



# Welcome to BDS Support Services

A Service User Handbook

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## About us

BDS is a not-for-profit member-based organisation, operating since 1973 when Eric Childs established the first committee of parents and family members.

Originally an educational setting for children with disability, Broadmeadows and District Helping Hand Association emerged due to the expanding reach of the Coburg Helping Hand Association.

Today BDS provides services and support to people with disability.

We run our services and activities out in the community, in people's homes, at our main site in Broadmeadows and at our second site in Craigieburn. We provide group-based activities, services for individuals and group and individualised support.

Our goal is to support people to explore and take part in their community. We are dedicated to meeting our clients' needs and making sure every person has the chance to be included in the community.

Our management board are volunteers. BDS members vote on who should be board members at our Annual General Meeting (AGM). We encourage the people we support and their families to become members so that they can take part at the AGM. You can find membership forms at our reception or on our website.

## About this handbook

This handbook gives you an overview of our services and what to expect from us. Please contact us if you have any questions or you need any more information.

If you would like copies of our policies and procedures, please ask us.

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## What we do

We work with you, your family and your support network to create a plan that will provide you with the services you need. These services will help you to:

- develop your skills and help you to be more independent
- enjoy new experiences
- take part in social and recreational activities and
- take part in your community.

We also support your:

- lifestyle and choices
- learning throughout your life.

We offer services in groups and one-on-one. The number of services and the amount of support you receive depends on what you need and the funding you get.

We match our staff to your needs and the type of support you want. Our staff to treat you with respect and courtesy at all times.

We also expect that you, your family and support network will treat our staff with the same respect and courtesy.

Please make sure that you have checked what services you are eligible for before deciding which services are best for you. You can find information on who can use our services on page 9.

It is a good idea to talk to your family, support workers and the other important people in your life when you plan and review the services you receive. These people can help us understand the support you need, as well as what your strengths and goals are. It is up to you, though, who is involved and how much input they have.



## Group-Based Supports

BDS Group-Based Supports provides services for adults with disability. BDS will work with you, your family and support network to help you reach the goals in your NDIS plan. We provide activities both at our facilities and in the community in a group setting and focus on areas such as:

- education and learning
- independence and life skill development
- community and social participation
- preparing you for work
- volunteering.

We can also support you to link into our group-based activities if you receive Individualised Support.

Each person in Group-Based Supports will be assigned a Key Worker to make sure the activities we support you with are helping you reach the goals in your NDIS plan. Your key worker will also record proof of your progress.

We will support you to review your activities and make sure that they continue to work towards your goals.



You can take part in Group-Based Supports full time or part time depending on your needs.

Current activities and programs include:

- education and computers
- art and craft
- sailing
- gardening
- music, drama and dance
- independent living including cooking, travel training and beauty therapy
- sensory stimulation and relaxation
- recreational social outings
- sports – bowling, basketball, lawn bowls etc.
- community volunteering opportunities
- preparing you for work.

## Individualised Support

Individualised Support is a service that aims to help you meet the goals in your NDIS plan. We will match you with a staff member who will support you to be independent in your home and in the community.

Individualised Support provides prompting, supervision and direct support to help develop living skills in areas such as:

- personal care and life skills
- day-to-day decision making and problem solving
- using community and mainstream services
- developing social skills and joining in leisure activities
- health and emotional wellbeing.

Individualised Support also provides help to engage in leisure activities.

Individualised Support is typically provided on a one-on-one basis in your home or community. You are supported to regularly review the services we provide. The amount of support that we can provide depends on your NDIS plan. These supports are outlined in the Service Agreement that is developed with BDS before services begin.

Some people may choose to share the cost of supports with other people who have similar interests or goals and support needs. There must be an agreement between the people who want to share support. This can be a good way to lower the cost of your services.

Individualised support also offers regular group social outings for people to enjoy a night out and the company of others.

