

From NDIS requirements to working records.

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Who we are

Merita is an independent, founder-led platform for NDIS providers. Salah Adam built it around a problem he saw from support work through provider operations: a written requirement can lose its connection to worker induction, the person who owns a procedure and the evidence a leader can retrieve. Merita does not deliver participant supports.

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What we do

Training

Support Worker Essentials is limited to one controlled pilot: a 390-minute, seven-area day with scenarios, formative checks and provider follow-up. Merita training is optional, non-accredited professional development. It does not replace the provider's induction, participant-specific instruction, supervision, workplace competence decisions, the mandatory NDIS Worker Orientation Module: Quality, Safety and You, or other training required for a worker's role. Applied Practice remains in founder review; individual modules remain planned.

Availability: The training portal is live. Assign courses, gate assessments at 70%, and issue Statements of Completion. Free for founding providers.

Compliance

An early diagnostic follows one current official requirement relevant to the approved question through the provider's organisation-specific document, responsible role, operational record and decision. The provider remains accountable; broader reviews, document drafting and implementation are not a released service catalogue.

Availability: The Compliance Hub and self-serve toolkit are live on every plan; hands-on compliance reviews come with Pro and Partner.

Workflow solutions

An early diagnostic maps approved inputs, source versions, the named reviewer, rejection, approval evidence, retention and deletion for one bounded operational process. AI may assist approved drafting or administration, but a qualified person remains responsible; implementation and client-data use need separate approval.

Availability: Workflow templates and the five-expert bench are live on every plan; hands-on workflow design comes with Pro and Partner.

Audit readiness

An early diagnostic uses the provider's current Commission-issued Initial Scope of Audit where available to frame one evidence question, then distinguishes a missing document, weak implementation evidence and a retrieval problem. Merita is not an Approved Quality Auditor and does not issue registration, certification or regulatory outcomes. An AQA conducts the formal conformity assessment and makes an audit recommendation; the Commission makes the registration decision.

Availability: The readiness checklist and evidence tracker are live on every plan; hands-on reviews come with Pro and Partner.

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How we engage

A 20-minute briefing records the provider context, fit and one next decision: scope, specialist referral, permission-based later follow-up or no fit. Work begins only after a written scope states the method, inclusions, exclusions, authority, evidence and approved price.

Acquire, Retain, Expand, Digitise and Prepare are separate possible stages. No stage automatically commits the provider to another service.

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Delivery

Founder-led, on-site or live-online delivery. Melbourne-based and Australia-wide, subject to scope. NDIS is the current sector. Aged care, healthcare, childcare and education remain future directions that require their own expertise, controls and approved claims before release.

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Boundaries

Merita is an independent platform and is not affiliated with, endorsed by or acting for the NDIA or the NDIS Quality and Safeguards Commission. Merita workshops are non-accredited professional development. A Statement of Completion records attendance and participation; it does not certify workplace competence or replace provider supervision, mandatory training or formal qualifications. Workers recognise, support immediate safety, record facts and escalate through the provider's procedure. The provider's authorised personnel retain incident assessment, investigation, reportability and external-notification decisions. Merita is not an Approved Quality Auditor and does not issue registration, certification or regulatory outcomes. General process consulting is not legal, clinical, employment, behaviour-support or restrictive-practice advice.

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