

PROVIDER INFORMATION

Who we are. What we do. Why it matters



TOGETHER WE CAN

INTERNATIONAL PTY LTD

Innovative support for Neurodiverse young people

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TOGETHER WE CAN

INTERNATIONAL PTY LTD

Welcome to TWCI

Welcome to **Together We Can International** (affectionately known as TWCI)! I'm thrilled to have you join our community, a place where neurodiverse individuals are supported, celebrated, and empowered to achieve their goals.

At TWCI, we are committed to being innovative in our approach to providing opportunities, support, and connections for young people to thrive. Whether you're here to build new skills, make meaningful friendships, or explore employment pathways, know that you are part of a community that values inclusion, respect, and empowerment.

We've designed our programs to bridge the gaps that too many individuals face, creating a safe, engaging, and supportive environment where you can develop confidence, independence, and a sense of belonging whilst focusing on achieving. Our team is here to walk alongside you, every step of the way.

TWCI is more than an NDIS Provider, we are a committed, profit-for-purpose community youth organisation dedicated to creating real, lasting change for the neurodiverse community. By advocating for systemic change, being that change, and thinking outside the box, TWCI is committed to empowering individuals, strengthening communities, and redefining what's possible for the neurodiverse community.

I'm so excited for the journey ahead and can't wait to see all that you will achieve. Together, we can create a future filled with possibility.

Welcome to TWCI!



Cath Durney

CEO, Together We Can International



About us

Together We Can International (TWCI) – Where Inclusion Meets Innovation

A proudly independent, family-owned & operated provider of innovative, inclusive support for neurodiverse individuals. We go beyond traditional disability services, bridging the gaps in mainstream support with dynamic, engaging support that fosters independence, social connection.

At TWCI, evidence-based strategies meet energetic, passionate mentors & staff, ensuring that learning, growth, and social development happen in a way that is both effective and fun. Our approach is built on collaboration, lived experience, and co-design, working closely with parents, participants, and allied health professionals to create tailored supports that drive genuine progress.

We may look like we're all about fun and adventure, but behind every experience is carefully planned, evidence-based, disability-led support designed to create real, lasting outcomes.

Through innovative programs, inclusive social hubs, and quality support, we foster independence, confidence, and real-world connections. Every day, we create life-changing impact, transforming not just the lives of our participants, but also families, workplaces, and the broader community.

At TWCI, we don't just support—we elevate and redefine what's possible.



Our Values

TOGETHER WE ARE STRONGER

As a close-knit organisation our values sit at the core of our DNA; we pride ourselves on our togetherness, teamwork, and relationships, "Together We Can Achieve More"

OUR VALUES

Connected

Authentic

Progressive

Empowering

Respectful

Vision & Mission

VISION

*"Empowering young people with disabilities
to achieve their full potential"*

MISSION

*To deliver quality support to young people
with disabilities through individualised
tailored support promoting independence
in a safe, inclusive & fun environment*

Our Services

Together We Can International (TWCi) supports neurodiverse individuals through various tailored initiatives, ensuring they have the necessary tools and opportunities to thrive.

Employment Support

Individual Employment Coaching Support
Job Preparation & Readiness Programs
Real-Life Work Experience & Opportunities
Career Pathways & Study Assistance

Social Support & Community Participation

Community Participation / Weekly Group Activities
Peer Support Groups
Camps & Emergency Respite
School Holiday Programs & Support
Individual Mentoring

Allied Health Support

Developmental Educators (DE)
Functional Capacity Assessments (FCA)
Sensory Profiles
Progression Reporting
Individualised ongoing therapy
Therapy Assistants

Service Delivery

We ensure that supports are delivered in a variety of ways working seamlessly together, creating a holistic and effective support system that fosters progress.

FACE TO FACE

We come to you, or you come to us, we can facilitate your support sessions either at home, school, one of our social hubs or activities, the library or even the park we can facilitate your support sessions. Making you as comfortable as possible with your sessions being delivered in your environment

NON FACE TO FACE

Non face to face support can be accessed in a number of ways and can be either phone, email, zoom or WhatsApp. Non-face-to-face support also refers to behind-the-scenes assistance that helps ensure participants receive continuous, high-quality support including scheduling, coordinating with providers, liaising with families, caregivers, and allied health professionals to ensure continuity of care

BEHIND THE SCENES

Our comprehensive behind-the-scenes support sets us apart as a provider and plays a crucial role in achieving successful outcomes for our participants, behind the scenes support may include our collaborative efforts with employers, RTOs, DES providers, and other service providers to create meaningful opportunities and pathways for neurodiverse individuals.