If we are providing services and support in your home, we might need to do a Risk Assessment to work out if there are any possible risks in providing services. The Risk Assessment will help to solve any possible problems before they occur. We are required to comply with the Occupation Health and Safety Act (OH&S) at all times. We will make sure that people know about the assessment before it is done.

## **Escapade (recreational group-based support)**

Escapade provides planned regular recreation and leisure activities in the community. Escapade supports groups of individuals to take part in social activities on Friday evenings, during weekends and school holidays.

Escapade plans and offers activities based on the feedback we receive. We encourage you to tell us what you enjoy about your day as well as any ways that your day could be better. We use this feedback to plan activities and offer you a schedule of activities to choose from based on people's interests.

It is important that you can get to and from BDS in Camp Road, Broadmeadows on your own to attend Escapade activities. Some people choose to use a taxi, other people are dropped off by parents or family members. If transport is included in your NDIS plan, we may be able to help with your pick-up and drop-off.

Children and adult groups are supported and structured around your support needs and friendships. Some people who use Group-Based Supports also attend Escapade on a regular basis.

You must have funding in your NDIS plan in order to access Escapade activities.

Escapade activities include bowling, movies, park visits, dancing, ferry trips, sports and events, train and tram rides, music, local markets and trips to the zoo, aquarium and other places of interest. The focus of Escapade is to have fun!

## Getting to and from our services and activities

We have cars and minibuses that our services can use. We use these to help our clients get to different places. When we can, we use public transport, such as buses or trains, to get to programs and activities in the community.

There is a transport fee to cover the costs of using our cars and minibuses.

We encourage you to travel on your own if you can, or make your own travel arrangements. Some people choose to share the cost of taxis to get to our services. We can help you find other people who may be able to share a taxi with you.

If you can use public transport, the Broadmeadows train station is at the end of Camp Road and Metlink Smartbus route number 902 bus stop is within walking distance of our front door.

You can find more information about the bus and train routes to get to and from BDS on the Public Transport Victoria website ([www.ptv.vic.gov.au](http://www.ptv.vic.gov.au))



## Who can use our services?

We provide services to people who are eligible for supports through the NDIS. You should make sure you have NDIS funding before you ask for a service.

To access BDS Support Services you must have current NDIS funding and meet the requirements outlined below.

### Group-Based Support

To use our Group-Based Support you must be aged 18 years and under 65.

### Individualised Support

To use our one-on-one support, you must be aged 6 years and under 65.

### Escapade (recreational group-based support)

To use Escapade, you must:

- have recreation goals in your NDIS plan
- be able to work well within a group and with the correct ratio of staff and clients for that activity
- be aged 6 years and under 65.



## How to apply for services

You can apply for support from us yourself or a member of your family, your NDIS support coordinator, planner, or someone in your support network can apply or refer you to us.

We believe it's important to provide the support a person needs while making sure everyone involved is safe. If we need to, we will assess any risks when we look at your application.

After you first contact us we will go through the following three steps:

- Step 1 - Request for support
- Step 2 - Meeting and Assessing your request
- Step 3 – Service Agreement.

**We explain each step in detail below.**

If you are applying for Group-Based Support, you should try to have your meetings at BDS so that you can see our facilities and grounds. We will plan our meeting times with you and your support network. Our times are usually during business hours – 9am to 5pm. We can also hold meetings in your home or another venue if you need.

Please let us know if you need a translator before you come to any meetings. We can help you find a translator if you need one.

If you decide you want to cancel your application at any time during these steps, please let us know.

## Step 1 - Request for support

We will send you a request for support form to complete, which provides more detail about your support needs. Once we have your Request and supporting information, we can go ahead with your application. We need this information from you so we can work out what you need.

If you choose not to give us all the information we ask for, we may not be able to assess your application properly or give you the services you want.

If we are not able to progress application, we will advise you at this point. If we are able to progress, we will arrange a meeting time.

