

# ABILITYSEER NEWSLETTER

*AbilitySeer has over 30 Year of experience in disability and advocacy services in Canberra and NSW*



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## **Reflecting upon the recent NDIS Support Coordination Workshop**

In a triumphant showcase of collaboration and dedication, Tim from Abilityseer orchestrated a series of NDIS Support Coordination workshops in Sydney, Melbourne, and Brisbane, leaving a trail of inspiration and enthusiasm in its wake. The resounding success of these events underscores the growing commitment of individuals to make a significant impact in the disability support industry.

### **A Beacon of Expertise**

Tim, the driving force behind Abilityseer, brought together professionals, practitioners, and enthusiasts alike to delve into the intricacies of NDIS support coordination. His wealth of knowledge and hands-on experience in the field created a dynamic learning environment that sparked insightful conversations and fostered a sense of community.

## Thriving Participation in Sydney, Melbourne, and Brisbane

The workshops, held in three of Australia's major cities, attracted a diverse array of participants from various backgrounds within the disability support sector. Attendees eagerly engaged in discussions, sharing their experiences and gaining valuable insights from Tim's expertise. The vibrant atmosphere echoed the shared commitment to enhancing the lives of individuals with disabilities through effective support coordination.

## Elevating Industry Standards

The workshops served as a platform for attendees to enhance their skills, refine their approaches, and stay abreast of the latest developments in the ever-evolving landscape of disability support. Tim's workshops not only met the expectations of industry professionals but exceeded them, contributing to the elevation of industry standards across Sydney, Melbourne, and Brisbane.

## Networking and Collaboration Opportunities

One of the highlights of the workshops was the networking opportunities they provided. Participants had the chance to connect with like-minded individuals, fostering a sense of collaboration and unity within the industry. The exchange of ideas and the forging of new professional relationships are sure to have a lasting impact on the disability support community.

## Participant Excitement and Testimonials

The excitement among participants was palpable, with many expressing their enthusiasm for the knowledge gained and the connections made during the workshops. Testimonials poured in, highlighting the practical applicability of the insights shared by Tim and the positive impact the workshops are expected to have on their professional journeys.

### Participant Testimonial:

"Attending Tim's NDIS Support Coordination workshop was a game-changer for me. The practical strategies and real-world examples shared have given me a fresh perspective on support coordination, and I'm excited to implement these learnings in my practice." - Sarah, Workshop Participant.

## Looking Ahead

As the echoes of success reverberate from Sydney to Melbourne and Brisbane, Tim and Abilityseer are poised to continue making waves in the disability support industry. The resounding success of these workshops serves as a testament to the dedication of individuals committed to transforming the lives of those they serve.

In closing, we celebrate the triumph of Tim's NDIS Support Coordination workshops, recognizing the impact they have had on industry professionals and the broader community. As we look ahead, let this success be a beacon of inspiration, guiding us towards a future where support coordination continues to evolve, empowering individuals with disabilities to lead fulfilling lives.

# Upcoming NDIS Support Coordination Workshops

## Adelaide

Date: Thursday, 5th December 2023, 9:00am to 5:00pm  
 Venue: Upnext 313 Payneham Rd Royston Park SA 5070



## Perth

Date: Thursday, 7th December 2023, 9:00am to 5:00pm  
 Venue: Midland Junction Arts Centre

Please Scan to get the details

## ChatGPT - How to get the most without compromising privacy and becoming independent

by Chloe L. Quality and Compliance Officer

ChatGPT is sometimes viewed negatively as a 'lazy hack' for students tackling assignments, but have you ever stopped to consider its potential benefits in your job? The uptake of ChatGPT and other Artificial Intelligence in healthcare has been significant. As NDIS providers, we should not be scared to use ChatGPT - it has great potential as an educational tool. However, we must proceed with caution, protecting client privacy and ensuring we do not become dependent.



### **Learning made easy:**

ChatGPT can be used by Support Coordinators undergoing training to simplify intricate terminology within the NDIS, breaking down budget categories, and explaining the price guide. These explanations can be tailored to suit individuals with diverse disabilities, helping Support Coordinators explain situations to each individual client.

