

Welcome Pack

Doeboe Care Pty Ltd — welcome to your supports (2026)

Welcome to Doeboe Care

Welcome, and congratulations on taking this step. Choosing a support provider is a big decision, and we are genuinely glad you have chosen us. Whether you are new to the NDIS or you have been receiving supports for years, our promise to you is the same: we will listen first, move at your pace, and build your supports around the life you want to live.

This Welcome Pack is your friendly introduction to how we work. It is not a form to fill in — it is here to help you feel settled, informed and confident from day one. It tells you who we are, what we offer, what happens next, and how to reach us whenever you need to. Please take your time reading it, and keep it somewhere handy. You do not need to remember all of it — we will walk beside you through every step.

If anything in this pack is unclear, or you would like it in another format or language, just ask. We can arrange an interpreter through the Translating and Interpreting Service (TIS) on 131 450 at no cost to you.

A message from our team

Every person we support is exactly that — a person, first. You are not a plan number, a schedule slot or a set of tasks. You have your own routines, your own preferences, your own goals and your own way of doing things, and our job is to fit around those, not the other way around.

We know that letting someone into your home and your daily life takes trust. That trust is something we work to earn every single day — by turning up on time, by doing what we say we will do, and by treating you with the dignity and respect you deserve. From all of us at Doeboe Care: welcome. We are looking forward to getting to know you.

About Doeboe Care

Doeboe Care Pty Ltd is a registered NDIS provider based in Victoria. We are a values-driven organisation dedicated to delivering high-quality, person-centred disability supports that help people live more independent, connected and fulfilling lives.

Provider: Doeboe Care Pty Ltd

ABN: 71 647 122 423

NDIS Registration ID: 4-G3YCA9H

Director / Nominated Supervisor: Cephus Nebo

Service area: Victoria — Melbourne's western growth corridor and surrounds

Our mission

Our mission is simple: to provide safe, reliable and respectful supports that put you in control. We believe good support is not measured only by the tasks that get done, but by whether you feel more capable, more confident and more connected because we were there.

Our values

- Respect: We honour your dignity, your privacy, your culture and your choices in everything we do.
- Choice and control: Your plan is yours. You decide who supports you, how, and when — and we adapt around that.
- Reliability: We show up when we say we will, prepared and professional. You can depend on us.
- Safety: We hold ourselves to high standards of screening, training and safeguarding so you are always in safe hands.
- Person-centred care: No two people are the same. We take the time to understand you and tailor your supports accordingly.

Our NDIS registration

Doeboe Care is registered with the NDIS Quality and Safeguards Commission. This means we are audited against the NDIS Practice Standards and are held accountable for the quality and safety of the supports we deliver. Our registration covers:

- Core supports — everyday assistance that helps you with daily living and community participation
- High Intensity Daily Personal Activities — including complex care needs such as severe dysphagia and mealtime management
- Supported Independent Living (SIL) — Registration Group 138, Module 5A — support to live in your own home with the assistance you need

Being registered is important. It means you can use your NDIS funding with us whether your plan is self-managed, plan-managed or NDIA-managed, and it means an independent regulator stands behind the standards we are required to meet.

Understanding the NDIS

The National Disability Insurance Scheme (NDIS) is Australia's way of funding supports and services for people with a permanent and significant disability. Rather than a one-size-fits-all service, the NDIS gives each participant an individual plan with funding tailored to their own goals and needs.

Your NDIS plan is built around your goals — the things you want to achieve, whether that is living more independently, taking part in your community, building skills, or maintaining your health and wellbeing. The funding in your plan is generally grouped into three areas:

- Core supports: everyday assistance with daily activities, social and community participation, and consumables.
- Capacity building supports: help to build your skills and independence over time, so you can do more for yourself.
- Capital supports: funding for higher-cost items such as assistive technology or home modifications.

How we work within the NDIS

Our role is to deliver supports that draw on the funding in your plan, in line with the goals you have set. We work within the NDIS rules and the current NDIS Pricing Arrangements and Price Limits, and we will only ever charge you at or below the NDIS price limit for each support.