## Step 2 - Meetings and Assessing your request

The meeting provides an opportunity to meet with us to tell us what supports you are looking for and what support you may need. The information you give us will help us decide whether we can support you to reach your goals. This information will make sure that we make a fair decision based on what you need. If we can't give you the services you need, we might be able to offer you other options or help you find another service provider.

We'll talk to you about the costs of services and how we assess your application.

## Step 3 – Service Agreement

If we can give you the services and supports you need, we will give you a quote to talk about with your family, carer or NDIS support coordinator. Our quote will explain the supports and costs for NDIS to fund you. Once the quote has been accepted, we will develop a Service Agreement with you. The Service Agreement sets out:

- what you can expect from us
- what we can expect from you.

The Service Agreement will list the services and supports you will get and how much they cost. It will also include your starting date and any actions that need to be organised, like medical support plans, specific staff skills training, or confirming extra funding, before your services start.

## Assessment of Request for Service

When we assess an application, we work out if we can give you the support that you need to reach your goals. We do this by using the following assessment.

### Access Indicators

1. **BDS currently provide the services and supports which have been requested.**
2. **The eligibility criteria for the services request met.**
3. **BDS is able to provide the services and supports within the allocated funds or agreed costs.**
4. **Support request will enable the individual to achieve their personal goals as identified in their NDIS plan.**
5. **Support addresses the identified needs of the individual are directly related to their disability.**
6. **BDS is able to provide the services and supports in a manner which does not impact on the safety and well-being of the person requiring support, their family or carers, staff or the wider community.**
7. **Support provision will enable the individual to participate in their community.**
8. **Informal and generic supports are available to complement the disability service**
9. **Multiple disadvantage within the individual's personal, social or community context are identified**
10. **BDS currently provides other services and supports to the Individual.**
11. **BDS currently provides services and supports to a sibling or relative of service user.**

## If you need help applying for services

You can have someone who you trust come with you to your meetings with us. It is a good idea to bring someone from your family, a friend, or support worker who knows you well. They can help you make sure you understand all your options and to make the best decisions for you about your services.

### An advocate or a support person

An advocate is someone who speaks up for people with disability. Having an advocate with you will help make sure we have all the information we need to plan the best supports for you based on your needs and your lifestyle.

An advocate or support person to help you could be a:

- parent
- brother or sister
- other family member
- support worker or house staff
- good friend
- NDIS support coordinator
- guardian appointed by the Office of the Public Advocate.

Your advocate will help you understand what is happening and what you can expect when you work with us. Your advocate will also make sure you understand the conditions services and supports are provided to you under and what could happen if you don't stick to the agreements you have made with us.

An advocate can help you make the right decision about:

- what services you have
- how and when your services will be provided to you
- where your services will be provided
- if you can afford the services that you want



- how your services will be planned and reviewed.

An advocate can also help if you need to make a complaint about our services or if you are worried about the quality of your support. The sooner that you or your advocate let us know there is an issue, the sooner we can all work together to make your services better for you.



## If you need help to find an advocate

If you need help finding someone to support you to apply for our services or when meeting with us, you can contact:

<p><b>Reinforce</b></p> <p><b>Phone:</b> 03 9650 7855</p> <p><b>Email:</b> <a href="mailto:reinforce@rosshouse.org.au">reinforce@rosshouse.org.au</a></p> <p><b>Address:</b></p> <p>Level 2, Ross House</p> <p>247 Flinders Lane</p> <p>Melbourne</p> <p>Victoria 3000</p> <p><b>Web:</b> <a href="http://www.reinforce.org.au">www.reinforce.org.au</a></p>	<p><b>Office of the Public Advocate</b></p> <p><b>Phone:</b> 1300 309 337</p> <p><b>TTY:</b> 1300 305 612</p> <p><b>Address:</b></p> <p>Level 1</p> <p>204 Lygon Street</p> <p>Carlton</p> <p>Victoria 3053</p> <p><b>Web:</b> <a href="http://www.publicadvocate.vic.gov.au">www.publicadvocate.vic.gov.au</a></p>
<p><b>ADEC - Ethnic Communities</b></p> <p><b>Phone:</b> 03 9480 1666</p> <p><b>Email:</b> <a href="mailto:info@adec.org.au">info@adec.org.au</a></p> <p><b>Address:</b></p> <p>175 Plenty Road</p> <p>Preston</p> <p>Victoria 3072</p> <p><b>Web:</b> <a href="http://www.adec.org.au">www.adec.org.au</a></p>	

