
Soul Pham Support Services

Supporting Individuals with
disabilities in South Gippsland
and the Latrobe Valley



Mission Statement

At Soul Pham, we believe in the power of family, not just as a word but as a way of being.

Our mission is to surround each participant with a circle of care beyond support, creating a community where everyone feels seen, heard, and valued.

We understand that genuine care is rooted in connection, trust, and the belief that everyone deserves to live with dignity, purpose, and joy.



Core Values

At Soul Pham, we recognise life's complexities and aim to collaborate with individuals to bring fulfilment to participants and support workers alike.

Soul Pham assists individuals with NDIS support plans in South Gippsland. Our family-owned company was established to address the scarcity of support worker options in rural areas.

Our locally sourced support workers are highly skilled and carefully chosen to deliver a support service prioritising safety and care. We also place a special emphasis on incorporating fun and lightness into every interaction.



Key Activities

Soul Pham provides one-on-one individualised support sessions with handpicked local support workers. Activities can be held in the comfort of your home or within your local community.

Our one-to-one support is centred around the participant's strengths and aspirations and is designed to accommodate your lifestyle.

Group sessions, which we call Soul Connect Sessions, occur monthly, during which our clients can catch up, have fun, create, and get to know each other.

These sessions are perfect for unwinding, sharing stories, building lasting friendships, and learning new skills in a supportive, family-style environment.



Client Groups

Soul Pham clients are individuals with disabilities who have an NDIS plan and live in South Gippsland. The desire to connect meaningfully with their community and interest groups, or require personal care.

Soul Pham support workers are passionate about walking alongside clients, offering support where needed, and empowering individuals to build confidence, strengthen independence,

We believe in the power of community, connection and the strength of being together.



National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is a nationwide program under the NDIS Act 2013.

The NDIS Act outlines how the scheme operates and who is eligible to access support, including:

- How individual, goal-based plans are prepared, reviewed and how the National Disability Insurance Agency (NDIA) approves funding for reasonable and necessary supports
- The process for becoming a registered NDIS provider
- The governance of the NDIA, including the roles of the CEO, Board, Independent Advisory Council, and actuaries
- Procedures for internal and external review of certain decisions made under the Act.



NDIS rules that sit under the NDIS Act 2013.

The NDIS Rules are legislative instruments made under the NDIS Act 2013. They provide more detailed guidance on how the NDIS operates, which should be read in conjunction with the NDIS Act.

There are several sets of NDIS Rules, including (but not limited to) those covering :

Becoming a Participant:	Explains who can access the NDIS and what evidence is needed.
Supports for Participants:	This section outlines what kinds of supports can be funded and what counts as “reasonable and necessary.”
Children:	Covers how decisions are made for children in the NDIS and who can act on their behalf.
Nominees:	Sets rules for appointing someone to act or speak on a participant’s behalf when needed.
Plan Administration:	Explain how the participant, a plan manager, or the NDIA can manage a plan.
Registered Providers of Supports:	Details how providers become registered and the standards they must follow.
Protection and Disclosure of Information:	Ensures participant information is kept private and only shared appropriately.
Inter-governmental Agreements:	Outlines how federal, state, and territory governments work together to deliver the NDIS.

NDIS (2021)



National Disability Insurance Agency (NDIA)

The National Disability Insurance Agency (NDIA) is the Commonwealth government agency responsible for delivering the National Disability Insurance Scheme (NDIS).

The NDIA is responsible for:

- Managing access to the NDIS
- Developing individualised plans for NDIS participants
- Facilitating payments for support delivered by registered NDIS providers to NDIS participants whose funds are managed by the Agency
- Detection and investigation of allegations of fraud and misuse of NDIS funds



NDIS Quality and Safeguards Commission (NDIS Commission)

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent agency established to improve the quality and safety of NDIS supports and services.

Its responsibilities include:

- Responding to concerns, complaints and reportable incidents, including allegations of abuse and neglect of NDIS participants
- Registering and regulating NDIS providers and overseeing the NDIS Code of Conduct and NDIS Practice Standards.
- Monitoring compliance against the NDIS Code of Conduct and NDIS Practice Standards, including undertaking investigations and taking enforcement action
- Overseeing the use of restrictive practices to reduce and eliminate these practices
- Implementing national NDIS Worker Screening checks to help ensure only safe and suitable people work in the sector.



Relevant Acts in the Disability Policy area.

Disability Discrimination Act 1992 (DDA)

- The NDIS aligns itself with the DDA, which applies to all organisations, not just NDIS providers.
- The DDA is a law that protects people with disabilities from discrimination in areas such as work, education, and access to services.

Privacy Act 1988

- Governs how personal and sensitive information is collected, stored, and shared.
- This is especially important when dealing with participant records, health info, etc., including that of NDIS participants.

Work Health and Safety Act 2011 (WHS)

- Ensures a safe working environment for both staff and participants.
- Includes physical safety and psychosocial risks.



Frameworks/ Strategies

National Disability Strategy 2021–2031

- All levels of government have agreed upon a national policy strategy/ framework for improving the lives of people with disabilities.
- Focuses on:

Inclusive Communities	Rights Protection
Economic participation	Person-centred support

UN Convention on the Rights of Persons with Disabilities (CRPD)

- An international framework that Australia has ratified.
- It influences national policy, including the NDIS and affirms rights like independence, dignity, and non-discrimination.