GROUPS

Our groups are designed to be hands on, flexible learning. Adapted to accommodate different abilities & delivered flexibly we maintain low participant-to-mentor ratios to provide personalized guidance while encouraging peer-to-peer learning and maximum engagement within the group setting.

TRAVEL

We charge travel when our team needs to travel to provide face-to-face services, including to and from supports, but also may include travel during your sessions, to interviews, work trials, visiting potential employers, service providers

Social Support

The Benefits of Social Support, Group Activities, and Practicing Social Skills for Neurodiverse Individuals

At Together We Can International (TWCI), we put extensive effort into carefully designing and facilitating our group programs to ensure they are empowering, inclusive, and tailored to each individual's needs. Behind the scenes, we work diligently to match participants with like-minded peers, creating an environment that encourages meaningful connections and maximizes the potential for lasting friendships.

71% of our social support participants reported increased confidence, greater flexibility in trying new experiences, and improved social skills

For many neurodiverse individuals, forming in-person friendships can be challenging, and in some cases, their only social interactions have been online.

We recognise how important and sometimes overwhelming this transition can be. That's why we provide structured support, guided social opportunities, and a welcoming space where friendships can develop naturally.

Every week, we see individuals who once struggled to find real-world connections form genuine, lasting friendships through our programs.

At TWCI, we are more than just facilitators, we are community builders, dedicated to creating spaces where neurodiverse individuals thrive socially, emotionally, and personally.

Together, we thrive



Social Support

WEEKEND SOCIAL ACTIVITIES

We run two exciting, community-based social activities every Saturday and Sunday throughout the year, designed for maximum engagement, connection, friendship-building and fun! Our current social support schedule is always available to view or download from our website. We pride ourselves on thinking outside the box with all our activities, gathering participant feedback to shape schedules based on what people truly enjoy. Engaging dynamic and supportive mentors provide structure, assist facilitating friendships and navigate boundaries in a group environment. Participants are matched and scheduled with peers of similar ages. Weekend activities are a great way to try group supports

WEEKLY SOCIAL GROUPS

Our weekly social support groups, including **Young Guns, Gal Pal, Over 30's, Games Night, and Pizza & Pool Night**, run weekdays during school terms at all our social hubs. With structured activities, engaging mentors & dinner included, these groups become the highlight of the week, more than just social gatherings, they facilitate genuine friendships, often marking the first 'in-person' friendships some neurodiverse individuals have had, having previously only connected online.

'It's not what we do, it's the way that we do it'

INDIVIDUAL MENTORING & SUPPORT

Our personalised one-on-one support and mentoring services provide things like daily assistance, routine setting, community access, comradery & support. Fostering independence, confidence, and social engagement with a strong focus on progression. Our diverse team of skilled mentors are matched to the right person often they may have connected with on a group activity. Mentoring often supports individuals build capacity and step outside their comfort zone setting things in motion to practice in group settings. Our Summary of Supports track progress and outcomes. All our staff undergo a strict internal induction and are trained in Autism Awareness, Trauma-Informed Care, CARL Reporting, and detailed shift documentation before they even commence their first shift with us. Aswell as NDIS worker clearances, First Aid & Working with Children checks

Social Support

RESPIRE SUPPORT

Our retreats are renowned for truly being a different kind of therapy, action-packed, and something for everyone. They are immensely popular and aimed at practicing & developing social skills & teamwork in a fun, inclusive environment.

They can be a life-changing experience for someone suffering from social isolation. We run two retreats per month, dates will be listed on our social support schedule which can be found online. Retreats are at our hub located on Lake Bonney in Barmera (Riverland) offering unforgettable experiences with water sports, talent shows, cooking, crafts, team games, and adventure-based activities. With boats, kayaks, fishing, tubing, knee boarding, group cricket & soccer matches, participants build confidence, friendships, and life skills in a structured, supportive environment and really do leave with a sense of belonging, and new found sense of confidence that is visible.