## How we work with you

We want to get to know you and understand what you need. When you first start working with us, we will ask you to tell us about yourself.

We encourage you to tell us as much about yourself as possible. You can ask someone, like a family member or a support person, to help you fill in your profile form so we get this information.

We use the information you give us to work out what support you need. We then create a profile about you to help our staff support you in the right way.

Please let us know about any cultural or religious celebrations or traditions that are important to you. This helps us make sure we respect your cultural needs and are sensitive to them.

Wherever we can, our planning uses support and services that are already in your local community, including education, health, employment and community resources.

Including you and your network of family, friends and caregivers in developing your plan, makes sure the services we give you help you reach your goals and respect your life choices.

We will work with you to develop a support plan, which shows:

- who you are
- your goals
- your strengths and support needs
- your likes and dislikes
- your choices.



## Your support plan

Our first step in developing your plan is to find out about you. (We will ask you if we can do this before we collect any information about you.) We will work with you, your family members, your partners, friends and caregivers to choose activities that will help you reach your goals.

You and your support network will lead the development of the plan and we will help you to access the services and supports you need.

We will talk to you about:

- **life roles** – what life roles you have and the roles that are important to you for the future
- **relationships** – the people who are important to you and what their roles are in your life
- **day-to-day life** – what a normal day is for you and finding supports to make your day-to-day life easier or better
- **home living** – looking at where you live, who you live with and what your plans are
- **community living** – activities you enjoy outside of your home and helping you with any support you need to take part
- **health and safety** – your health and whether you're happy with the treatment you get
- **life goals** – planning for realistic life goals.

How much or how little you include us in the planning process is up to you. This information will assist us in helping you reach your goals.





## Do you speak a language other than English?

Please let us know if you speak a language other than English. We want to make sure we can communicate well and understand each other. You can also choose to have a member of your family or a friend to interpret for you.

If you want to arrange for an interpreter to come to your meetings with us or when you talk to us over the phone, call:

### Victorian Interpreting and Translation Services (VITS)

Phone: (03) 9280 1955

Facsimile: (03) 9280 1970

Web: [www.vits.com.au](http://www.vits.com.au)

Hours: Monday – Friday, 8.30am – 5.30pm

Your NDIS support coordinator can assist you with this.

## Keeping your information private

We will ask you for information about yourself to work out if we can give you the support you need. We might ask for health information from professionals such as a doctor, occupational therapist or speech therapist. If you are leaving school, we might need to talk to your school about the support you need. We will use this information to work out your needs and how our services can help you. We will ask you if we can do this.

We follow the privacy laws set out in the *Information Privacy Act 2000 Victoria* and the *Health Record Act 2001 Victoria* when we collect and store personal information. We only give access to your information to staff who need it. We make sure your personal details are kept private and stored securely.

We use your information only for the reason that you gave it to us. We will only access your personal and sensitive information when we need it to provide your services and support. We will ask you if we need to use your personal information for any other reason.



It is important that the information we have about you is correct and up-to-date. You need to tell us if there are changes to your:

- **personal details, such as:**
  - address and contact details
  - phone or emergency contact information
  - invoicing details
- **medical details, such as:**
  - type of medication
  - how much medication you need or when you should take it
  - medication such as an antibiotic that you need to take for a short time
  - changes in PRN ('as needed' medication)
- **support needs, such as:**
  - you need less or more support
  - changes due to illness that are for a short time
  - permanent changes.

