



Hours: Mon-Sun 8am-6pm

Jackie Stewen

0478 153 668

jackie@bcdssupports.com.au

About Our Services

At BCDS Support Workers and Respite we are experts at providing Participants with services such as Support Workers, Respite, Cleaning, Gardening, Maintenance and similar.

Additionally, director Jackie Stewen offers support to participants to navigate the NDIS and find the right service providers to help them achieve their goals through support line items such as Improved Life Skills and Development and Financial Planning and Management.

We provide services across the Bass Coast and South Gippsland.

Privacy policy

BCDS will maintain your privacy in line with our **Privacy Policy** that reflects Your rights under the *Privacy Act 1988*. We will not disclose information to any third parties without your written consent however we are obliged to report any serious risk to yourself or others which we become aware of in our role. If this is the case we will always discuss this with you first.

Staff qualifications, experience and checks

All support workers have:

Minimum certificate 3 in Aged Care, Disability Care, Children's Services or similar or 2 years industry relevant experience.

Current Working with Children Check (*as per expiry date*)

NDIS Check

Valid Driver's Licence, reliable and registered vehicle

Support Worker Insurance

Full current First Aid and CPR

Current ABN

Reference Checks Completed

Full Covid Vaccination and Flu Vax supplied upon request.

Cancellation policy

Where clients provide less than 48 hour's notice for any scheduled supports we may charge a 100% cancellation fee. Please note the majority of this income will go directly to our staff and our respite providers so that they are not out of pocket and can continue to provide this amazing service.

Reviewing, changing, and ending this Service Agreement

If this Service Agreement and/or the Schedule of Support needs to be changed, both Parties will agree to all changes before they are implemented. These changes must be reflected in writing. Two week's notice will be provided for any changes in fee structure or similar by BCDS Support Workers and Respite.

Conflict of Interest Disclosure Statement

Where BCDS provide NDIS Support Coordination to clients who also receive other services from BCDS, clients will



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always be made aware of other services available first. Clients have a right to choose any service provider and will be made aware of the differences between services available both with BCDS and other providers..

Feedback & Complaints

Your feedback is welcomed by BCDS. You are encouraged to share how You think our services provided to You can be improved.

If You don't feel comfortable giving feedback or making a complaint directly with your support worker, You can contact BCDS direct for advice and assistance and speak to the director Jackie Burns at any time. You may also wish to seek support externally, for example, you may seek support from an Advocate, your Support Coordinator, or your Local Area Coordinator.

If You are not happy with the outcome of the feedback or complaint, You can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting ndis.gov.au for further information.

If BCDS conduct is in breach of the NDIS Code of Conduct, Your complaint can be raised with the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines).
- Text Telephone (TTY): 133 677.
- National Relay Service: 1800 035 544.
- Completing a Compliant Contact Form via the website.