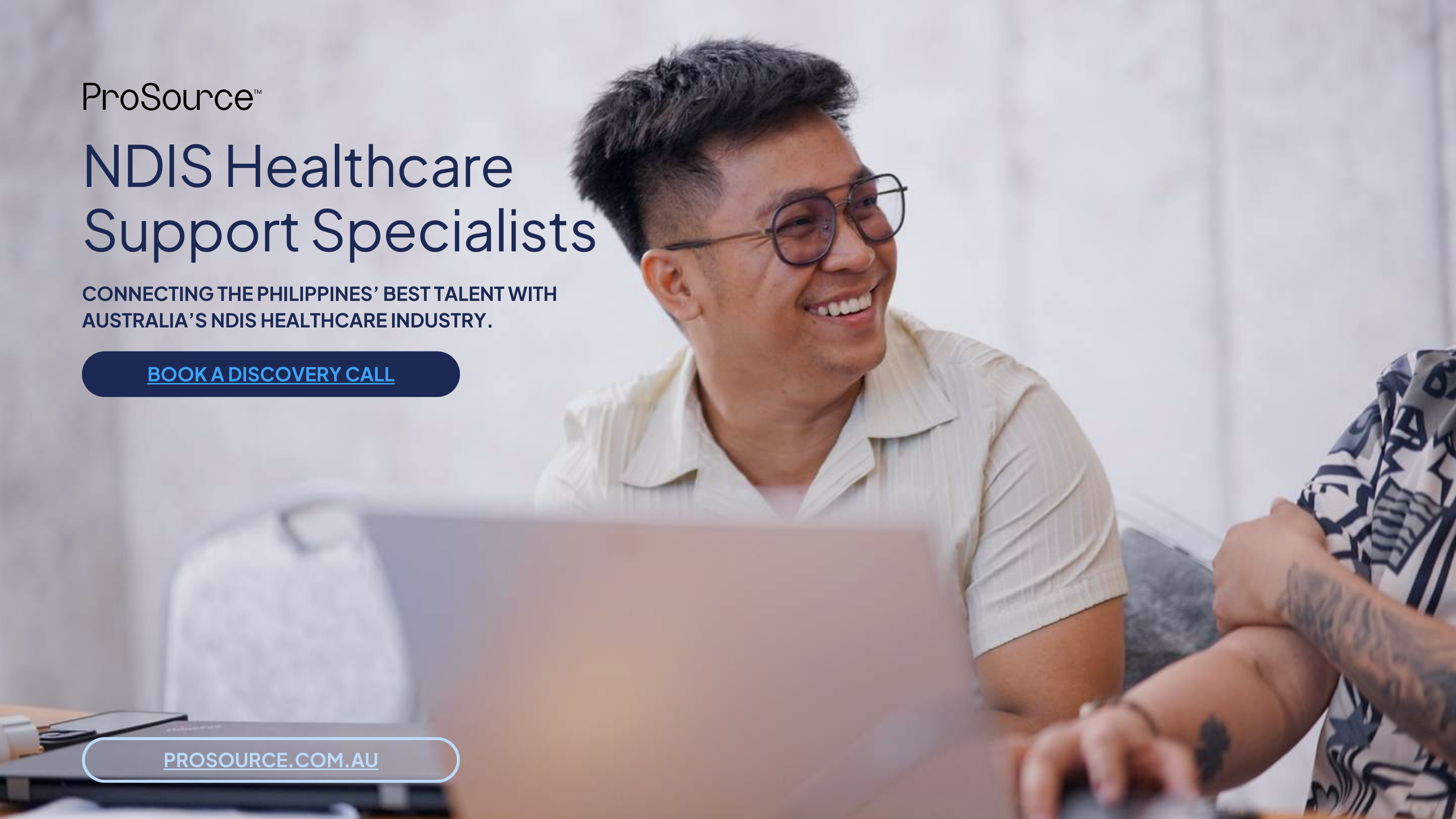

ProSource™
NDIS Healthcare Support Specialists
CONNECTING THE PHILIPPINES' BEST TALENT WITH AUSTRALIA'S NDIS HEALTHCARE INDUSTRY.
BOOK A DISCOVERY CALL
PROSOURCE.COM.AU

About Us



WE'RE YOUR TRUSTED VIRTUAL ASSISTANT COMPANY FOR SEAMLESS SUPPORT

ProSource started with a simple idea: to help businesses get back time, reduce overheads, increase profit and grow by solving the everyday challenges they face. It all began when we noticed first hand through our own businesses and how many other business owners and businesses were struggling with the workload that bogged them down, from admin tasks to customer service. We knew there had to be a better way.



BLACK STAR PASTRY

Belinda & Cherif

WATCH CLIENT TESTIMONIAL



WELCOME TO TRAVEL

Adam

WATCH CLIENT TESTIMONIAL

UNCLE BRIAN'S

Laura

"Chris and his team have been amazing, we were a little hesitant at first to go offshore however Chris and his team took care of everything.

They interview potential candidates upfront to make sure they are a good match for your company, they go above and beyond to make sure your business needs are being met. It has taken a lot of pressure off us personally, highly recommend"

What Our Clients Say

See why clients choose us to empower their businesses and give them back their time to what matters most.