"Together, we can achieve great things"

SCHOOL HOLIDAY SUPPORT

School holidays can be a terribly isolating and disruptive time for our Neurodiverse young people which is why we ensure our School holiday support program provides a dynamic, enriching, and socially engaging experience, helping to ease the disruption of routine changes. With two structured activities per day throughout the holiday period, we offer diverse options to suit everyone's interests. Through exciting, themed activities, outings, and tailored support, participants explore new passions, develop friendships, and gain confidence in a structured, inclusive environment, with our experienced, energetic mentors

EMERGENCY RESPIRE SUPPORT

We facilitate Emergency Respite and Supported Independent Living (SIL) on a one-on-one, case-by-case basis for a number of people across Adelaide, depending on house availability, staff capacity, and your NDIS funding. Please reach out via our website to discuss how we can support your needs in these areas.

Social Groups

A Game-Changer for Social Growth – TWCI Groups

At Together We Can International (TWCI), our social support peer groups are more than just weekly meetups; they are a lifeline for connection, confidence, and community. Held weeknights during school terms and beyond, these engaging, mentor-led groups provide a safe, structured, and dynamic space where neurodiverse individuals can build friendships, develop social skills, and explore meaningful discussions in a fun and supportive environment.

With tailored groups catering to different age ranges and interests, participants can find a space where they feel comfortable, included, and truly understood:

- ✓ **Young Guns** – for young men's social skills, resilience & camaraderie.
- ✓ **Gal Pal** – for young women to connect, share, and build confidence.
- ✓ **Games Night** – unisex group for to bond over shared interests.
- ✓ **Pizza & Pool Night** – for 18+ blending fun, food & conversation
- ✓ **Over 30s Social Group** – designed for adult neurodiverse individuals to form friendships and enjoy meaningful social interactions.

'TWCI's social groups support neurodiverse individuals build confidence, foster friendships, and thrive'

Sessions include structured activities, relevant discussion topics, interactive experiences, and plenty of laughter. The all-inclusive cost covers dinner, snacks, and brilliant facilitators.

For many participants, these groups are the highlight of their week a space to be themselves, grow socially, and engage in real, meaningful interactions. Whether it's discussing life skills, personal interests, or just having fun in a welcoming setting where strangers become friends.

Employment Support

Together We Can International (TWCI) – Leading the Way in Disability Employment Support

At Together We Can International (TWCI), we don't just provide employment support, we set the standard for success. Our highly experienced, results-driven team, many with lived experience in disability, is dedicated to empowering some of the most vulnerable individuals in our community to achieve real, lasting employment outcomes.

We understand that finding meaningful work of your choosing can be challenging, especially for those often with invisible disabilities or challenges. Our tailored, person-centered approach provides individuals with the tools, guidance, and unwavering support needed to not only secure employment but sustain it long-term. No matter where someone is on their employment journey, we are there every step of the way.

57% of our employment support participants are currently working in open employment or enrolled in study of their choice as a result of our support

We have helped countless participants break barriers, shatter stereotypes, and achieve remarkable milestones, creating a ripple effect that extends to their families, employers, and the wider community.

At TWCI, our commitment runs deeper than expertise—it's personal. With over 30% of our workforce being neurodivergent, we intimately understand the challenges, strengths, and potential of neurodiverse individuals. We don't just talk about inclusion we live it, breathe it, and deliver results that redefine what's possible.

Together, we don't just support—we transform lives

Employment Support

PHASES OF SUPPORT



Phase 1

PRE-EMPLOYMENT

Our most intensive level of support for participants to work closely with our team & set solid foundations for long term success.

In this phase you will be working on a variety of soft skills & pre-employment preparation including things like skills analysis, potential barriers to employment, strengths, potential career/industries/job options, resumes, cover letters, communication skills, transport, cash handling, setting up Tax File numbers, bank accounts, superannuation, employer expectation training, identifying any training or upskilling required, hygiene and presentation.

Phase 2

ACTIVE

Where the action happens, this is our 'Employer Engagement' Phase of Support

In this phase you will be working on things like interview skills, mock interviews, voluntary work opportunities. All actions in this phase are work experience, work trials, and relating to commencing work. Connecting you with our Employer Engagement Team we link you with our network of local disability friendly employers, market you to existing roles or broker new roles with our employers that suit your skillset and requirements.

