

FOR SUPPORT COORDINATORS · CAPABILITY STATEMENT

Anchor & Aim Support

A specialist NDIS provider for psychosocial, autism & CALD participants across Melbourne's east.

OUR SIX SPECIALISATIONS

01 Psychosocial Disability · 02 Autism — Adults · 03 CALD & Multilingual (Hindi/Punjabi)

04 Community Participation · 05 Routine & Life Skills · 06 Anxiety & Social Isolation

2 hr

Response time

5–10 days

Typical onboarding

13

LGAs covered

Boutique

Small & personal

Capability detail

Specialisations	Psychosocial disability, autism (adults), CALD & multilingual support (Hindi/Punjabi), community participation, life skills & routine, anxiety / social isolation rebuild.
Response Time	All referral enquiries acknowledged within 2 business hours . Most referrals receive a substantive intake call within 24 hours.
Onboarding Turnaround	Typical: 5–10 days from referral to first shift. Urgent: same-week onboarding possible — flag urgency in the referral form or phone the director directly.
Worker Consistency	Participants are matched with a primary worker plus one nominated backup . We invest in worker retention deliberately — no third-party agency staff, no rotating pool.
Communication Style	Phone answered during business hours. Emails returned same business day. Director-direct line for coordinators: 0411 727 133. Proactive updates on incidents, plan changes, or anything you'd want to hear from us first.
Reporting & Documentation	Service agreement, individualised support plan, written one-month review for every new participant. Progress notes available on request. Plan-aligned goal tracking.
Incident Handling	NDIS Quality & Safeguards-aligned incident reporting. Coordinator notified within 24 hours of any reportable or sensitive incident , and immediately for Category 1 events.
Worker Screening	100% NDIS Worker Screening cleared. Working with Children Check held by all customer-facing staff. National Police Check, First Aid & CPR, NDIS Worker Orientation Module current for all staff.
Insurance	Public liability (\$20m), Professional indemnity, WorkCover. Certificates of currency available on request.

Funding Accepted	Plan-managed and self-managed NDIS participants. <i>Note: NDIS-registered application in progress — happy to discuss timing.</i>
Service Areas	Primary: Maroondah, Knox, Whitehorse, Manningham, Yarra Ranges, Boroondara, Monash. Secondary: Greater Dandenong, Casey, Frankston, Kingston. Other Melbourne LGAs by arrangement.
Languages	English, Hindi, Punjabi. Cultural confidence around Indian, Sikh, Hindu and broader CALD families — food, faith, gender preferences, family dynamics.
Hours & Reliability	7 days, including weekends and evenings by arrangement. Sub-1% shift cancellation rate target. Backup worker model for unplanned absences — we don't leave a participant without support.
Pricing	NDIS Price Guide rates. No additional admin fees. No setup fee. No travel charge for primary service area suburbs.

TO MAKE A REFERRAL**Online:** anchoraim.com.au/for-coordinators**Phone:** 0411 727 133 (Director, Jatinder Misra)**Email:** hello@anchoraim.com.au