What to Expect When Partnering with Spiral

1 Clear and Timely Communication

- Dedicated Service Coordinator for each participant
- Quick responses: same day or next business day for general enquiries
- Progress updates agreed in advance (email, phone, case notes)
- Urgent matters addressed within 4 business hours

2 Transparent and Reliable Processes

- Clear referral, onboarding, and service commencement steps
- Easy Read service agreements available
- Weekly invoices with itemised details and early budget alerts

3 Collaborative Approach

- We work closely with Support Coordinators, allied health, and other providers
- Proactive problem-solving for complex schedules or multi-provider setups
- Flexible support arrangements when adjustments are needed

4 Risk, Safety, and Quality Assurance

- Safeguarding and incident management aligned with **NDIS standards**
- Spiral is registered under **Module 2A** for Positive Behaviour Support Plans and restrictive practice, which is only implemented per authorised support plans
- Feedback and escalation channels are clear, accessible, and participant-friendly

5 Skilled and Responsive Team

- Staff matched to participants based on needs, preferences, and goals
- Meet-and-greet opportunities arranged where possible
- Team brings a combination of professional expertise and lived experience to ensure **reliable, high-quality support delivery**

Spiral
Growth and Belonging

Get in Touch
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