

Participant Handbook

Doeboe Care Pty Ltd — for the people we support (2026)

Welcome to Doeboe Care

Welcome, and thank you for choosing Doeboe Care Pty Ltd to walk alongside you on your journey. This handbook is written for you — the person we support. It explains who we are, the supports we provide, what you can expect from us, and the rights you hold every step of the way. Keep it somewhere handy, share it with the people you trust, and reach for it whenever you have a question about your supports.

This handbook is yours. If anything in it is unclear, or if you would like it in another language, in Easy Read, in large print, or read aloud to you, just ask us. We are happy to help.

Who we are

Doeboe Care Pty Ltd is a registered NDIS disability support provider based in Victoria. We support people living with disability to live the life they choose — safely, comfortably and with genuine dignity. We are a person-centred provider, which means everything we do starts with you: your goals, your preferences, your culture and your day-to-day life.

Provider: Doeboe Care Pty Ltd

ABN: 71 647 122 423

NDIS Registration ID: 4-G3YCA9H

Director / Nominated Supervisor: Cephus Nebo

Address: 8 Tetbury Avenue, Weir Views VIC 3338

Phone: 0469 059 068

Email: info@doeboecare.com.au

Our mission

Our mission is simple: to deliver reliable, respectful, high-quality support that helps you build independence, stay connected to your community, and feel safe in your own home. We believe support should never feel like something done **to** you — it should feel like something done **with** you.

Our values

- **Respect.** We treat you as the expert in your own life. Your choices, your voice and your identity always come first.
- **Safety.** Your wellbeing and safety are at the heart of every decision we make.
- **Reliability.** When we say we will be there, we are there. You can count on us.
- **Dignity.** We support you in ways that protect your privacy, your independence and your self-respect.
- **Inclusion.** We welcome people of every background, culture, faith, ability, gender and identity.
- **Honesty.** We are open with you about what we can do, what things cost, and how your supports are working.

Our NDIS registration

Doeboe Care is a registered NDIS provider, which means we meet the standards set by the NDIS Quality and Safeguards Commission and are regularly audited against the NDIS Practice Standards. Our registration covers Core supports, High Intensity Daily Personal Activities (including support for people with severe dysphagia and complex mealtime needs), and Supported Independent Living (SIL — Registration Group 138, Module 5A).

Where we work

We provide supports across Victoria, with a focus on Melbourne's western growth corridor and the surrounding areas. If you are unsure whether we cover your area, please call us on 0469 059 068 and we will let you know.

Our services

We deliver a range of NDIS-funded supports, tailored to your plan and your goals. You choose the supports that suit you, and we shape them around your life.

Supports we deliver

- Assistance with self-care activities — help with everyday personal care such as showering, dressing, grooming, toileting and getting ready for the day.
- Access to community, social and recreation activities — support to get out and about, join in activities, pursue hobbies and stay connected to the people and places that matter to you.
- Household tasks — help with cleaning, laundry, tidying and keeping your home comfortable and safe.
- Meal preparation — help planning and preparing meals that suit your tastes, culture and dietary needs.
- Group-based activities — supported participation in group programs and shared activities.
- Skill development and training — building the everyday skills that grow your independence.
- Capacity building — daily activity — support that helps you develop and strengthen your abilities over time.
- Support coordination — help to understand your plan, connect with services and make your supports work together.
- Transport assistance — support to travel to appointments, activities and the community.

High intensity supports

Some people need supports delivered by workers with specialised training. Doeboe Care is registered to provide High Intensity Daily Personal Activities. This includes complex personal care and support for people with severe dysphagia (difficulty swallowing) and complex mealtime management needs. Workers who deliver these supports receive additional training and follow guidance from relevant health practitioners, so you receive care that is both skilled and safe.

Supported Independent Living (SIL)

Doeboe Care is registered to deliver Supported Independent Living (SIL). SIL is support with the everyday tasks of living in a shared or individual home — things like personal care, meal preparation, medication prompting, household routines and building daily living skills — provided in a way that helps you live as independently as possible. If SIL is part of your plan, we will work with you (and the people you choose to involve) to set up supports that fit your home and your goals.