Phase 3

POST PLACEMENT

We continue to support you once you obtain employment.

We can liaise with your employer, iron out any issues and act as a safety blanket to coach you through any issues that may arise with commencing a new job and change associated with this with a focus on maintaining your employment.

Employment Support

ENQUIRY

Starting services is simple—submit a referral form at www.twci.com.au or call (08) 8164 6991 to connect with our Employment Support Onboarding Consultant. They will provide expert guidance on support options, costs, policies, and suitability, ensuring our services align with your goals before scheduling your initial appointment.

INITIAL APPOINTMENT

All participants in our Employment Support programs must complete an initial onboarding appt, which is charged based on travel & duration.

Our comprehensive onboarding process includes:

- ✓ Completion of Intake, Risk Assessment & Consent Forms
- ✓ Discussion of pricing & creation of a Service Agreement
 - ✓ Assessment of support phase
- ✓ Development of a Tailored Employment Support Plan (TESP)
 - ✓ Seamless commencement into our services

ALLOCATION OF EMPLOYMENT COACH

Your Employment Coach is carefully matched to your needs and preferences from your initial appointment. They will personally introduce themselves and schedule consistent, tailored support sessions aligned with your availability and commitments.

DELIVERY OF SUPPORTS

We provide flexible support options, including face-to-face, non-face-to-face, and group-based services, tailored to your needs. Our commitment to goal-driven progress includes regular three-month check-ins with an impartial Progress Consultant to celebrate achievements and refine goals, ensuring continuous growth and success

Industry Insights

Innovative Employability Programs – Redefining Career Readiness

Industry Insight Days

We take a fresh, innovative approach to employability skills training, recognizing that traditional job-seeking methods don't always work for neurodiverse individuals. Instead of the usual "find a job, start it, and hope it's a good fit" approach, we've flipped the script, offering Industry Insight Days that provide real-world exposure before committing to a role.

Addressing very real concerns such as:

- *Will I be working alone?*
- *Start and Finish times?*
- *Where do I sit for lunch?*
- *What are the daily tasks?*

These experiences help eliminate very real workplace concerns & anxieties, building confidence before even applying for a role.

This program has been hugely successful, providing neurodiverse individuals, both within the NDIS and the wider community—an opportunity to explore career paths in real time. By bridging the gap between uncertainty and preparedness, we empower individuals to make informed career choices, develop essential employability skills, and step into the workforce with confidence. Monthly Industry Insight schedules are posted on our website and socials.



Path to Success

Building Real Skills for Real Careers

We know that traditional employment support often misses the mark for neurodiverse individuals. That's why we created

Path to Success

A highly practical, hands-on employability program like no other, designed to build the real-world skills and confidence needed to thrive.

This structured 10-week program is carefully tailored to facilitate maximum engagement in a classroom environment, delivered by neurodivergent facilitators, who have tailored the delivery of the program for maximum engagement and interactive learning.

Each week, participants work through practical modules, with hands-on activities designed to reinforce key workplace skills such as:

- Effective Communication & Teamwork ✓
- Problem Solving & Organization ✓
- Handling Constructive Feedback & Following Instruction ✓
- Time Management & Hygiene Expectations ✓
- Employer Expectations & Workplace Culture ✓
- Learning Self-Advocacy Techniques ✓

This program has become a proven pathway for neurodiverse individuals to enter and succeed in open employment with confidence focusing on executive functioning strategies to help participants succeed not just in getting a job, but in keeping it.



Allied Health Support

True progress comes from support that is both engaging and evidence-driven

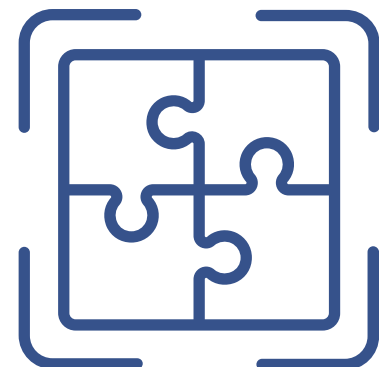
At **Together We Can International**, we may look like we're all about fun and adventure, but behind every experience is carefully planned, evidence-based therapy designed to create real, lasting outcomes. Our approach blends practical strategies with innovative, non-traditional support, co-designed with families, participants, and lived experience to ensure meaningful progress.

