

PROVIDER MANAGEMENT

FEATURE	DESCRIPTION
Sign-Up	Quick registration for NDIS providers
Onboarding	Guided setup for staff, participants & compliance
Staff Training	NDIS-aligned live or recorded training
Account Manager / SLA	Dedicated support with service-level agreement

PARTICIPANT MANAGEMENT

FEATURE	DESCRIPTION
Participant Profiles	Track goals, notes & progress
Quote Generator	Create a contact quickly for quoting
Digital Forms	NDIA-compliant onboarding & assessments
Budget Tracker	Monitor plan budgets & feedback
Document Vault	Secure storage for NDIS documents
Risk Management	Identify & manage participant risks
Support Allocation	Quickly assign unfilled supports
NDIS Forms	Pre-built audit-ready templates
Participant Onboarding	Seamless participant setup

STAFF & SUPPORT WORKER MANAGEMENT

FEATURE	DESCRIPTION
Worker Records	Track staff credentials & compliance
Staff Directory	Centralised support worker list
Leave & Onboarding	Manage leave & training tasks
Recruitment & Training	Hire & train per NDIA standards
HR Insights	Monitor staff performance & metrics
Access Controls	Role-based permissions
Shift Notifications	Real-time alerts for new or changed shifts
Incident Register	Log and track staff-related incidents
Staff Onboarding	Simplified staff onboarding process

ROSTERING & SHIFT MANAGEMENT

FEATURE	DESCRIPTION
Roster Scheduling	View all shifts in one place
Shift Publishing	Assign & notify support workers
Staff Dashboard	Staff view shifts & updates
Participant Dashboard	Participants view upcoming supports
Shift Notes	Add instructions & requirements
Recurring Shifts	Automate group/split/broken shifts
Checklists & Reimbursements	Track tasks & expenses
Auto Scheduling (AI)	Generate rosters with NDIA rules
Shift Compliance	Apply fatigue & award rules
Time Tracking	Clock-in/out & approve timesheets
SCHADS Awards	Apply fatigue, pay & rostering rules per NDIA standards
Shift Tools	GPS, voice notes & risk flags

REPORTING & BUSINESS INTELLIGENCE

FEATURE	DESCRIPTION
Role-Based Dashboards	Insights by user role
Performance Tracker	Measure outcomes & staff impact
Custom Dashboards	Build NDIA-aligned reports
1:1 Chat	Secure staff-participant messaging
Group Chat	Team coordination & updates
Support	Ongoing chat & email help

SUPPORT MANAGEMENT

FEATURE	DESCRIPTION
Service Locations	Manage delivery sites
Incident Logging	NDIA-compliant reporting
Audit Reports	Generate NDIA-ready documents

DOCUMENT & INCIDENT MANAGEMENT

FEATURE	DESCRIPTION
Bulk Storage	Upload large volumes of files
Access Control	Restrict document visibility
Unlimited Storage	No file limits
Upcoming Supports	Real-time support schedule
Support Requests	Book or cancel supports
Funding Overview	View plan balances & usage

PARTICIPANT APP

FEATURE	DESCRIPTION
Goal Tracking	Monitor goals & achievements
Document Access	View care plans, agreements & assessments
Secure Messaging	Encrypted chat with support team
Participant Schedule	View upcoming supports & appointments
Timesheet Submission	Submit hours for payroll processing
Activity Logs / Journals	Record daily routines & observations
Reminders & Notifications	Alerts for meds, goals & appointments
Feedback & Surveys	Share feedback on services & staff
Emergency / SOS Button	One-tap access to emergency help

SUPPORT WORKER APP

FEATURE	DESCRIPTION
Incident Reporting	Report participant incidents via app
Task Management	Complete daily support tasks & checklists
Shift Swaps & Requests	Request shift changes or swaps
Training & Certification Tracker	Track mandatory qualifications & expiry
Mobile Time Clock with GPS	GPS-based clock-in/out at support sites

SUPPORT COORDINATOR APP

FEATURE	DESCRIPTION
Incident Oversight	Monitor & escalate incident reports
Participant Plan Overview	View goals, budgets & funding usage
Document Automation	Auto-generate NDIA-compliant documents
Reporting & Analytics	Dashboards for participant & staff metrics
Audit Trail	Track changes to records for compliance
Participant-Worker Matching	Match staff based on skills & availability
Communication Templates	Prebuilt messages for approvals & updates

ADD-ONS	
FEATURE	DESCRIPTION
Full Accounting Suite	Compliant invoicing & financial reporting
Learning Management System (Wyzed)	Online staff training aligned with NDIS standards
PDF & Word Document Signing	Secure signing of NDIS service agreements and care plans
AI-Powered NDIS Automation	Predictive rostering and smart admin workflows
CMS Content Management System	Manage website and digital content
Automated Workflows & Processes	Streamline admin & compliance tasks
Custom Automated Workflows (Beta)	Build tailored workflows for unique processes