

# 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.

The screenshot shows a software interface titled 'EMP LIVE' with tabs for 'Employee View', 'Publish', and 'Fill'. The main area displays a roster grid for the week from Monday, Feb 18, to Saturday, Feb 23. Rows represent employees (e.g., Bowles, Linda; Brooks, Lara; Clarkson, Richard; Field, Zara; Forbes, Debbie) and columns represent shifts. A modal window titled 'Shift Details' is open over the grid, showing a section for 'Participants' with three entries: Dave Holmes, Karen Smith, and Eileen Richards, all associated with the service code '04\_Group community social & rec 1:3'. Another section for 'Employees' shows one entry: Clarkson, Richard, required for the shift. The interface uses a light blue and white color scheme with green highlights for selected items.

## 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.

The screenshot shows a software interface with tabs at the top: 'Pending', 'Generated', 'Approved', 'Exported' (which is selected), and another tab that is partially visible. Below the tabs is a toolbar with buttons for 'Back', 'Unapprove', and 'Export'. A modal window titled 'Export Billing Entries' is open, containing fields for 'Bill Group' (set to 'NDIS'), 'File Type' (set to 'Client Billing - NDIS'), 'NDIS Provider Registration No.' (set to '123456'), and 'Email Address' (empty). At the bottom of this dialog are 'Cancel', 'Download File', and 'Email File' buttons. To the right of the dialog is a table with columns 'Type', 'Qty', and 'More Info'. The table contains five rows of data corresponding to the participants listed in the dialog: Amanda Bray, Dave Holmes, Eileen Richards, Eileen Richards, and Tom Jones. Each row shows a service type (e.g., '04\_Group community social & rec 1:3'), quantity (e.g., 2.00, 7.00, 7.00, 1.00, 1.00), and a 'More Info' button.

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](http://wfsaustralia.com) or call us at **61 2 8399 1688**