

MOSTAFA ANWAR

Disability Services Professional

Gables, NSW | 0433 984 463 | mostafaanwar27@hotmail.com

PROFESSIONAL PROFILE

Experienced disability-services professional with 16+ years of practical experience supporting children and young people with disability, including extensive experience in disability transport, duty of care, family and school liaison, safety, scheduling and service coordination.

Brings 3+ years of Assistant Manager experience within a disability service provider, supporting participant-related administration, staff coordination, rostering, documentation, risk management and day-to-day service operations.

Completed formal Support Coordination training and developed strong knowledge of participant-centred service delivery, support coordination processes, stakeholder engagement and connecting people with appropriate supports. Strong communicator with experience working with participants, families, carers, schools, support workers and other stakeholders.

Combines practical disability-sector experience with a Bachelor of Laws and Diploma of Accounting, providing strong analytical, administrative, financial and problem-solving skills. Committed to participant choice, dignity, privacy, safety, inclusion and independence.

CORE SKILLS

- Disability Services & Participant Support
- Support Coordination Knowledge
- Service Coordination
- Person-Centred Practice
- Participant Advocacy
- Stakeholder Engagement
- Family & Carer Liaison
- Staff Coordination & Rostering
- Participant Administration
- Documentation & Record Keeping
- Risk Management & Duty of Care
- Incident Documentation
- Safeguarding & Participant Rights
- Service Quality Assurance
- Operational Problem-Solving
- Financial & Administrative Support
- Microsoft Office | Xero | MYOB
- Client / Service Management Systems

PROFESSIONAL EXPERIENCE

ASSISTANT MANAGER | *Disability Service Provider* **2023 – 2026**

- Supported the day-to-day coordination and operation of disability support services, contributing to person-centred and reliable service delivery.
- Assisted with participant onboarding, participant-related administration, documentation, records and ongoing service requirements.
- Assisted with staff coordination, rostering, shift coverage and workforce allocation to maintain continuity of participant supports.
- Communicated with participants, families, carers, support workers and other stakeholders regarding service needs, schedules and operational matters.
- Assisted with identifying participant needs, service issues and operational risks and escalating concerns appropriately.
- Supported incident documentation, risk management, complaints handling and follow-up of service-related concerns.
- Maintained accurate records while respecting privacy, confidentiality, dignity and participant rights.
- Assisted with resolving staff, scheduling and service-delivery issues and supporting service quality improvements.
- Worked collaboratively with management and frontline workers to maintain safe, consistent and responsive services.

DISABILITY TRANSPORT SPECIALIST & SUB-CONTRACTOR | *Assisted School Travel Program (ASTP), NSW* **2007 – 2023**

- Provided long-term disability transport and duty-of-care support for children and young people with diverse physical, intellectual and behavioural disabilities.
- Built strong professional relationships with students, parents, carers, schools and other stakeholders.
- Managed daily transport schedules, safe handovers and communication with families and schools.
- Responded to changing needs and unexpected situations while maintaining safety, professionalism and continuity of support.
- Coordinated subcontractor operations and supported required worker screening, safety and operational requirements.
- Maintained transport documentation, vehicle safety procedures and reliable service standards.
- Developed extensive practical experience in disability support, communication, safeguarding, risk awareness and person-centred service delivery.

ACCOUNT MANAGER | *NSS Security* **2008 – 2015**

- Managed client accounts and maintained professional stakeholder relationships.
- Coordinated staff schedules and operational requirements to meet service expectations.
- Worked with service agreements, client requirements and operational commitments.
- Assisted with operational risk assessment, issue resolution and service coordination.

BOOKKEEPER | *Perfect Income Tax* **2006 – 2008**

- Maintained financial records, reconciliations and bookkeeping documentation.
- Supported financial and general administration with a high level of accuracy and confidentiality.

EDUCATION & QUALIFICATIONS

- **Certificate III in Individual Support** — Acacia Group, NSW
- **Diploma of Accounting** — TAFE NSW | 2016
- **Bachelor of Laws (LL.B.)** — Ain Shams University, Egypt | 1999

PROFESSIONAL TRAINING & CHECKS

- Support Coordination Training – TeamDSC, Modules 1 & 2
- NDIS Worker Orientation Module – Quality, Safety and You
- NDIS Worker Screening Check – NSW | Current
- Working With Children Check (WWCC) – NSW | Current
- HLTAID011 First Aid & CPR | Current
- Infection Control Training & Medication Administration Training

TECHNOLOGY & SYSTEMS

- **Microsoft Office:** Word, Excel, Outlook
- **Accounting:** Xero, MYOB
- **Client / Service Management:** Astalty
- **Digital Administration:** Electronic records, documentation and professional email communication

PROFESSIONAL ATTRIBUTES

- Strong communication and relationship-building skills
- Person-centred and respectful approach
- Reliable, organised and safety-focused
- Strong documentation and administrative capability
- Practical problem-solving and decision-making
- Comfortable working with diverse stakeholders
- Strong attention to detail and confidentiality
- Committed to participant choice, dignity and independence

REFEREES

Available upon request.