We will make sure your personal details are updated when you give us new information.

You can ask to see the information that we have about you. You need to make a request in writing and address it to our Chief Executive Officer (CEO). Your request needs to explain the information you want to access and why you need to access it. If we approve the request, we will organise a time for you to view the information that you have asked to see. We will not allow anyone to look at another person's information without their written consent and a valid reason.

We may need to use your information to provide data to the government. If we need to do this, your name and other personal details will not be included to protect your identity. We collect attendance and personal information every three months to give to the Department of Human Services (DHS). As part of our security, we give each service user a unique number to maintain their privacy.

# Costs and fees

## What does a service cost?

We get funding from the NDIA to pay for the supports in your Service Agreement. Any extra costs not covered by your NDIS plan are your responsibility – you will have to pay for them. You will incur fees and charges for programs and activities. We will talk to you about any of these costs before your services start. The cost of our services will be included in your Service Agreement.

We provide your support in line with the activities in your Service Agreement. Some people will have their support funded on a ‘fee for service’ basis. This means that the person will pay us directly.

Our CEO and Board of Management review our fees each year, taking into account the cost of living. Any increases start on 1 July each year. We will tell you about any increases to the costs of your services before they are made.

## Paying your fees

We expect you to pay any fees for your services on time. All fees are due after you receive your invoice from us. Fees can be paid fortnightly by direct debit or in full before the end of the term. You can talk to us about which option suits you best and we will set that up for you.

We will let you know if you have any outstanding fees in writing. We will work with you to pay back any amounts you owe.

## What if you don't pay your fees?

If you are finding it hard to keep up with paying your fees it is important that you tell us. We will meet with you and your family or support network to talk about your options. We will work out a repayment plan. If we agree on a repayment plan, we expect that you will pay on time and as we've agreed. If you don't make your payments as we agreed, we may have to cut back the services we give you and start our ‘outstanding fees’ procedure.

If your debt is more than \$1,000, we may suspend all your services. We will ask you to meet with the CEO to talk about your repayment options.

## If you are away

### Extended absence because of illness

If you are, or will be, away for more than 28 days in a row because you're sick, you can apply to have your program and activity fees lowered.

If you apply, we will not charge you program and activity fees for any days you are away after the first 28 days.

You will need to give us a medical certificate that covers the days that you are, or will be, away.

You will still need to pay administration fees however long you are away.

### Extended absence for reasons other than illness

If you are, or will be, away for more than 28 days in a row for any reason, you can apply to have your program and activity fees lowered.

If you apply, we will not charge you program and activity fees for any days you are away after the first 28 days.

You will still need to pay administration fees; however long you are away.

### How to apply

To have your fees lowered, you, or someone on your behalf, will need to fill in and give us a 'Service User Absence' form. You can ask us for a form or download one from our website.

# Changes to your services

## What if you don't need our services anymore?

If you don't want to use our services anymore, you or members of your support network will have a chance to talk to us about the reasons you want to leave.

Your reason for leaving our services could be:

- **You don't need our services anymore**
  - Your skills make you more independent and you don't need as much support, or you might get some informal, or unpaid, support.
  - You need more support and we can't give it to you.
  - You need some support that we can't give you, such as specialised health care or special training and employment support.
- **Cost of our services**
  - You have chosen to use the services and support from another organisation because of our costs.
  - You have used all of your NDIS funding.
- **You're not happy with our services**
  - Our services don't meet your expectations, or you are not happy. If this is the case, we would expect you to raise any concerns about our services through our review and complaints processes before you make your decision.
- **You have moved to an area where we don't provide services**
  - You move home to an area where we don't provide services or where you can't get to our services.
- **If you are hospitalised or pass away**
  - Our services are no longer needed because you will be in hospital for a very long time or you pass away.

If you have any issues or concerns about your services, you should talk to us about them. Talking about a problem can often stop you from needing to find another service to give

you support or end your services with us. If we know about any ways you think our services could be improved, it might also be good for other people who use our services.