Our specialized Allied Health team, led by Developmental Educators (DEs) registered with Developmental Educators Australia Inc. (DEAI), focuses on Autism and ADHD, delivering hands-on strategies to build social confidence, improve executive functioning, and develop essential life skills.

We provide progress meetings, detailed reporting, assessments and clear communication, ensuring measurable growth at every stage, creating individual roadmaps tailored to each participant's unique needs.

Our small & specialised team of Allied Health Professionals are equipped to support with

- Functional Capacity Assessments (FCA)
- Sensory Profiling
- Progress Reporting
- Ongoing Therapy Sessions (Qualified DE)
- Ongoing Therapy Assistant Sessions



Getting started with us

One easy step is all it takes to begin – we're here to guide you through the rest.

Step 1: Visit our website www.twci.com.au and click either:

- More Information or
- Refer to Us

Step 2: We'll be in touch, someone from our team will contact you within 24 hours to chat about:

- What kind of support you're looking for
- Whether we're the right fit for your needs
- What you'd like to achieve



Step 3: Let's book your first appointment

If you're happy to move forward, we'll book an initial appointment with you. This is where we officially start your journey with us.

We believe in transparency, trust, and quality from day one. That's why we take the time to get things right – for you, your family, and everyone involved in your support.

What happens at your first appointment? We'll:

- ✓ Get to know you properly
- ✓ Make sure we understand your needs
- ✓ Talk about your goals
- ✓ Go over your rights, privacy, and consent
- ✓ Set up a support plan that's clear and works for you

Onboarding Process

What is Onboarding?

Onboarding is how Together We Can International (TWCi) gets to know you and how we start supporting you. It helps us understand what you need, what you want to work on, and how we can best support you in a safe and meaningful way.

What Does It Involve?

When you engage with TWCi, we'll:

- Talk with you (and your support team, if you have one) about your goals, interests, and what support you need
- Ask some questions to help us get to know you better
- Create a tailored, individualised Support Plan just for you
- Complete necessary assessments to help us understand any risks or additional support needs.
- Help you feel comfortable with our team

We'll chat about things like:

- What kind of work or social activities you are interested in
- What your daily routine looks like
- What help you need to feel safe, happy, and supported.

Why is this important?

The onboarding process is to ensure that you feel supported, understood, and confident every step of the way. It helps us create a personalised support plan that aligns with *your* goals.

Additionally, it gives us the opportunity to assess whether TWCi is the right provider for you. Through onboarding, we'll determine if we can effectively meet your needs and help you achieve your goals. If we find that another provider might be better suited to your needs, we'll discuss this with you and assist you in making informed decisions about your supports.

Privacy & Consent

You're in control of your info – always.

- We will ask for your consent to collect personal & sensitive information about you.
- This information is collected from you or people & providers you consent to.
- We keep your information safe on our computer systems, with passwords, locks & 2 step authentication processes
- We only give your information to workers who are involved in your services & people or providers you consent to. For example, Support Coordinator, parent or doctor
- The reason we need to collect this information is to make sure we can provide the right service for you. We also use this information to improve our services and follow the law
- Sometimes we must share your information to keep you safe and to follow the law

Consent means you agree, and say 'YES'



Personal & Sensitive Information can be;

- Your Name
- Your contact details
- Your health information
- Information about your Disability
- Your religion or culture

Service Agreements

If we can deliver services to you, and you want them, we will make an agreement with you.

This agreement is called a **Service Agreement**.

We will make the agreement with you and/or the people you want to do this for you for example;

- Your Family
- Your Support Coordinator
- Your Support Person
- Your Advocate
- Your Referring Organization

You may be asked to sign the Service Agreement or consent verbally if unable to sign in person.



What's in a Service Agreement?

