



Clarity Care Support Services

Addressing Service Gaps Through Meaningful Outcomes

Our Purpose

Clarity Care Support Services was established to respond to the real gaps experienced by participants, families, and carers navigating the NDIS. We deliver supports that are clear, consistent, trauma informed, and outcome focused ensuring participants are supported to live safer, more independent, and more connected lives.

Identified Service Gaps & How We Deliver Outcomes

1. Lack of Understanding of NDIS Plans

Common Gap:

Participants and families are often unclear about their funding, how supports can be used, and what is reasonable and necessary.

Clarity Care Approach:

We explain plans in plain language, provide practical examples, and support participants to understand how funding translates into everyday life.

Outcomes Achieved:

- Increased participant choice and control
- Improved confidence using funding appropriately
- Reduced plan underspend or misuse
- Greater engagement in goal setting and reviews

2. Limited Advocacy and Inadequate Funding

Common Gap:

Participants are frequently underfunded due to weak justification, poor documentation, or lack of advocacy.



Clarity Care Approach:

We provide evidence-based advocacy that clearly links functional impact, risk, and unmet needs to funding requests.

Outcomes Achieved:

- Plans that better reflect functional needs
- Improved safety and participation
- Reduced risk of crisis or plan breakdown
- Increased sustainability of informal supports

3. Inconsistent Support and High Provider Turnover

Common Gap:

Participants experience frequent changes in providers, requiring repeated retelling of personal and traumatic experiences.

Clarity Care Approach:

We prioritise continuity, consistency, and relationship-based support as a small, participant-focused provider.

Outcomes Achieved:

- Increased trust and engagement
- Reduced emotional distress
- Earlier identification of changing needs
- Proactive and responsive support planning

4. Poorly Matched or UnderSkilled Support Workers

Common Gap: or lack the skills required for complex or trauma-impacted participants.

Clarity Care Approach:

We carefully match workers based on participant needs, communication style, personality, and support complexity, with clear expectations and oversight.

Outcomes Achieved:

- Improved participant safety and wellbeing
- Reduced incidents and complaints
- Stronger, more consistent support relationships
- Increased participation and engagement

5. Limited Trauma Informed and Mental Health Aware Practice

Common Gap:

Participants with acquired injury, psychosocial disability, or mental health impacts often receive supports that do not account for trauma or adjustment.

Clarity Care Approach:

We deliver trauma informed, person centred supports that recognise emotional wellbeing, adjustment, and dignity as essential to recovery and participation.

Outcomes Achieved:

- Improved emotional regulation and stability
- Increased engagement with supports
- Reduced withdrawal and escalation
- Enhanced sense of safety and control

6. Insufficient Support for Families and Carers

Common Gap:

Carer capacity and family wellbeing are often overlooked, leading to burnout and breakdown of informal supports.

Clarity Care Approach:

We actively consider carer needs in planning and advocacy, recognising carers as key partners in participant wellbeing.

Outcomes Achieved:

- Improved carer wellbeing and capacity
- Reduced family stress and burnout
- Greater long-term stability for participants
- Stronger informal support networks

7. Limited Connection to Broader Community & Mainstream Supports

Common Gap:

Participants rely solely on NDIS funding and are not supported to access mainstream and community based services that enhance independence.

Clarity Care Approach:

We support participants to connect with appropriate community and government supports, including:

- Companion Cards
- Public Transport Travel Access Passes
- Centrelink and income support assistance
- Carer Gateway supports
- In-home and community care services

Outcomes Achieved:

- Increased community access and participation
 - Reduced reliance on funded supports where appropriate
 - Improved financial and social stability
 - Greater independence and inclusion in everyday life
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Our Commitment to Outcomes

Clarity Care Support Services is committed to delivering supports that are:

- **Clear and transparent**
- **Participant-led and goal-focused**
- **Safe, consistent, and responsive**
- **Grounded in advocacy, dignity, and respect**

We believe that when participants are informed, supported consistently, and connected to both funded and community supports, meaningful and sustainable outcomes follow.