

NDIS Participant Handbook



Important information about using
our supports and services



Contents

About Us	3
Access and Entry Requirements	4
Our Services	5
Service Agreements	18
Your NDIS Support Plan	20
Fees	21
Your Health and Wellbeing	22
Resources and Responsibilities	23
Advocacy	34
Feedback	38
Contact Us	40
Relevant Legislation Acts and Standards	41

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About Us

Gippsland Lakes Complete Health (GLCH) is a registered NDIS provider, offering a comprehensive range of health and wellbeing services to people with a disability.

Our services are designed to assist NDIS participants to live as independently as possible by providing tailored and locally delivered supports.

Supports include plan management, assisted daily living, community participation, allied health services, children's services, community nursing, and support coordination.

Why choose GLCH?

- We understand that everyone's needs, preferences and goals are different
- Our team will work with you, your family members and / or carers to fulfil the choices you make
- Our support staff and service providers are all equipped with the necessary skills and qualifications to ensure your needs are met
- With more than 40 years of local health experience, we're not going anywhere – we're here with you for the long run.

Services are managed from our Bairnsdale and Lakes Entrance sites and delivered to most communities throughout East Gippsland.

Access and Entry Requirements

To be eligible for our NDIS services you must:

- Meet the NDIS eligibility criteria
- Hold an NDIS plan that identifies the services provided by GLCH
- The listed services in your participant's NDIS plan are included in our registration groups
- Have funds available in your plan to pay for services.



Our Services

Our experienced and professional staff provide an extensive range of health and wellbeing services. We focus on your abilities and strengths, rather than things you aren't able to do. Using these as a base, we find ways to help you maintain or increase your independence and achieve your health and wellbeing goals.

During your planning meeting, you can ask the NDIA or Local Area Coordinator (LAC) to send a 'Request for Services' form to GLCH.



Plan Management

With the NDIS you can have a plan manager help you manage your funds.

By choosing to work with us you will be able to take full control of your NDIS budget, while having a partner to pay your providers, bill the NDIA and support you every step of the way.

Our plan managers will help you:

- Claim funds from the NDIA to support your plan
- Pay your service providers and help you to complete your financial tasks.

You choose your own supports, while we protect you by managing your money in a consistent and transparent way.

Our services don't cost you anything. We do not take money from your budget to provide support. Our role is to make plan management simple, so you have more time to do the things you want to do.

Our plan managers will request a copy of your NDIS plan to help them understand the funding and supports you can receive. Your service providers will need to send their invoices via email to ndis@glch.org.au.

The minimum information your invoice should contain is your name, address and NDIS number, details of support received, dates and times, and the item category. The providers ABN number, and their bank account details.

Our plan managers will only be able to pay your providers in line with the NDIS price guide and according to the NDIS rules.

Allied Health Services

Our Complete Therapies team have been helping people to achieve their goals with latest evidence based therapy, assistive equipment and technology for more than 40 years.

This includes helping people be more independent, better manage tasks at home, communicate, learn and be more active and healthy in their communities.

Services are delivered one to one or in groups facilitated by therapists and or allied health assistants. They are offered onsite via telehealth or video conferencing, in your home, or in the community.

Services include:

- Physiotherapy
- Occupational therapy
- Speech therapy
- Podiatry
- Exercise physiology
- Dietetics
- Personal training
- Allied health assistance
- Fitness, movement and rehabilitation groups
- Mobile therapy – we have a well-equipped trailer to bring the latest equipment and therapy to you.

Community Nursing

Specialised nursing assessment and clinical recommendations

Generally, nursing services are provided under the health care system however there are some nursing services may be covered by the NDIS.

NDIS will fund specific nursing related support where there is a need for support for a health problem that is directly related to the individual's disability that is:

- significant – it has a big impact on your life
- permanent – it will last your whole life
- ongoing – you must need constant support.

And considered reasonable and necessary, which means:

- it must be about your disability
- be good value for money
- works well and helps make your life better.

Nursing Support Types

Nursing staff with specialised training will generally undertake an initial assessment and develop a plan with the individual and or significant others to support the care requirements and then follow up with periodic reviews to ensure plan remains effective and appropriate.

What follows are some examples of the types of support that can be provided by nursing.

Contenance supports

- Insertion, removal or changing of indwelling urinary catheters
- Training of an NDIS-funded suitably qualified and competent worker to provide catheter maintenance and care
- Sourcing of continence consumables (for example catheter, bags, pads, bottles, straps).
- Training of an NDIS-funded suitably qualified and competent worker to help manage bowel care where needed.
- Stoma management and care.