Your Service Agreement will include information on the Services we have agreed on including;

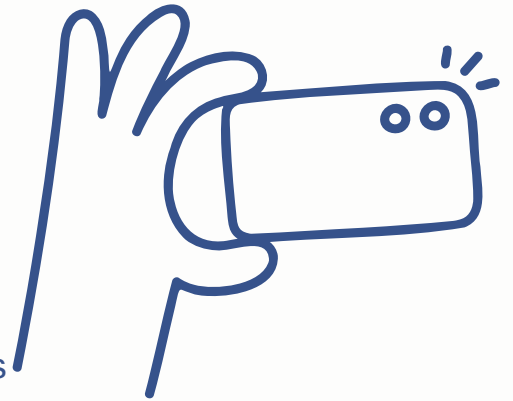
- What the services are
- Schedule of how your supports will be delivered
- A clear outline of cost & payments including how you will be billed
- Your rights & responsibilities
- Our responsibilities to you
- What to do if there is a problem & how to end your Service Agreement

We will need details of your NDIS plan and may ask for details including your NDIS number, plan manager and NDIS goals for billing purposes. We will not ask for a copy of your plan. We will give you a copy of your service agreement in a format that you understand

Photos & Consent

We may take photos or videos of you

- We will only do this if you have agreed
- We will tell you what the photos or videos will be used for
- This may include things like;
 - Documentary Evidence of incidents
 - Progress Reporting
 - Social Media Marketing
 - Website or general marketing materials
- If you change your mind you can tell us
- You have the right to inspect the photos or video and get a copy
- If you think any of the information about you is wrong, you can tell us. We will change it or add what you have said
- We will tell you if we lose your information or if someone steals it
- We will keep your information securely for as long as the law states, after this we will destroy it safely
- If you are unhappy about how we have treated your information you can complain



You have the right to change your mind

Your Rights



You have a right...to choose who you want to deliver your Supports.



You have a right... to get help or extra information to help you choose your supports



You have a right... to be treated respectfully at all times



You have a right... to be treated fairly regardless of your age, gender, religion, race or ethnicity, cultural background or disability



You have a right... to ask for an interpreter or seek further information if you do not understand something



You have a right... to be fully involved in planning & decisions about your supports



You have a right... to an advocate of your choice



You have a right... to provide feedback or make a complaint and expect a timely & appropriate response



You have a right... to have your privacy respected and have your personal information stored securely.