Getting started

Starting supports with a new provider can feel like a big step. We keep the process clear and unhurried, and we go at your pace.

Your first conversation (intake)

When you first contact us, we will have a friendly conversation to understand what you are looking for. We will talk about your goals, your NDIS plan, the supports you need, and anything that is important to you — such as your routine, your culture, your language and your preferences for who supports you. You are welcome to have a family member, carer, nominee or advocate with you at any time.

Planning your supports

Together we will plan supports that match your NDIS plan and your goals. We will explain the supports we can provide, how they work, and what you can expect. This is your plan — you decide what supports you want, how often, and how they are delivered. Nothing is locked in without your agreement.

Your service agreement

Before supports begin, we will put a Service Agreement in place. This is a plain-language document that sets out what we have agreed together: the supports we will provide, your rights and responsibilities and ours, how cancellations work, how to give feedback, and how either of us can change or end the agreement. We will go through it with you, answer your questions, and give you time to consider it. You should only sign when you are comfortable.

You can ask for the Service Agreement in an accessible format, and you can have a support person or advocate help you review it before you sign. There is no pressure to sign on the spot.

Your schedule of supports

Alongside your Service Agreement, we prepare a Schedule of Supports. This lists the specific supports you will receive, how often, and the NDIS support items and prices that apply. The rates we charge are set in line with the current NDIS Pricing Arrangements and Price Limits, and they never exceed the NDIS price limit for that support. Your Schedule of Supports confirms the exact rate for each support so there are no surprises.

Support	Indicative rate
Assistance with Self-Care Activities	\$67.56 per hour

Access Community, Social & Recreation Activities	\$67.56 per hour
Household Tasks	\$56.18 per hour
Meal Preparation	\$56.18 per hour
Group-Based Activities	\$22.62 per hour
Support Coordination	\$65.09 per hour
High Intensity Daily Personal Activities	\$73.41 per hour
Skill Development & Training	\$67.56 per hour
Capacity Building — Daily Activity	\$65.09 per hour
Transport Assistance	\$0.99 per km/trip

These rates are indicative and align with the current NDIS Pricing Arrangements and Price Limits. The exact rate for each of your supports is confirmed in your Schedule of Supports and does not exceed the NDIS price limit.

Your support workers

We take care to match you with support workers who suit your needs, your personality and your preferences. All of our workers are screened, trained and supported to deliver care that is safe and respectful. When you begin, we will introduce your workers and, wherever possible, keep your team consistent so you build trust and familiarity over time. If a match is not working for you, tell us — you can request a different worker.

Your rights

You have rights, and we are here to uphold them. As an NDIS participant, you are protected by the NDIS Code of Conduct, which applies to us and to every one of our workers.

Under the NDIS Code of Conduct, you have the right to expect that we will

- Act with respect for your individual rights to freedom of expression, self-determination and decision-making.
- Respect your privacy.
- Provide supports and services in a safe and competent manner, with care and skill.
- Act with integrity, honesty and transparency.
- Promptly take steps to raise and act on concerns about matters that might affect the quality and safety of your supports.
- Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect and abuse.
- Take all reasonable steps to prevent and respond to sexual misconduct.

Your broader rights

- Choice and control. You decide what supports you receive, who provides them and how they are delivered.
- To be treated with dignity and respect. Always, and by everyone who supports you.

- Dignity of risk. You have the right to make your own choices, including choices that carry some risk. We will give you clear information so you can weigh things up, we will support your decision, and we will not take over your choices for you.
- Freedom from abuse, neglect and exploitation. You have the right to feel safe.
- To have your privacy respected and your information kept confidential.
- To access supports free from discrimination.
- To give feedback or make a complaint without fear of losing your supports or being treated differently.
- To have an advocate. You can bring a family member, friend, nominee or an independent advocate to any meeting, at any time. If you would like help finding an independent advocate, we can connect you.
- To access your own information and records that we hold about you.

