



## Overview

At Disability Connect Victoria we have a clear purpose: to provide prompt, reliable, supportive, and individualised care to people living with any type of disability or brain injury. Our vision for every individual we support is to help them achieve a life they love ... and love the life they live!

DCV provides support services to **NDIS Participants** who are **NDIA Managed, Plan Managed** or **Self-Managed**. We are also proud to offer support to **TAC** and **WorkSafe** clients since becoming a registered provider of **TAC** and **Worksafe** in November 2019.

Our qualified disability support workers can support people who live with any type of disability in their own home or out in the community. DCV is an LGBTIQ, ChildSafe and Indigenous and culturally respectful, friendly, and welcoming organisation.

## About Disability Connect Victoria

We are a registered **NDIS, TAC and WorkSafe Service Provider** Disability Connect Australia PTY LTD trading as **Disability Connect Victoria**. You will also hear us referred to as 'DCV', 'DCVIC', or 'Disability Connect'.

### Business Details:

- **ACN:** 637 080 623
- **ABN:** 15 637 080 623
- **NDIS Registration ID:** 4-EHE6GO0
- **Head Office:** Unit 1, 126 Albert Road, WARRAGUL VIC 3820
- **Business Hours:** Monday to Friday 9am to 5pm

### COVID19 Information:

- During COVID-19, we will happily email service agreements to participants or their support coordinator to review and sign. On receipt of the signed service agreement our team will contact the participant or their relevant person to arrange and commence services.  
*TELESERVICES ARE ALSO AVAILABLE TO PROVIDE A CONTACTLESS SIGN UP.*





## Contacting Us:



**03 9052 4470**



**info@dcvic.com.au**



**dcvic.com.au**

**Please note:** Outside of business hours DCVIC After-Hours Services is always active and available for our workers and clients by calling 03 9052 4470. This service is not intended to replace 000 for emergencies.

## DCV Operations

We use **SMART** strategies to execute our values at every opportunity. We deliver a professional service and only employ professional, qualified, skilled and experienced people.

**Specific:** Providing the right support is important to us. Your care is paramount. We strive to understand every individual for who they are and what they want to achieve. No two supports are ever the same.

**Measurable:** We put measures in place to make sure nothing is missed while we support you.

**Accountable:** We are ethical, responsible and eager to make sure we are transparent in every aspect of our service delivery.

**Realistic:** We don't make promises we can't deliver on. We assess every situation on its own merits and provide a high level of experience and advice, support and care.

**Timeliness:** we don't leave you hanging! When you call, we respond. We communicate with you regularly and make things happen in a timely, efficient manner – every time!





## Our Office Team

Our highly experienced management team have more than 30 years industry experience and are governed by an Advisory Board of industry and business experts. DCV is based in Warragul (Head Office) however, we cover the Southern Metro Melbourne, Eastern Metro Melbourne and all of Gippsland.

We are proud to be a predominantly woman led organisation and advocate for equal employment opportunities. Our Client Services team members are qualified in Disability, Community Services, Mental Health, Allied Health. For our Executive Business team and advisers, Business Management qualifications.

We only employ people who have significant industry experience, and a sound knowledge of the NDIS, TAC and WorkSafe.

At DCV, we go over and above and do *'whatever it takes'* to make sure every individual is supported to meet their own unique needs.

**The key members of our office-based team are:**

1. Managing Director - Racheal Stoll
2. CFO (Chief Financial Officer) Colin Stoll
3. GM (General Manager) - Rhys Gorman
4. **Client Services Coordinator - Marie Burgess (All referrals go to Marie)**
5. People & Culture Coordinator - Danika Ferlazzo
6. Allocations Consultant - Kylie Lacunes
7. Client Services Administrator - Ashleigh O'Brien
8. Complex Programs Team Leader - Kam Lewis





## NDIS & TAC, WorkSafe Support Workers

We have a broad team of support workers who bring many qualities, skills, and attributes to our team and more importantly, to the people we support. Our office team and support worker team work very closely with each other to ensure we provide the most appropriate support worker for our clients, their abilities, personal hobbies & interests.