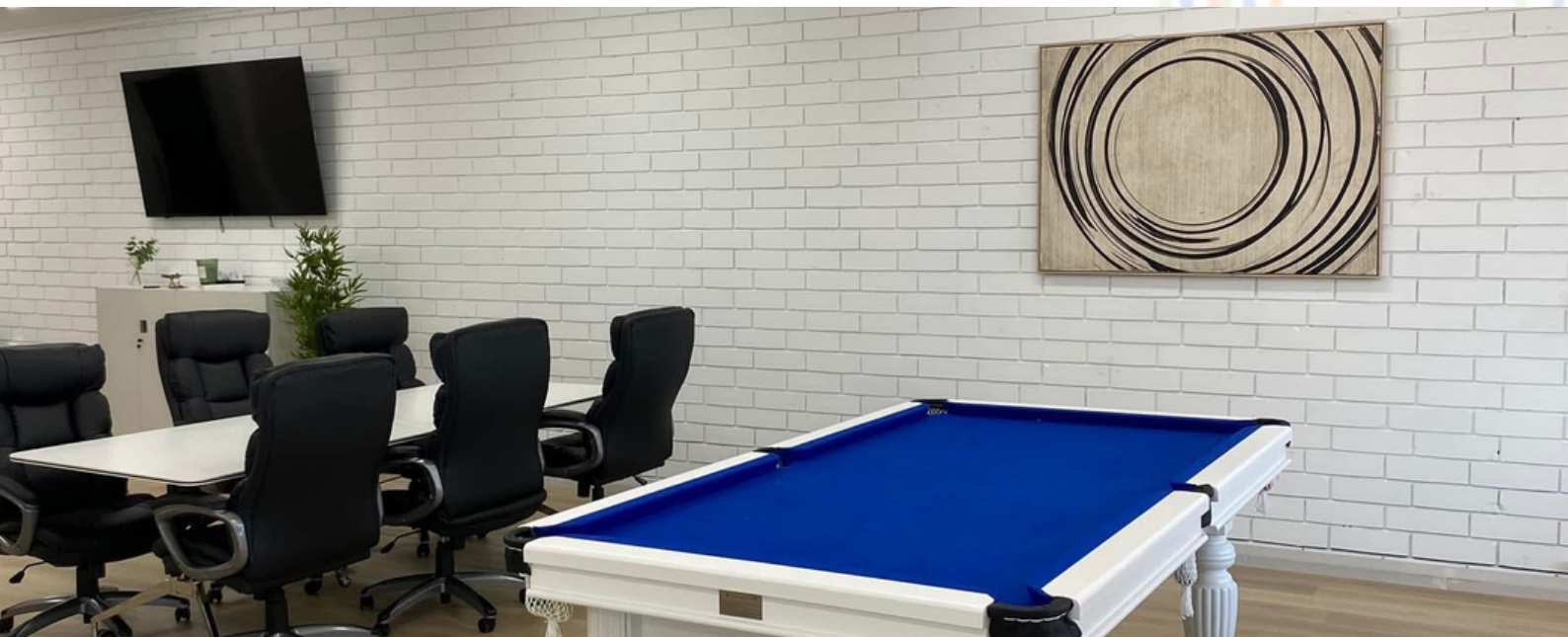
Your Responsibilities

If you choose to receive our services, you will have responsibilities.

Responsibilities are things that are expected of you

You have a responsibility to:

- Respect our workers & help us keep them safe
- Be polite & act safely
- Tell us about the services you want to receive
- Answer all questions honestly & accurately
- Tell us if you need to cancel your appointment as soon as possible
- Tell us if there is a problem with your support or any of our services
- Tell us if you stop being a participant on the NDIS
- Let us know if your NDIS plan changes or you run out of NDIS funds
- Let us know if you would like to stop our services
- If you think you have been involved in an incident or feel unsafe you need to tell us immediately



Our Responsibilities

We have responsibilities to every participant who chooses our services

We have a responsibility to:

- Work with you, your advocate, trusted decision maker and/ or family member to assist you to exercise choice and control & have your voice heard in matters that affect you.
- To assess & record any risks or potential risks in relation to keeping you safe, ensuring the safety of you, our staff, the public & property is maintained while supporting you or you are engaging in our activities.
- We will communicate clearly, openly & honestly to resolve any issues or provide the best personalised service we can provide.
- Inform you of all costs associated with the provision of supports, including the cost associated with cancellations by means of a Service Agreement.
- Work with you to identify your wishes, will, preferences & rights to establish goals & needs to develop an accurate Support Plan.
- Investigate any incidents that occur and follow NDIS Incident Management and Reportable Incidents Rules. This includes involving you in the investigation and determining actions/outcomes.
- inform you of how to make a complaint and treat you fairly and impartially if you make a complaint.
- Protect your privacy & confidential information.
- Respect & respond to your cultural values & beliefs.
- Review the provision of supports at regular intervals with you and your advocate or trusted decision maker.
- Issue regular invoices for the provision of supports delivered to you.

Incidents

An incident is a situation where you /our workers are not safe or treated correctly

- All staff have been trained and have procedures to follow in the event of an incident and how to report an incident.
- Our worker's main priority is to make sure you and any person is safe at all times.
- All incidents are recorded in an incident report detailing what happened and logged in an incident register securely.
- Every incident logged is investigated by our Quality & Safeguarding team to determine if further actions are required
- After an incident we will ensure that;
 - we tell you what actions have been taken to correct the incident.
 - we ask for your opinion about the incident.
 - we use this information to help improve our services.
- We may need to provide information about incidents to third parties such as the NDIS Commission, Emergency Services, your support networks including your Support Coordinator or other service providers.



Costs & Payments

The costs of our services are inline with the latest NDIS price schedule and the NDIS Support Catalogue

Our costs will always be listed clearly in your Service Agreement and invoices will always be issued after your service is delivered.

Payments



Self-Managed NDIS Participants

After providing support, Together We Can International Pty Ltd will send you/your representative an invoice for those supports for you/ your representative to pay. You/your representative will pay the invoice by direct debit / EFT within 7 days.

Plan Managed NDIS Participants

After providing support, Together We Can International Pty Ltd will claim payment for that support from your nominated Plan Manager. It is important that you know who they are and let us know if you choose to change plan managers who your new plan manager is.