Your responsibilities

Support works best as a partnership. Just as you can expect certain things from us, there are a few things we ask of you.

- Treat our workers with respect. Everyone deserves to feel safe and valued, including the people who support you.
- Share information we need. Let us know about your goals, health needs, medications, risks and anything that helps us support you well and safely.
- Provide a safe environment. Because our workers support you in your home and community, we ask that you help keep the workplace reasonably safe (for example, letting us know about hazards or pets).
- Give notice for changes. If you need to change or cancel a support, please let us know as early as you can so we can adjust.
- Work with us. Tell us what is working and what is not, so we can keep improving your supports.
- Keep your side of the agreement. This includes following the terms in your Service Agreement, such as notice periods for cancellations.

Choice and control

Choice and control is a cornerstone of the NDIS, and it is a cornerstone of how we work. Your supports belong to you.

Choosing and changing your supports

You choose which supports you receive and how they are delivered. If your needs or preferences change, tell us — we will adjust your supports and update your Schedule of Supports with you. You are never locked in to supports that no longer suit you.

Choosing and changing your workers

You have a say in who supports you. If you would prefer a different worker — for any reason, and you do not need to justify it — let us know and we will do our best to arrange a better match.

Supported decision-making

Making decisions is your right. If you would like help thinking a decision through, we practise supported decision-making: we give you clear, accessible information, we take the time you need, and we support you to make your own choice rather than making it for you. You can involve family, a nominee or an advocate in any decision.

Privacy and confidentiality

Your personal information is exactly that — personal. We handle it carefully and only use it to provide and manage your supports.

How we handle your information

- We collect only the information we need to support you safely and well.
- We store your information securely and limit access to the people who need it to do their job.
- We use your information to plan and deliver your supports, meet our NDIS obligations, and keep you safe.
- We follow Australian privacy law and the NDIS requirements for handling personal information.

Your consent

We ask for your consent before sharing your information with others, such as other providers or health practitioners. You can say no, and you can change your mind. The main exceptions are where we are required by law to share information, or where sharing is necessary to prevent a serious risk to your safety or someone else's.

Accessing your records

You have the right to see the information we hold about you and to ask us to correct anything that is wrong. Just contact us and we will help you access your records.

Fees, payments and NDIS claiming

We want money to be the least of your worries. Here is how it works.

No out-of-pocket cost for NDIS-funded supports

For supports that are funded in your NDIS plan, you pay nothing out of pocket. We claim the cost directly through the NDIS, at rates that align with the NDIS Pricing Arrangements and Price Limits and never exceed the price limit for that support.

Plan management types

How we claim depends on how your NDIS plan is managed:

- NDIA-managed (agency-managed). We claim payment directly from the NDIA through the myplace provider portal.
- Plan-managed. We send our invoices to your plan manager, who pays us from your NDIS funding. You still pay nothing out of pocket.
- Self-managed. We send our invoices to you (or your nominee), you pay us, and you claim the amount back from the NDIA. We will make sure our invoices give you everything you need to claim.

How we claim

We keep clear records of the supports we deliver — including dates, times and the support items provided — and we claim only for supports that were actually delivered and agreed in your Schedule of Supports. If you ever have a question about a claim or an invoice, ask us and we will explain it.

Some everyday costs are not NDIS-funded (for example, the cost of your own meals, entry fees or personal items during a community activity). We will always be upfront about any cost that is not covered by your plan before it happens, so you can decide.

Cancellations and no-shows

We understand that plans change and life happens. If you need to cancel or reschedule a support, please tell us as soon as you can.

Giving notice

The more notice you give, the easier it is for us to adjust and to offer that time to someone else. Please give us as much notice as possible when you need to change or cancel a support.

