked with a diverse range of people that have helped her understand how to tackle people according to their own requirements and adapt according to them. She always offers a welcoming attitude towards people and is easily approachable by anyone whenever needed. Through this, the participants are satisfied with the director because she is accessible for them and cater to their problems on a one-on-one basis.

The director has a advanced diploma in Disability Work which proves how she has been a good individual when catering participants because she has knowledge and experience on how different situations can turn out and what are the alternatives that she can take to keep the participants safe and deal with them effectively. She already has been taking measures to cope up with the problems that participants face.

There are a few important experiences that our director has related to dealing with people of different backgrounds and solving their problems. She has been a disability support worker for a long period of time now and has been responsible for a wide range of duties which includes looking for the personal hygiene, monitoring the progress of the disable people, time management, making plans for every individual on on-on-one basis, thinking critically regarding certain topics and also communicating verbally and non-verbally. All these responsibilities have given her an exposure onto different situations and scenarios where she has given herself good grip on different things.

MISSION, VISION AND GOALS

Mission	Vision	Goals
<p>We promise to delight our participants by providing each participant in Metropolitan Melbourne with an excellent support where choice, dignity, and respect are being accounted for so that each participant have a full freedom of choice as anyone in the society.</p>	<p>Our vision is to engage and inspire all communities of various cultures and backgrounds to build a reliable and safe environment in order to improve the well-being of all people with disability.</p>	<p>Supporting people with disability by providing them with a high-quality personalised support to level up the capabilities of all participants and ensure that they will be treated equally in the society.</p>

GUIDING PRINCIPLES



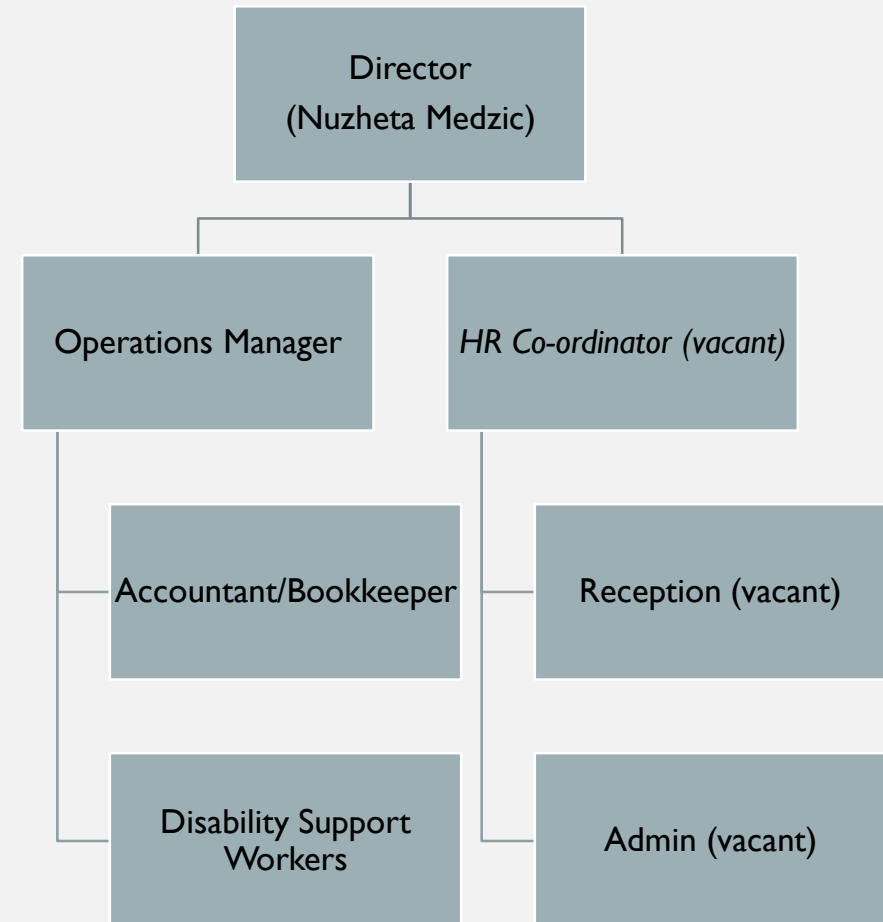
Respect	Enhancement	Collaboration	Cognitive Empathy	Inclusion	Engagement
<p>We treat each other as we would want to be treated</p>	<p>Working with the individual to attain and achieve their needs while also getting the communities involved.</p>	<p>Our organization will cooperate and work together with the individual, their families and the stakeholders to achieve their goals</p>	<p>We take pride in treating ourselves as customers to visualize their point of view which is a remarkable way of negotiating with our customers.</p>	<p>Our organization allows people with disability to take advantage of the same health benefits and promotions as per law.</p>	<p>We provide opportunities for our customers to explore and to be included in meaningful activities of their choice</p>

ORGANIZATIONAL CHART



The director's first duties include establishing the company, dealing with cash flow problems, overseeing daily operations, and creating and maintaining a strong social media presence.

We will continue to expand our activities in neighboring areas as the company expands and assumes a dominating position in the market in order to hire additional professionals with the same qualifications as the current team. The objective is to increase our services' dependability and effectiveness.



SUPPORT DELIVERY

Level Up Disability Care is set up on the principles of customer centricity and connectedness. We deliver services to people with disabilities under the National Disability Insurance Scheme (NDIS). Our customer-centric service model and focus on connecting our Participants with the wider community will make us unique from our competition. Our primary goal is to provide services of utmost standards to our Participants, empower them to integrate into the wider community and create a work culture where workers feel motivated to put in their best efforts with an organization that is financially and compliantly sustainable.

