



Media Release

New 'Best Practice' Helpdesk to Support NDIS Providers & Participants

21 January 2020

Amergin today announces the launch of [Everyday Practice](#) - a free, online quality and safety resource for NDIS Providers and NDIS Participants, focusing on best practice day-to-day service delivery.

Everyday Practice features a dedicated Helpdesk designed to provide an effective and user-friendly support service for those who provide or receive NDIS supports and services. The Helpdesk is complemented by an online Forum, which will host subject-specific discussions and offer a unique collaboration opportunity for both NDIS Providers and NDIS Participants.

Everyday Practice also houses a range of practical resources to help NDIS Providers and NDIS Participants understand what day-to-day best practice NDIS service delivery looks like. This includes videos, fact sheets, guides and interactive online activities containing examples and case studies of NDIS best practice.

Amergin is delivering Everyday Practice in partnership with [Queenslanders with Disability Network \(QDN\)](#). Additional technical advice and expertise is being provided by the [Community Resource Unit](#), [Richmond Fellowship Queensland](#) and [Projects for Purpose](#).

Amergin Director, Christine Dempsey, said, "Through Everyday Practice we want to help NDIS Providers better understand and comply with their regulatory obligations, so that they can deliver safe and high-quality services to NDIS Participants and be better prepared for audit. We also want people with disability to feel more confident by understanding what best practice service delivery looks like on the ground, so they are more empowered to choose the best NDIS Providers for them."

Dempsey continued, "In addition, the platform aims to break down barriers and promote positive information and knowledge sharing between NDIS Providers and NDIS Participants, to improve the NDIS experience for everyone. We invite all NDIS Providers - whether registered or not - and all NDIS Participants - whether they are self-managing, plan-managed or agency managed - to get involved".

Amergin is one of Australia's leading NDIS and Aged Care consultancy services delivering registration, compliance, marketing and educational support to organisations across the country.

Amergin was one of ten organisations who received grants in 2019 worth a total of \$5.7million under the NDIS Quality and Safeguards Commission's new four-year \$17.6 million investment in building capacity amongst NDIS Providers.

Media Enquiries

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More Information

- Everyday Practice Fact Sheet
- NDIS Commission: Support For NDIS Providers Program – <https://www.ndiscommission.gov.au/support-ndis-providers>
- Media Release: The Hon Stuart Robert MP (Minister For the Department of Social Services) 2019 - [*\\$5.7m investment builds NDIS Provider Capacity.*](#)

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