Non-NDIS Participants

Together We Can International Pty Ltd will send you/your representative an invoice for your chosen supports for you/ your representative to pay upon invoice inclusive of GST. All invoices are to be paid via EFT.



Collaboration

Collaboration Creates Impact - Let's work *Together*

At Together We Can International, we believe in the power of collaboration, surrounding ourselves with like-minded changemakers who share our passion for making a real difference in the lives of neurodiverse individuals.

We attract and work with driven, purpose-led individuals and organisations who align with our values, vision, and commitment to excellence. Laser-focused on staying in our lane, continuously refining and delivering what we do exceptionally well, while building a strong, collaborative network of partners who complement and enhance the work we do.

Whether you're an allied health professional, service provider, employer, advocate, or worker, if you share our mission, we'd love to connect and create meaningful change together.

Get in touch with us today through the 'Collaborate' page on our website www.twci.com.au

Together, we achieve more



Feedback & Complaints

What happens when I submit a complaint?

- Your complaint will be acknowledged by one of our friendly staff
- Your complaint will be sent to our Quality & Safeguarding team
- We will contact you to discuss your complaint and offer a solution
- We will treat your complaint with Respect & Privacy
- We will not treat you any differently if you make a complaint
- You will be informed on how we are handling your complaint
- We may use information gathered to help improve our service
- You can log a complaint anonymously and it will still be investigated
- We will treat all complaints in accordance with requirements under relevant commonwealth, state or territory laws

Feedback can be positive

Don't forget to tell us if we've done a great job too!

Ways you can support any business doing a great job is to:

- Pop in a google review and let others know your experience
- Refer to others in your community
- Support us on our social media

Help us improve

- We may ask you tell us your thoughts about our services
- You may be asked to be part of our NDIS audit process and asked questions about how we deliver our service
- Feedback may be given in writing, via a survey or in a meeting
- We encourage feedback so we can grow as an organization and continue to provide exception support to our participants

Feedback & Complaints

If you are unhappy with our services you can make a complaint to us which will be taken very seriously and directed to our Quality & Safeguarding team to investigate fully and work towards providing you an outcome.

Ways you can submit a complaint to us



Talk to a TWCI team member or manager in person or over the phone (08) 8164 6991



Complete a complaints & feedback form on our website www.twci.com.au



Email our Quality Assurance team with the subject 'Complaint' to admin@twci.com.au

If you are not happy with the outcome of the complaint through us, you can choose to submit a complaint to the **NDIS commission** by:



1800 035 544



Submit Complaint Online

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

You can submit your complaint in any of the above methods and remain anonymous.

How to contact us



Talk to a TWCI team member in person or by phone:

Northern Hub - Tea Tree Gully (08) 8164 6991

Southern Hub - Christies Beach (08) 7093 3826

Riverland Hub - Barmera (08) 8588 3278



Our website www.twci.com.au



Email us admin@twci.com.au



Facebook: <https://www.facebook.com/twci.com.au/>



YouTube: https://www.youtube.com/@TWCI_Adelaide



Instagram:
https://www.instagram.com/togetherwecan_twci/



Tiktok <https://www.tiktok.com/@togetherwecantwci>



LinkedIn:
<https://www.linkedin.com/company/71271083/admin/feed/posts/>

Our Leadership

Real leaders. Real action. Real change

Driven by passion. Driven by purpose. United in vision

As an organisation our CEO steers the direction, set's the course, and ensures we're heading toward our mission with clarity, conviction, and purpose. But our ship, the HMAS TWCI doesn't move forward because of one person. It sails because of a dedicated crew. That crew is our amazing leadership.



CEO & Founder

Cath Durney



Head of Operations

Michael Jackson



Head of Social Support

Lauren Durney



Head of Employment Support

Rorie Jackson



**Accounts & Payroll
Manager**

Aimee Durney



**Human Resource
Manager**

Tanya Kovacs



**Quality & Safeguarding
Manager**

Suong Mai



**Team Leader
Social Support**

Jasmine Reynolds



**Team Leader
Employment Support**

Billy McHale



**Site Manager
Employment Support (South)**

Cameron O'Doherty