If you are not sure how your plan works, who manages your funding, or what you are funded for, that is completely okay — we will help you make sense of it, and you can also contact the NDIA on 1800 800 110 or visit www.ndis.gov.au.

Before we begin, we will agree with you exactly which supports we will provide, how often, and at what rate. This is set out in your Service Agreement and your Schedule of Supports, so there are never any surprises.

The supports we offer

We provide a broad range of supports so we can grow with you as your needs change. Below is an overview of the main service types available through Doeboe Care.

Support	What it helps with
Assistance with Self-Care Activities	Personal care such as showering, dressing, grooming and getting ready for the day
Access Community, Social & Recreation Activities	Getting out and about — appointments, outings, hobbies, events and staying connected
Household Tasks	Help around the home such as cleaning, laundry and keeping your space comfortable
Meal Preparation	Assistance with planning and preparing nutritious meals
Group-Based Activities	Supported activities alongside others, building skills and social connection
Support Coordination	Help to understand and make the most of your plan, and to connect with services
Skill Development & Training	Building everyday skills that increase your confidence and independence
Capacity Building — Daily Activity	Focused support to develop your ability to manage daily life
Transport Assistance	Getting to and from where you need to be
High Intensity Daily Personal Activities	Complex personal care delivered by specially trained workers, including mealtime and dysphagia management

High-intensity supports

Some people need care that goes beyond everyday personal support — for example, help with complex health needs or specialised mealtime management for severe dysphagia. Our high-intensity supports are delivered by workers with additional, specific training, and are backed by clear plans developed with the relevant health professionals. Your safety and comfort always come first.

Supported Independent Living (SIL)

Supported Independent Living is about helping you live in your own home with the level of support you need — whether that is a little help each week or support around the clock. SIL can cover assistance with daily routines, personal care, household tasks and building the skills to live as independently as possible. If SIL is part of your plan, we will work closely with you to design supports that fit your home, your housemates (if any) and your goals.

The exact supports and rates for your situation are always confirmed with you in your Schedule of Supports, and never exceed the NDIS price limit.

What happens next — your onboarding journey

Getting started with Doeboe Care is a step-by-step process, and we guide you through each stage. Here is what to expect.

1. Intake and registration. We have a friendly conversation to get to know you — your goals, your needs, your preferences and your plan details. You will complete an Intake and Registration Form (we can help you fill it in). This is where we begin to understand how best to support you.
2. Service Agreement and Schedule of Supports. Together we put in writing what we have agreed: which supports we will provide, how often, when, and at what rate. The Service Agreement explains our mutual responsibilities, and the Schedule of Supports lists your agreed supports and pricing. Nothing starts until you are happy and have signed.
3. Meet your workers. We match you with support workers who suit your needs, and, wherever possible, your personality and preferences. You will have the chance to meet them before support begins so everyone feels comfortable.
4. Your first support session. Your supports begin. Your worker will arrive on time, introduce themselves, and follow the plan you agreed. Early on we check in often to make sure everything feels right and to adjust anything that does not.
5. Regular reviews. Your needs and goals can change, and your supports should too. We check in with you regularly to review how things are going, celebrate progress, and update your supports so they keep working for you.

There is no pressure at any stage. You set the pace, you can ask questions at any time, and you can change your mind about details before we begin.

What to expect from your support workers

The people who support you are the heart of what we do, and we hold them to a high standard. When a Doeboe Care worker comes to you, you can expect them to be:

- Screened and cleared: Every worker holds the required checks, including an NDIS Worker Screening Check, before they support anyone.

- Trained and capable: Our workers are trained for the supports they deliver, including specialist training for high-intensity supports.
- Professional and respectful: They treat you, your home, your belongings and your privacy with respect at all times.
- Reliable and on time: They arrive when scheduled, prepared and ready. If anything changes, we let you know as early as we can.
- Person-centred: They follow your preferences and your agreed plan, and they listen to you.