Short-notice cancellations

The NDIS allows providers to claim for a short-notice cancellation (also called a "no-show") in line with the NDIS Pricing Arrangements and Price Limits. A cancellation is generally treated as short notice if you cancel with less than the required notice, or if you do not show up for a scheduled support. Where this happens, we may claim the agreed support in line with the NDIS rules and your Service Agreement.

We will always be fair and reasonable, and we will never penalise you for a cancellation that is genuinely outside your control. The specific notice period that applies to you is set out in your Service Agreement — please read it, and ask us if anything is unclear.

Feedback and complaints

Your feedback helps us do better, and you have every right to raise a concern. We want to hear from you — the good, the bad and everything in between.

How to tell us

- Talk to your support worker or contact us directly on 0469 059 068 or info@doeboecare.com.au.
- Ask for a feedback or complaint form, which we can provide in a format that works for you.
- Have someone help you — a family member, carer, nominee or advocate can raise a concern on your behalf or alongside you.

What happens next

We take every complaint seriously. We will listen, acknowledge your concern, look into it fairly, keep you informed, and work with you towards a resolution. We aim to make things right.

You will never be treated differently, and you will never lose your supports, because you gave feedback or made a complaint. Speaking up is your right.

Taking it further

If you are not comfortable raising your concern with us, or you are not happy with how we handle it, you can contact the NDIS Quality and Safeguards Commission — the independent body that oversees NDIS providers.

NDIS Quality and Safeguards Commission: 1800 035 544

TTY: 133 677

Website: www.ndiscommission.gov.au

You can also ask an independent advocate to support you. If you would like help finding one, we can connect you.

Your safety

Keeping you safe is our highest priority. We have safeguards in place at every level, and we never look the other way.

Zero tolerance of abuse and neglect

Doeboe Care has zero tolerance for abuse, neglect, violence, exploitation and discrimination in any form. Every worker is expected to prevent harm, recognise the signs, and act immediately if something is wrong. You have the right to feel safe with us, always.

Worker screening and training

- Every worker holds the required clearances, including an NDIS Worker Screening Check.
- Workers complete the NDIS Worker Orientation Module and are trained in the NDIS Code of Conduct.
- Workers who deliver high intensity supports receive additional, specialised training.

- We supervise, support and review our workers so the care you receive stays safe and skilled.

Incident management

If something goes wrong — an accident, an injury, or any incident that affects your safety or wellbeing — we act. We have an incident management system that records what happened, responds to it promptly, supports you, and puts things in place to stop it happening again. Serious (reportable) incidents are reported to the NDIS Quality and Safeguards Commission as required by law.

Restrictive practices

A restrictive practice is anything that restricts a person's rights or freedom of movement. Doeboe Care is committed to reducing and eliminating the use of restrictive practices. We only ever use a restrictive practice where it is lawful, authorised, set out in a behaviour support plan, used as a genuine last resort to prevent harm, and applied in the least restrictive way for the shortest time. Any use is recorded and reported as the NDIS requires. Your dignity and rights come first.

Health and wellbeing

Good support looks after the whole person. Where your plan includes it, we support your health and wellbeing with care.

Medication support

Where it is part of your supports, our workers can prompt and assist you with your medication in line with your needs and any directions from your health practitioners. We follow safe procedures and keep clear records. You remain in control of decisions about your health.

Mealtime and dysphagia support

Mealtimes should be safe and enjoyable. For people with complex mealtime needs or severe dysphagia (difficulty swallowing), we provide support in line with guidance from relevant health practitioners, such as speech pathologists and dietitians. Our workers are trained to support you safely at mealtimes and to follow your mealtime management plan.

Infection prevention and control

We follow good infection prevention and control practices to keep you and our workers healthy — including hand hygiene, use of personal protective equipment where needed, cleaning, and staying home when unwell. If there is ever a heightened health risk, we will take extra precautions and keep you informed.

If you feel unwell and need health advice in Victoria, you can call Nurse-on-Call any time on 1300 60 60 24. In an emergency, always call 000.