Brands we've worked with

BLACK STAR PASTRY

UNCLE BRIAN'S
FALL, FALLS & FOREST
CAPE TRIBBIANI

stray

welcometo.travel

GLT
Get Lost Travel Group



STREAMLINE YOUR BUSINESS WITH PROSOURCE VIRTUAL ASSISTANTS

Your Trusted Partner for NDIS-Affiliated Healthcare Administration

Running a healthcare facility or company affiliated with the NDIS requires precision, compliance, and efficiency. ProSource Virtual Assistants (VAs) specialise in supporting healthcare providers and facilities by taking care of the time-consuming administrative tasks that can overwhelm your team. By partnering with ProSource, you can ensure smooth operations while focusing on delivering exceptional care to your participants and clients.

Why ProSource?

UNLOCK SMART OUTSOURCING



NDIS EXPERTISE

Our VAs are trained in NDIS regulations and processes, ensuring that all tasks are performed in compliance with the standards of the NDIS Quality and Safeguards Commission.

COST-EFFECTIVE SOLUTIONS

Save significantly on operational costs by outsourcing your administrative needs without compromising quality or efficiency.

CUSTOMISED SERVICES

Our VAs adapt to your specific needs, seamlessly integrating into your existing workflows.

IMPROVED FOCUS ON CARE

By delegating administrative responsibilities, your team can dedicate more time and energy to providing exceptional care to participants.

SCALABLE SUPPORT

Whether you need part-time, full-time, or project-based support, our flexible options grow with your business.



Services

UNLOCK SMART OUTSOURCING

CLAIMS AND BILLING ASSISTANCE

- Prepare and submit NDIS claims through the NDIS portal with a focus on accuracy and compliance.
- Ensure timely invoicing and follow-up on outstanding payments to improve cash flow.
- Address claim errors and resolve billing disputes to maintain operational efficiency.

NDIS PARTICIPANT MANAGEMENT

- Accurately maintain participant records, ensuring compliance with strict NDIS guidelines.
- Assist with onboarding new participants, updating care plans, and documenting client interactions.
- Monitor service bookings and funding allocations, ensuring proper utilisation of NDIS plans.



ADMINISTRATIVE SUPPORT

- Handle day-to-day tasks like email management, data entry, and document preparation.
- Prepare and file reports required for NDIS audits and compliance purposes.
- Draft correspondence for participants, caregivers, and stakeholders, ensuring professional communication.

APPOINTMENT SCHEDULING AND CALENDAR MANAGEMENT

- Book, reschedule, and confirm participant appointments with caregivers and therapists.
- Coordinate team schedules, ensuring all staff are effectively deployed.
- Send appointment reminders to reduce no-shows and improve participant care.

Services

UNLOCK SMART OUTSOURCING

COMPLIANCE AND REPORTING

- Support NDIS reporting by compiling, formatting, and submitting required data.
- Conduct periodic audits of participant files to ensure compliance with NDIS regulations.
- Maintain accurate documentation for incident reports, care plans, and service agreements.

CUSTOMER SERVICE EXCELLENCE

- Manage inbound calls, emails, and chats from participants and caregivers.
- Address participant inquiries with professionalism, empathy, and a solutions-driven mindset.
- Assist with onboarding and educating participants on how to utilise their NDIS funding effectively.

Services

UNLOCK SMART OUTSOURCING

Services

UNLOCK SMART OUTSOURCING



STREAMLINED COMMUNICATION

- Act as a liaison between participants, support coordinators, therapists, and your internal team.
- Ensure consistent updates on participant progress, service adjustments, and funding usage.
- Foster positive relationships through timely responses and proactive follow-ups.

TASK AND WORKFLOW MANAGEMENT

- Help organise workloads for team members, ensuring critical tasks are prioritised.
- Assist in creating and refining operational workflows to improve team efficiency.
- Support your team by tracking deadlines and sending task reminders.



Let ProSource Virtual Assistants Simplify Your Operations

ProSource VAs are more than just assistants—they are an extension of your team. From participant management and NDIS compliance to billing and scheduling, we ensure your healthcare operations run smoothly. With our help, you can focus on what truly matters: delivering high-quality care and making a difference in the lives of your participants. Contact us today to discuss how we can support your healthcare business!

Our Contractors

Meet the ProSource virtual assistants.



NATHANIEL

Customer Service Virtual Assistant

Experienced Customer Service Virtual Assistant specializing in travel, healthcare, and airline industries. Skilled in training, coaching, and multi-tasking, with expertise in chat and email support to deliver exceptional client experiences.

WATCH INTRODUCTION VIDEO



HANNAH

Creative Marketing Virtual Assistant

Creative Marketing Virtual Assistant with a knack for content creation, social media management, and video editing. Experienced in crafting marketing strategies, organising events, and building brand awareness through engaging campaigns and collaborations.

WATCH INTRODUCTION VIDEO

Our Contractors

Meet the ProSource virtual assistants.



KAY

E-commerce and Customer Service Virtual Assistant

E-commerce and Customer Service Virtual Assistant with a strong background in Amazon case management, billing support, and team leadership. Proficient in handling escalations, creating SOPs, and ensuring operational efficiency across diverse industries.

WATCH INTRODUCTION VIDEO



WENALYN

Paralegal and Customer Service Virtual Assistant

With expertise in legal administrative support, case management, and client communication and with 5 years of experience in travel accounts like Expedia and Priceline, she excels in customer service, call handling, and travel systems like Sabre and Amadeus.

WATCH INTRODUCTION VIDEO



ProSource™

BOOK A DISCOVERY CALL TODAY

CONTACT US

info@prosource.com.au

(02) 8319 5883