If a worker is ever not the right fit for you, that is okay — just let us know, and we will work with you to find someone who is. You have a say in who supports you.

Your rights, choice and control

As an NDIS participant, you have rights — and we take them seriously. You have the right to be treated with dignity and respect, to make your own decisions, to have your privacy protected, and to receive safe, quality supports free from abuse, neglect and discrimination.

Choice and control sit at the centre of the NDIS and at the centre of how we work. That means:

- You choose your supports and how they are delivered.
- You have a say in who supports you.
- You can involve family, carers, an advocate or anyone else you trust in decisions about your supports.
- You can change or end your supports in line with your Service Agreement.

This is a brief overview. Your full rights and responsibilities are explained in the Participant Handbook included in your onboarding pack — please read it, and ask us anything.

If you would like independent support to speak up or make decisions, you are welcome to use an independent advocate. We can help connect you with a disability advocacy service in Victoria if you would like.

Keeping you safe

Your safety and wellbeing are our highest priority, and safeguarding is built into how we operate.

- Worker screening: Every support worker is screened and cleared, including holding a valid NDIS Worker Screening Check, before they work with you.
- Training and supervision: Workers are trained for the supports they provide and are supervised by our Nominated Supervisor, Cephus Nebo.
- Safe practice: We follow the NDIS Practice Standards and have policies in place to prevent and respond to abuse, neglect, harm and incidents.
- Speaking up: You can raise any concern about your safety or your supports at any time, without fear of it affecting your services. We take every concern seriously.

In an emergency always call 000. For urgent health advice in Victoria, you can call Nurse-on-Call on 1300 60 60 24.

Protecting your privacy

We understand that you are trusting us with personal information, and we treat that trust with care. We collect only the information we need to provide your supports safely and well, and we handle it in line with Australian privacy law and the NDIS requirements.

- We keep your information secure and only share it with people who need it to support you.
- We will not share your information with others without your consent, except where the law requires or where there is a serious risk to safety.
- You can ask to see the information we hold about you and ask us to correct it.
- You control what you consent to share, and you can change your mind. Your consent choices are recorded in your Consent Form.

Feedback and complaints

We want to hear from you — the good and the not-so-good. Feedback helps us improve, and you have every right to raise a concern or make a complaint whenever something is not right. It will never affect the quality of your supports.

You can tell us in whatever way is easiest for you:

- Speak to your support worker or contact our office directly.
- Phone us on 0469 059 068.
- Email us at info@doeboecare.com.au.
- Ask a family member, carer or advocate to raise it on your behalf.

We will listen, take your concern seriously, and work with you to put things right.

If you would prefer to raise a concern with someone outside Doeboe Care, or you are not satisfied with how we have handled 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

The documents in your onboarding pack

Along with this Welcome Pack, your onboarding pack includes a few key documents. Here is what each one is for.

- **Intake and Registration Form:** Captures your details, goals, needs and plan information so we can set up your supports.
- **Service Agreement:** Sets out what we have agreed together, and our mutual responsibilities and rights.
- **Consent Form:** Records what you agree to share, and gives your permission for us to provide supports and handle your information.

- Participant Handbook: Your fuller guide to our services, your rights and responsibilities, and how everything works.
- Schedule of Supports: Lists your agreed supports, quantities and prices, all within NDIS price limits.

Take your time with these. We are happy to go through any document with you, answer questions, or read it through together before you sign anything.

How to reach us

We are always happy to hear from you. Whether you have a question, need to change something, or just want to talk through your supports, please get in touch.

Doeboe Care Pty Ltd

Address: 8 Tetbury Avenue, Weir Views VIC 3338

Phone: 0469 059 068

Email: info@doeboecare.com.au

Director / Nominated Supervisor: Cephus Nebo

Useful contacts

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

With warm regards



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

Thank you for choosing Doeboe Care. We are honoured to be part of your journey, and we look forward to supporting you every step of the way.