## How do you end your services with us?

If you decide you no longer wish to use our services, you need to tell us in writing. You need to give us at least four weeks' notice. You need to address it to the CEO and include the date that you want your services to end.

We will still charge you fees during your last four weeks. You should tell us why you want to end your services when you tell us you want to leave. We will contact you within seven days of receiving your notice to set up a meeting so we can talk about your reasons for leaving.

This meeting is to make sure that we know about any issues and can improve our services where we need to. We will also talk to you about the date your services will end, any outstanding fees and give you information about other service options or organisations.

## Can we stop providing your services?

There are some reasons that we might have to stop your services. If we do suspend or stop your services, we will make sure that you know why. We will give you a chance to talk about the situation with our management.

We might stop your services because of:

- **Illness or injury**

We may have to stop your services if:

- we know or think you have a disease or virus other people could catch
- you are unwell or injured when you turn up to one of our programs or activities or you become unwell or get injured while you are there
- we think that continuing your service could be a big risk to you, other service users, staff or the general community.

We will arrange with your family or support network to pick you up from where services are being delivered as soon as possible. If we think that you have a disease



or virus other people could catch, you will need to see a doctor or get medical treatment and be cleared for 48 hours before you start your services again.

- **If you won't, or don't want to, attend programs**

Taking part in activities and programs is your choice and we won't force you to attend. If you tell us that you don't want to be at the service, we might need to stop your services while we clear up the situation with you, your family or support network.

- **Not turning up to your program without telling us**

You must give us 2 business days' notice if you can't take part in planned activities or services.

If you don't attend planned activities or services without letting us know why you will be charged as at 90% of the usual support fee.

- **Ongoing dangerous behaviour**

If your behaviour could result in assault, threat of assault or ongoing property damage, we may have to stop your services. If we know you need support for your behaviour, we will develop a Behavioural Support Plan to support you. We will review this plan before we stop your services.



# Feedback and complaints

## We want to know what you think

You should give us feedback and tell us:

- what we do well
- how we can make our services and supports better.

You can talk to your support worker, a Team Leader or Manager to let us know what you think. You can also fill in a 'Making Things Better' form and put it in the box at reception. You don't have to put your name on the form if you don't want to. If you need help to fill in the form, you can ask a friend, a family member or a support worker to help you. You can also use the feedback form on our website.

If you need to let us know about something that is worrying you or a way that we can improve our services, you can ask a family member, an advocate or support worker to talk to us for you. You can always have someone there to support you when you are giving us feedback or talking to us about your supports and services.

## What if you have an issue or complaint?

We want to hear from you, your family and carers, as well as volunteers, staff, other professionals and members of the community about our services or programs. We need to know if there is a problem, so that we can work to make things better for you.

You can ask someone to help you raise an issue or make a complaint. You can make a complaint about a service that you receive or one that you didn't receive. You will need to include the details of the issue or complaint, such as the names of people and when the problem happened. Just being unhappy about something doesn't mean you have a formal complaint.

### How do you tell us about an issue or complaint?

We have a formal complaints policy to ensure your concerns are looked after in a satisfactory way. If you have a complaint, you can talk to your direct support person and ask them to help you.

If you would prefer not to tell them, or the complaint is about them, contact us directly and we will put you in touch with the right person.

You can also ask a family member or an advocate to make a complaint for you.

You can tell us about your complaint:

- in person
- over the phone
- on our website
- by writing to us.

We will make sure that your services are not affected if you make a complaint. Any complaint you make or issue you tell us about is kept private.

Remember that you can have someone that you trust, a family member, friend or advocate, come with you to meetings where we try to fix a problem or an issue that you have raised.

If we are not able to solve your issue or complaint, you can ask for support from someone outside of BDS.

The Disability Services Commissioner may be able to help you solve your issue if we can't.

You can find more information about the Disability Services Commissioner by calling 1800 677 342 or on their website [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au).

