BRAINBOX Offshoring

A Case Study

How My Choice Supports Supports Back-Office Efficiency At Reduced Cost

About My Choice Supports

My Choice Supports began from a foundation of compassion and a desire for true partnership. After spending many years in the NDIS and mental health space, the founders of My Choice Supports understand that needs are individual and unique and that an NDIS plan can provide a platform for allowing uniqueness to shine. Today, My Choice Supports delivers Support Coordination and Recovery Coaching for participants across the Perth Metropolitan area.

Business Need

My Choice Supports understands that every dollar spent on back-office functions is a dollar less for frontline service delivery to people with complex needs. This led to a drive to make My Choice Supports back-office functions as efficient and cost-effective as possible.

Brainbox Support

My Choice Supports use Brainbox resources to provide a range of administrative support to the Governance Manager, including responsibility for receiving and processing NDIS processing requests. These activities include:

- Respond to general enquiries from the community and stakeholders
- Provide reports on staff service delivery
- Prepare paperwork for efficient claiming in the NDIS portal
- Process invoices received from Plan Managers
- Ensure accurate and timely completion of invoices
- Reconcile payments across MCS services
- Keep accurate and comprehensive records
- Prepare and report NDIS payment requests
- Manage administrative intake of new Participants
- Coordinate Participant's Service Agreements and Support Schedules
- Meet the NDIA legislative standards and compliance requirements
- Recognise and resolve issues associated with NDIS processes

BRAINBOX Offshoring

A Case Study

How My Choice Supports Supports Back-Office Efficiency At Reduced Cost

Outcomes

My Choice Supports managers can now focus on their core function of ensuring optimised service delivery for participants, rather than spending hours on paperwork and onerous back-office tasks. This keeps managers more motivated, ensures consistency across planning / invoicing / reporting, and allows My Choice Supports to provide a higher level of service to participants.

> *Joy has been a great addition to our team. She is careful and diligent in her work, and has really made a positive difference to our invoicing and claims processing environment.*

Lin Holker
Director, My Choice Supports