Services We Offer

0101 Accommodation/Tenancy

0102 Assist Access/Maintain Employ

0106 Assist-Life Stage, Transition

0107 Assist-Personal Activities

0108 Assist-Travel/Transport

0114 Community Nursing Care

0115 Daily Tasks/Shared Living

0116 Innov Community Participation

0117 Development-Life Skills

0120 Household Tasks

0125 Participate Community

0128 Therapeutic Supports

0136 Group/Centre Activities

Module 2A: Implementing Behavior

SERVICE DELIVERY

Location:

Our strategy was to establish strong foundations in the Metro Melbourne regions initially and then once we have proved our business model and created a thriving brand we will carefully grow into surrounding metropolitan areas.

Operating hours:

Our office hours are normal business hours, Monday to Friday 09:00 am to 17:00 pm. We operate and deliver out of hours services to our Participants as requested.

Suppliers:

Level Up Disability Care believes in best in breed when it comes to sourcing suppliers. We source consumables, office stationery, professional services and software etc. from specialist suppliers in the industry offering top quality products. Suppliers are held accountable via Service level KPIs. These KPIs are built into the agreements, and regular meetings are held with suppliers to manage the expected KPIs.

RISK MANAGEMENT

We have put in place a risk management method because we are aware that there may be risks for various parties when aiding our participants. Our company's risk management procedures and regulations were developed using enterprise risk management (ERM).

The ERM benefits enterprises by speeding up the performance evaluation process, spotting risks, and empowering businesses to create plans of action to lessen related risks. These hazards are then recorded in a risk register, which management shares with all employees and updates on a regular basis. To examine the risks associated with each participant, there is also a participant risk assessment form and a home visit risk assessment form.

CONTINUOUS IMPROVEMENT PLAN (CIP)

Level Up Disability Care has identified operational issues as a result of its self-assessment utilizing the tools provided by the NDIS QUALITY AND SAFEGUARDS COMMISSION. These flaws are listed in our Continuous Quality Improvement Plan (CQIP) document. The management has linked these discrepancies to certain management positions held inside the organization. After being hired for these positions, they are held accountable for delivering on closing these gaps in accordance with CQIP schedules.

Vertex Consulting & Compliance Group has been charged with giving operational counsel and carrying out semi-annual internal audits of the business as an ongoing operational consulting firm. They are examining the CQIP for Level Up Disability Care as part of these internal audits to see how the assigned staff is doing and offer suggestions for new items to be added in the CQIP as required.

LEGISLATIVE REQUIREMENTS



Level Up Disability Care is aware that we must abide by the quality and safeguards framework created by the NDIS Quality and Safeguards Commission Practice Standards in order to comply with applicable laws and regulations. We also understand that the National Disability Insurance Scheme Act of 2013 and any other relevant state laws must be followed. These laws are listed in full in our Policy and Procedures pack, and the relevant policies and procedures are developed to guarantee that we abide by them.

ORGANISATIONAL RISKS

Level Up Disability Care has developed a system for managing enterprise risks that is appropriate for the scale of the organization and the complexity of the services we intend to offer. With the help of this ERM, we are able to assess activities, identify risks and hazards, create action plans to reduce or control risks, and then record these risks in the Risk Register. The risk register is reviewed by management on a regular basis, and we use it to communicate dangers to the entire business.

We have also developed risk management guidelines and practices that helps the organization implement the ERM consistently across the board.

MARKET STRATEGY

We have a detailed marketing plan which entails the way to reach out to more participants in the coming year. Due to the current COVID-19 pandemic, our marketing plan this year has not been so successful but for the upcoming year, we have the following plan:

Marketing Plan	Budget (Per Annum)
Attending webinars	\$5000
Printing pamphlets for distribution at gatherings, in school, and hospitals	\$5000
Distributing pamphlets at gatherings, in school, and hospitals	N/A (our staff will be distributing these pamphlets)
Offer incentive such as free shifts for referral to participant	N/A
Contact the competitors for participant referral if they are unable to provide them with support	N/A
Contact the LAC for referral of participant	N/A
Contact Plan Management Companies and ask them for participant referral, and etc.	N/A

SWOT ANALYSIS

Strengths:

- Skilled and capable workforce
- Experienced key personnel
- Diverse and comprehensive service offerings
- Strong relationships with stakeholders
- Positive reputation within the community
- Innovative approach to service delivery

Weaknesses:

- Restricted geographical coverage for services
- Shortage of staff members

SWOT ANALYSIS

Opportunities:

- Increasing demand for support coordination services
- Favorable government funding initiatives
- Advancements in technology to enhance service delivery
- Potential collaborations with other organizations
- Exploration of new market opportunities

Threats:

- Natural Disasters
- New Entrants

FINANCIAL MANAGEMENT

The Director oversees the organization's finances, with the support of the Operations Manager. Regular board meetings invite a neutral accountant to provide unbiased counsel. Financial delegations are also implemented, along with a list of spending permission levels for each function in the organization; this document will be accessible on the main network drive. To keep the business's cash flow strong, the service that has been provided to the participants will be claimed weekly in the NDIS site. We will ask the vendors to give us 28 days to pay the invoices.

Making high-level financial data available to the workers will help them understand the organization's financial situation and how their activities affect its financial sustainability. This will help us establish a culture of financial accountability among management and the workforce.

Choose sustainability and high-quality over quick savings for better products and lower ongoing maintenance costs.

FUTURE PLANS

The primary goal of Level Up Disability Care is to maintain its position as an industry leader in the provision of high-caliber, client-focused services. This year, we are concentrating on marketing in West Melbourne's neighborhood, online via Facebook and our website, and through neighborhood health organizations.