**If you have a concern or a complaint about the supports and services that BDS provides to you that are funded by the NDIS, you or someone that you know can raise your concerns with the NDIS Commission.**

**Phone: 1800 035 544**

**Website: <https://www.ndiscommission.gov.au/about/complaints>**

## Keeping you Safe

BDS commits to ensuring we promote zero tolerance for any form of violence, abuse, neglect and exploitation of the people we support at all times.

We have policies that ensure we respond to any allegations made by you or your supports are responded to and managed to ensure your safety at all times. If you raise an issue or allegation with us we will treat these as very serious and investigate them fully. We will ensure that we report any allegations to the Police or the NDIS Commission.

BDS will make sure that you are supported by your family, other supports or an advocate if you raise any allegation or concern to make sure that your voice is heard. We will make sure that you know what is happening with the issue you have raised and what BDS will do to make sure that it does not happen again.

If you are involved in an incident or accident at BDS, we will ensure that you are safe and receive all of the help that you may need. This may include first aid, medical treatment, counselling or support from your family, other supports or an advocate.

BDS will ensure that incidents are managed and reviewed to improve the supports we provide and to make sure we provide a safe environment for you. We will make sure that you know how we are managing any incident or accident and what BDS will do to make sure that it does not happen again.

## Where can you find more information?

### National Disability Insurance Scheme (NDIS)

General enquiries: 1800 800 110

Website: [www.ndis.gov.au/about-us](http://www.ndis.gov.au/about-us)

### Disability Rights - The NDIS Quality & Safeguards Commission

General Enquires NDIS Quality and Safeguards Commission

PO Box 210

Penrith NSW, 2750

Phone 1800 035 544 (free call from landlines) General Enquiries

Email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

Website: [www.ndis.gov.au/providerquality-and-safeguards/ndis-commission](http://www.ndis.gov.au/providerquality-and-safeguards/ndis-commission)

## Disability Rights – Australian Human Rights Commission

General enquiries: Level 3, 175 Pitt Street

Sydney, NSW 2000

Phone: (02) 9284 9600

1300 369 711 (General Enquiries)

1300 656 419 (Complaints Infoline)

Website: [www.humanrights.gov.au/our-work/disability-rights](http://www.humanrights.gov.au/our-work/disability-rights)

## VALID – Victorian Advocacy League for Individuals with Disability

General enquiries: 235 Napier Street

Fitzroy, VIC 3065

Phone: (03) 9416 4003

1800 655 570 (Rural Victoria only)

Website: [www.valid.org.au](http://www.valid.org.au)



## Contact us

Our reception is open from 8.30am to 4.30pm Monday to Friday.

If you need to speak to someone at BDS, please contact reception.

### Broadmeadows campus:

Address: 241 Camp Road  
Broadmeadows, VIC 3047

Phone: 9309 7448

Fax: 9309 9274

Email: [reception@bds.org.au](mailto:reception@bds.org.au)

Web: [www.bds.org.au](http://www.bds.org.au)

### Craigieburn campus:

Address: 75 Interlink Drive  
Craigieburn, 3064

## Services and supports

### Client Services

New Clients Geraldine Long [Geraldine.Long@bds.org.au](mailto:Geraldine.Long@bds.org.au)

### General Enquiries

Reception Kim Keevers [Reception@bds.org.au](mailto:Reception@bds.org.au)

### Accounts and Finance

Finance Administrator Lyn Chapman [Accounts@bds.org.au](mailto:Accounts@bds.org.au)

### Governance

Chief Executive Officer Barb van den Vlekkert [Barb@bds.org.au](mailto:Barb@bds.org.au)





**BDS Support Services**

241 Camp Road, Broadmeadows, VIC 3047

Phone: 9309-7448

Fax: 9309-9274

Email: [reception@bds.org.au](mailto:reception@bds.org.au)

[www.bds.org.au](http://www.bds.org.au)