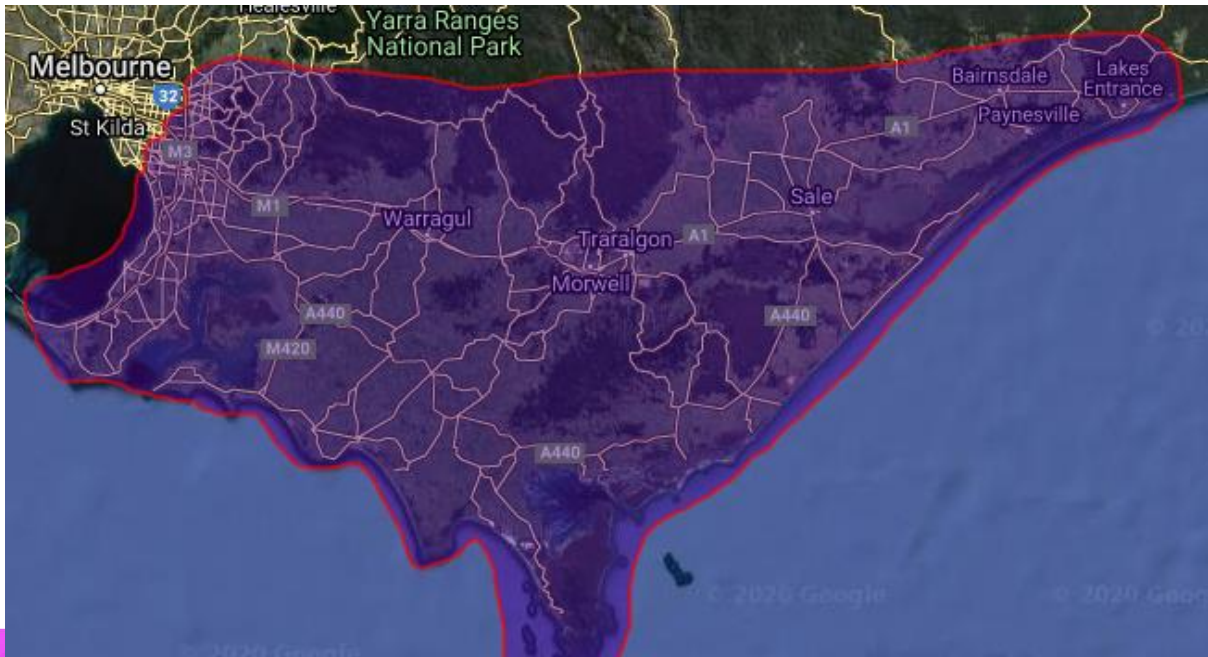
Our support workers are based across all the regions we provide services in – Southern Metro Melbourne, Eastern Metro Melbourne and all of Gippsland.

If we do not have a support worker in an area supports are being requested in, we do our best to recruit specifically to the client who needs the support.

It is extremely important to us that we find the right person to help our clients meet their personal development goals, while having fun along the way. At all stages of the support process, we ensure we are basing our decisions on the individual support needs of our clients.

## DCVIC Service Area

We provide support services across Southern Metro Melbourne, Eastern Metro Melbourne, and all of Gippsland.





## Other Relevant Information

### Age groups:

- Children 7-12
- Adolescent 13-17
- Adult 18-64
- Senior 65+ (Fee for service clients only)

### Funding types accepted:

- NDIA (Agency) Managed
- NDIS self & plan managed
- Private fee-for-service clients
- Motor Accident Insurance (TAC)
- Worksafe clients

### Services Provided:

- Community Access and Social Skills Development
- Domestic tasks and home help, including basic house cleaning
- Meal preparation and assistance with shopping, dietary needs and maintaining kitchen cleanliness
- Personal care and individual supports
- Respite - in home and in the community. Our support workers are able to accompany clients on holidays if required.
- Skills support - school, work, life
- Social activities and group activities (support worker assistance to attend)
- Transport/Travel assistance
- Support Coordination
- 24/7 in home care and supports - our services are available every day of the year!
- **GARDENING** and **YARD** services





## Coming Soon – Register Your Interest Today!

DCVIC will soon be providing facility-based respite services in Warragul. This will be available to people who reside in the West Gippsland, Latrobe Valley and Southern Metro Melbourne Regions. In line with the launch of our respite services, DCVIC will also be launching Individual Skill Building programs for all NDIS, TAC or Worksafe clients to take advantage of.

We are currently seeking expressions of interest for these upcoming services. To express your interest, please take 5 minutes to complete our online enquiry form that can be found at [www.dcvic.com.au/respite](http://www.dcvic.com.au/respite)

You can also email your expression of interest to [info@dcvic.com.au](mailto:info@dcvic.com.au) or by calling 03 9052 4470 and speaking with any one of our friendly team members.

