

Manora Care

Who we are

Supported Independent Living, in-home support and community participation for people with disability. A small, steady team that learns how you like things done.

Name	Manora Care, a brand of Manora Group Pty Ltd
ABN	20 670 449 475
NDIS registration	Registered NDIS provider (Manora Group Pty Ltd), registration ID 4-MCXSW85
Website	www.manoracare.com.au

Our three services

Supported Independent Living (SIL)

Help with daily life in a shared or single home, rostered around your plan and the people you live with.

Good fit for people who want to live away from family with support on hand every day.

Usually funded as SIL in the Core supports part of an NDIS plan. SIL pays for support, never for rent, food or bills.

In-home support

Personal care, household tasks and building skills, in the home you already have, at the times that suit you.

Good fit for people living on their own or with family who want the same familiar workers.

Usually funded from Core supports (Assistance with Daily Life), and sometimes Capacity Building for skills.

Community participation

Getting out to the things you love, one to one or in a small group, and building the confidence to do more of them.

Good fit for people with goals about friends, work, study or getting around.

Usually funded from Core supports (Assistance with Social, Economic and Community Participation), or Capacity Building.

NDIS registration groups

We are registered for these 11 registration groups:

- Accommodation and tenancy assistance (0101)
- Life stage transition (0106)
- Assistance with personal activities (0107)
- Assistance with travel and transport (0108)
- Daily tasks and shared living (0115)
- Innovative community participation (0116)
- Development of daily living and life skills (0117)
- Household tasks (0120)
- Participation in community, social and civic activities (0125)
- Specialist Disability Accommodation (0131)
- Group and centre based activities (0136)

How referrals work

Three things are enough to start: **you** (your name, role and email), **the person** (their first name and suburb or area) and **the support** (which service, or “not sure”). Plus the person’s agreement to share their information. Everything else is optional.

We reply to you

We reply promptly, to you as the referrer, with a clear yes, a question, or an honest no. If we are not the right fit, we say so early.

Documents, shared securely

Please do not email plans or reports. After we reply, we send you a secure way to share documents, and we only ask for what we need to plan the support.

Our standards, in brief

- **Separate agreements.** Housing and support are separate agreements. Supported Independent Living (SIL) is support, not housing, and never pays for rent, food or bills. A person can change SIL provider without losing their home.
- **Plain-language service agreements.** Before any support starts, we write a service agreement with the person, or their nominee: what support, when, and at what price.
- **Prices.** Our prices are checked against the NDIS Pricing Schedule 2026-27. The NDIA decides what a plan funds, not us.
- **Restrictive practices.** We do not use restrictive practices. If one is ever used without authorisation, we report it to the NDIS Commission as the law requires.
- **Complaints.** Anyone can raise a concern with us, and people can always go straight to the NDIS Quality and Safeguards Commission at any stage: 1800 035 544 (TTY 133 677), www.ndiscommission.gov.au.

How to contact us

- Refer online: www.manoracare.com.au/refer/
- Website: www.manoracare.com.au
- Interpreter: TIS National on 131 450, then ask for Manora Care

This document is also available in Easy Read and other formats on request:
www.manoracare.com.au/contact/#formats.