Emergencies

In an emergency, your safety comes first. Please do not hesitate to get help.

In an emergency

- Call 000 immediately for police, fire or ambulance if there is a risk to life or safety.
- If a support worker is with you, they will help you get emergency assistance and stay with you where it is safe to do so.
- Once everyone is safe, let us know so we can support you and follow up.

How we plan for emergencies

We plan ahead so that we can keep supporting you when things go wrong — for example, during extreme weather, a power outage, a fire, a flood or a public health emergency. Where you need it, we will work with you on an individual emergency and disaster plan so you know what to do, who to contact, and how your essential supports will continue.

For non-emergency health concerns in Victoria, Nurse-on-Call is available any time on 1300 60 60 24.

Working together safely in your home and community

Much of our support happens in your home and in your community — your space, on your terms. We work hard to make that comfortable and safe for everyone.

What you can expect from our workers

- They will treat your home and belongings with respect.
- They will arrive when agreed, be reliable, and let you know if anything changes.
- They will follow your routines and preferences, and ask before doing something new.
- They will maintain professional boundaries and behave in line with the NDIS Code of Conduct.
- They will protect your privacy and keep your information confidential.

Keeping the workplace safe

Because your home is also our workers' workplace, we follow work health and safety practices to keep everyone safe. We may talk with you about simple things like safe access, managing hazards, and pets during support. This is never about restricting your life in your own home — it is about making sure everyone stays safe so your supports can continue smoothly.

Cultural safety and inclusion

You are welcome here, exactly as you are. We are committed to support that is culturally safe, inclusive and respectful of who you are.

- We respect your culture, language, faith, identity, gender and background.
- We welcome and support people who are Aboriginal and Torres Strait Islander, people from culturally and linguistically diverse backgrounds, and people who are LGBTIQ+.
- We will listen to what matters to you culturally and shape your supports around it — including food, customs, communication and the people you involve.
- We will work to match you with workers who understand and respect your needs.

Interpreters and communication

If English is not your first language, or if you communicate in another way, we will make sure you can understand and be understood. We can arrange an interpreter through the Translating and Interpreting Service (TIS) on 131 450, at no cost to you, and we can provide information in accessible formats.

Ending or changing your supports

Your supports should always suit your life. If they need to pause, change or stop, we will make the process respectful and smooth.

Pausing or changing supports

If you need to take a break from supports, or change what you receive, just tell us. We will update your Schedule of Supports with you and adjust your services. There is no penalty for changing supports that no longer suit you.

Ending supports

You can end your supports with us at any time, in line with the notice set out in your Service Agreement. You do not have to give a reason. We may also, in some circumstances, need to end an agreement — if so, we will give you proper notice and explain why.

Transition support

If you decide to move to another provider, or your circumstances change, we will support a smooth transition. With your consent, we will share the information a new provider needs, and we will do our best to make sure your supports continue without a gap.

Contact us and useful contacts

We are always happy to hear from you. Whether you have a question, a request or a concern, please get in touch.

Doeboe Care Pty Ltd

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Email: info@doeboecare.com.au

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ABN: 71 647 122 423

NDIS Registration ID: 4-G3YCA9H

Director / Nominated Supervisor: Cephus Nebo

Useful contacts

Service	Contact
Emergency (police, fire, ambulance)	000
Nurse-on-Call (Victoria)	1300 60 60 24
NDIS Quality and Safeguards Commission	1800 035 544 · TTY 133 677 · www.ndiscommission.gov.au
National Disability Insurance Agency (NDIA)	1800 800 110 · www.ndis.gov.au
Translating and Interpreting Service (TIS)	131 450
Disability advocacy (Victoria)	Ask Doeboe Care — we can help connect you with an independent advocate

Issued for Doeboe Care

For Doeboe Care: Cephus Nebo — Director / Nominated Supervisor (Authorised Officer) Signed: 14 July 2026

Thank you for trusting Doeboe Care to support you. We are proud to be part of your journey, and we are here whenever you need us.