Ministers who are responsible for Australia's National Disability Policy.

Australian Government officials responsible for the social policy area encompassing disability support services, including the National Disability Insurance Scheme (NDIS), are:

- **The Hon Amanda Rishworth MP:**
 - *Minister for Social Services:* Oversees national policies and programs related to social services, including support for people with disabilities.
 - *Minister for the National Disability Insurance Scheme:* Specifically responsible for the administration and implementation of the NDIS.
- **The Hon Dr Anne Aly MP:**
 - *Minister Assisting the Minister for the National Disability Insurance Scheme:* Supports the Minister for the NDIS in managing the scheme.
- These ministers work collaboratively to ensure the effective delivery and governance of disability support services in Australia.



What Soul Pham contributes to Australia's Disability Strategy 2021-2031 Policy

Soul Pham Support Services contributes to implementing the Disability Policy by:

- Co-designing tailored support for individuals with National Disability Insurance Scheme (NDIS) support plans.
- Enhancing the autonomy and inclusion of people with disabilities by contributing to broader societal awareness and aligning with broader disability policy objectives.
- Contributing to the advancement of inclusive practices and empowerment for individuals with disabilities.
- Protecting the rights and safety of our clients by ensuring that our staff are adequately trained.
- Significant role in delivering essential services and ensuring that people with disability are accessing social, cultural and recreational activities within their community.



Core challenges faced by
Soul Pham Support
Services clients, with
consideration of the
social policy area.



1. Limited Access in Regional Areas

- **Challenge:** Soul Pham clients live in regional parts of South Gippsland, where quality NDIS providers are few and far between.
- **Policy Limitation:** The NDIS framework emphasises "choice and control," but in practice, regional clients have fewer service options, making the actual choice difficult.
- **Impact:** Due to a lack of alternatives, clients may experience delays in receiving services or accept less-than-ideal service providers.

2. Complexity of Navigating the NDIS

- **Challenge:** Many clients and their families find the NDIS planning and review process confusing, confronting and overwhelming.
- **Policy Limitation:** The NDIS system can be confronting, bureaucratic and inflexible, with rigid rules around funding categories, reporting, and eligibility.
- **Impact:** Clients may not receive support that aligns with their fluctuating needs, particularly if they are not confident in advocating for themselves.

Core challenges faced by
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social policy area.



3. Mental Health and Psychosocial Disability Support

- **Challenge:** Clients with psychosocial disabilities (e.g., due to trauma, PTSD, complex mental illness) often fall through the cracks of both mental health and disability systems.
- **Policy Limitation:** The NDIS wasn't designed for fluctuating conditions. Many individuals with psychosocial disabilities struggle to qualify or maintain their support plans.
- **Impact:** These clients may receive inadequate or interrupted services, increasing their vulnerability and distress.

4. Cultural and Language Barriers

- **Challenge:** Some clients, especially from culturally and linguistically diverse (CALD) backgrounds, struggle with system navigation and trust in services.
- **Policy Limitation:** Current frameworks lack culturally responsive policies and often do not consistently provide accessible translation/interpreter services.
- **Impact:** These clients may not understand or engage meaningfully with their support plans.

(Mellifont et al. 2023), Soul Pham Support Services (2025)

Organisations working in this area – including government agencies, peak bodies, and NGOs.



Department of Social Services (DSS)

Role: Oversees national disability policies, including the NDIS, Disability Employment Services, and the National Disability Strategy.

Connection: Sets the broader social policy framework for SoulPham, especially in service planning and compliance.

VALID (Victorian Advocacy League for Individuals with Disability)

Role: Offers advocacy, peer support, and training across Victoria.

Connection: SoulPham clients could access this service for individual advocacy, planning support, and workshops.

National Disability Services (NDS)

Role: Australia's peak body for non-government disability service organisations.

Connection: Provides professional development, advocacy, and resources for providers like SoulPham. NDS helps shape sector policy and gives providers a collective voice.

Disability Advocacy Network Australia (DANA)

Role: National peak body that supports independent disability advocacy organisations.

Connection: SoulPham could use DANA to help train support workers or refer clients who require independent advocacy.

People with Disability Australia (PWDA)

Role: A national disability rights and advocacy organisation run by and for people with disability.

Connection: Provides individual and systemic advocacy that aligns with SoulPham's mission to support empowerment and inclusion.

Department of Social Services (2024), VALID (2025), NDS (2025), DANA (2025), PWDA (2025).

Core strengths and challenges Soul Pham Support Services faces working in the disability policy area.



Core Strengths

Person-Centred, Flexible Approach

We can focus on individual goals and provide flexibility in our approach. We can tailor our services to suit the participant.

Cultural Competency

We have a gender and culturally diverse staff base with varied life experiences that can support clients who all live locally.

Qualified and Passionate Staff

Our team is trained, empathetic, and committed to making a difference in people's lives.

Strong Community Connections

We utilise services local to the client, like libraries, swimming centres, and rail trails.

Core Challenges

Navigating Complex NDIS Systems

High administrative demands can be time-consuming and overwhelming.

Workforce Shortages

Recruiting and retaining skilled support workers is problematic due to the casual work within the disability sector.

Maintaining Compliance

Keeping up with strict quality and safeguarding standards set by the NDIS Commission.

Funding Constraints and Uncertainty

Challenges with plan reviews, changes in funding levels, and payment delays.

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