Support Workers can turn to ChatGPT as a troubleshooting tool, asking ChatGPT for advice about handling specific behaviors or situations they may encounter in their roles.

### **Caution in Confidentiality:**

ChatGPT is certainly a powerful tool; but we must remember it operates in the public domain. Users must be aware never to input client name; date of birth; and address, as this breaches confidentiality and privacy.

Setting up new agreements and creating new policies is essential if you want to incorporate ChatGPT into your decision making processes.

### **Don't become dependent!:**

The recent Optus outage has reminded us all of our technological dependencies. Accordingly, NDIS providers do not need another technology to become reliant on. ChatGPT should not replace traditional methods, but rather complement them to aid efficiency and optimise client outcomes.

### **Verdict**

ChatGPT is a great educational tool, but comes with the risk of data exposure. Upholding client confidentiality is a necessity. In addition, we must remember that NDIS services are fundamentally about human interaction. While ChatGPT can assist, it should never overshadow this crucial aspect.



## Navigating the Interplay Between Customer Service and Customer Experience

by Roshan D Business Manager/Support Coordinator

In the realm of the social and community services industry as a whole, the dynamic interplay between customer service and customer experience is crucial in shaping the quality of support for individuals with disabilities. Understanding the distinctions and harmonizing these elements can pave the way for a more enriching and empowering journey for our participants.

### Customer Service: The Bedrock of Practical Support

Customer service in the context of the NDIS is the tangible manifestation of support—responsive, efficient, and solution-oriented. It is the immediate assistance participants receive, encompassing clear communication, prompt issue resolution, and adherence to quality and safety standards. Imagine it as the reliable foundation upon which the scaffolding of participant well-being is constructed.

### Customer Experience: Crafting Holistic Journeys

On the other hand, customer experience extends beyond transactions, delving into the emotional and comprehensive aspects of participant engagement. It encapsulates the entirety of the participant's journey, from the inception of support plans to ongoing reviews. A positive customer experience involves tailoring services to individual aspirations, fostering inclusivity, and promoting a sense of choice and control.

### Conclusion: Elevating the Support Standards

As we navigate the intricate landscape of the NDIS, it is evident that the convergence of exceptional customer service and a holistic customer experience forms the cornerstone of transformative support for individuals with disabilities. The symbiotic relationship between these elements is not just a theoretical framework; it is a practical pathway to achieving positive outcomes for our clients.

By embracing personalization, fostering open communication, prioritizing collaboration, investing in staff training, and innovating to adapt to evolving needs, NDIS providers can build an environment where participants thrive. It is not merely about addressing immediate needs but about crafting meaningful and empowering journeys that resonate with the unique aspirations and goals of each individual.

# Our Services



**ASSISTANCE WITH DAILY ACTIVITIES/COMMUNITY PARTICIPATION**



**NDIS SUPPORT COORDINATION AND ADVOCACY SERVICES**



**SHORT-TERM ACCOMMODATION/RESPIRE**



## Message from the Managing Director

*Tim O'Hare Managing Director*

My name is Tim O'Hare, I am the Managing Director of AbilitySeer, an NDIS provider registered with the NDIS Quality and Safeguards Commission.

AbilitySeer specialises in providing Support Coordination (Levels 1-3), as well as direct supports including daily activities, social and community participation, and transport. We also provide Short Term Accommodation Services, and Psycho-social recovery coaching. We are passionate about supporting NDIS participants to achieve great outcomes, and to working collaboratively with other service providers and community sector stakeholders.

There has never been a more exciting time to be a part of the vibrant, dynamic, and innovative disability services sector in Australia.

We look forward to partnering with you into the future.

## Capacity Announcement



**As our team has expanded,  
We are taking referral for  
both Support Coordination  
and Direct Support**

## Contact Us

Would you like to talk to us? Please feel to contact us through any of the following ways.

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**Have Questions?  
Just Scan to Connect**

