What to expect when you join NDIS at WISE

We believe great support starts with great communication. Here's a clear picture of what your journey with us looks like. From your very first conversation, all the way through to ongoing care.

No two people are the same, and neither is the support we provide. **We take the time to understand you**: your needs, your preferences, what you're working towards and what matters most in your life. This guide gives you a sense of the journey ahead with WISE.

1. Getting in touch

Usually 1-2 weeks

This is where everything begins, with a friendly, no-pressure conversation.

- Reach us by phone, email, website form, visiting a site or through a referral.
- We'll listen first. We want to understand what you're looking for.
- We'll need to ask you a few questions to determine if we're the right fit, and if we're not, we'll point you in the right direction.
- By the end of our first conversation, you'll know exactly what happens next and who will be in touch.

2. Meet and Greet

Usually 1 week

A personalised way for us to get to know each other.

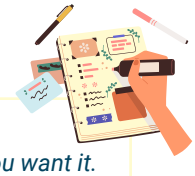
- We'll meet properly, learn about your world in a little more detail, and make sure you feel comfortable with our team.
- If you'd like, we could give you a tour of our space, or meet you online.
- If you're ready to proceed, we'll organise a time to finalise the service agreement.

3. Getting started together

The first 3-5 sessions will set the foundation for your supports.

- We'll finalise any remaining documentation.
- You'll receive a Welcome Pack and Participant Handbook.
- You'll be buddied up with a peer.
- We'll match you with the best support worker(s) to suit your needs.

4. Your support in full swing



Consistent, reliable support - delivered the way you want it.

- We'll plan and deliver sessions according to your documented needs and goals.
- You'll receive session reminders via SMS. We'll be in touch via phone call if there are any changes on our end.
- We'll take your feedback seriously, so do feel free to share freely and honestly if you need changes to the support you're receiving.

5. Making sure it's working

We don't set and forget. Your wellbeing is always front of mind.

- We actively monitor how your support is going and act quickly if anything needs to change.
- We'll keep you updated on your progress and take the time to celebrate your achievements.

6. When the time is right to move on

Whether your needs change or your goals evolve beyond our capabilities, we support you every step of the way.

- We'll work with you to make any transition smooth, planned, and on your terms.
- Our Customer Experience team will reach out for a quick call or ask you to complete a feedback form to ensure we're doing what we can to improve.

For more information

Contact your NDIS at WISE support worker, or **1800 685 105** or **achieve@wise.org.au** or visit **wise.org.au/ndis-services**