Diabetes management supports

Development of a specific diabetes management plan where the participant's disability complicates the management and care of their diabetes. This would build on the clinical plan developed by the general practitioner (GP).

Implementation of a diabetic management plan and daily maintenance and care by an NDIS-funded suitably qualified and competent worker.

Training of an NDIS-funded suitably qualified and competent worker to implement a diabetic management plan.

Wound and pressure care supports

- Development of a management plan
- Wound care and pressure care (including pressure injury management) by an NDIS-funded suitably qualified and competent worker
- Training of support workers/families in prevention of pressure areas and wounds
- Wound care and pressure care consumables (e.g. dressings, gauze, bandages, tape, lymphoedema garments and pressure wraps)
- Provision of assistive technology as required due to a participant's disability, to prevent pressure areas/wounds occurring.

Lymphoedema support

- Development of a management plan
- Lymphoedema machines as well as assistance with the use of the equipment and the training of an NDIS-funded suitably qualified and competent worker to use the machine.

Respiratory support

- Development of a management plan with clinical input from your GP
- Training of an NDIS-funded suitably qualified and competent worker to implement individual respiratory management plan.



Children's Services

In addition to our one-to-one therapy services, the Complete Therapies team offers a range of therapy groups for children who need help with language and motor skills.

They can also help children with social skills such as engaging in conversations, following instructions and interacting with other children.

Groups include (but are not limited to):

- Active Lorikeets: pre-school program focusing on language and handwriting skills for 4 to 6-year-olds
- Little Wrens: Group therapy program that children attending childcare expanding their speech, language and fine motor skills
- Lyrebirds: speech therapy group for pre-school aged children with mild speech difficulties
- Moving Meerkats: program focusing on gross motor skills for children aged 3 to 5-year-olds
- Kinder gym: fun physical activity for babies to school aged children and an opportunity to develop balance, strength and flexibility
- Hanan More than Words (Autism specific)
- It Takes Two to Talk (general language delay).

Individual and small group therapy sessions are available based on your child's specific needs.

Support Coordination and Specialist Support Coordination Services

If your NDIS plan includes Support Coordination, Specialist Support Coordination or Psychosocial Recovery Coaching, we're here to help. Our team can help you understand your plan, connect with the right services, make the most of your funding and coordinate your supports.

Support coordination role

- Understand and use the NDIS Plan to pursue participant goals
- Connect with NDIS providers, community, mainstream and other government services
- Build participants confidence and skills to use and coordinate their NDIS supports.

Specialist support coordination role

Specialist support coordination is a higher level of support. The focus is on reducing complexity in the participant's support environment and helping the participant overcome immediate and/or significant barriers in plan implementation.

How support coordination gets included in a plan

Where reasonable and necessary, support coordination will be included in the Capacity Building budget. This is a fixed amount for a support coordinator to help you use your plan as is decided by the NDIA plan.

Psychosocial Recovery Coaching

A Psychosocial Recovery Coach is an NDIS-funded worker with expertise in mental health. They work alongside you to understand your goals, connect you with the right services and supports, build your independence, and help you navigate the NDIS and the mental health system.

We are a registered NDIS provider of Support Coordination (Level 2 and Level 3) and Psychosocial Recovery Coaching.

Provision of Supports

- Access to Supports
- Support Planning
- Service Agreements with Participants
- Responsive Support Provision
- Transition to or from the Provider.

GLCH will support the choices about what you want to do and set your own goals. We will offer guidance and help you to recognise your strengths, so you may learn and develop skills to help you achieve your goals and set even more.

We will work fairly with you as an individual irrespective of age, gender, cultural background or sexuality.

We are here to assist anyone enquiring about our services. We will support and advise if needed or make a referral to an alternative service if required. You have the right to seek and find the service you need and have access to the support you require.

The Support Provision Environment

- Safe Environment
- Participants Money and Property
- Medication management
- Waste management.

GLCH will ensure you are always safe in both your physical and emotional environment. Staff are trained in how to keep you safe and to report any risks or potential risks. We will work with you and your representatives regarding the payment of fees and ensuring all information is clear and accurate.

We will manage waste in a sustainable way, such as recycling materials wherever possible. We also have established procedures that identify, manage and resolve incidents that may include:

- Completion of an incident report that identifies and records incidents
- Staff report all incidents to the relevant manager
- The manager is responsible for reporting incidents that are reportable incidents to the Commissioner
- We will comply with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- Support and assist participants who may be affected by an incident

- The manager will review the incident with the affected participant
- We will collaborate with the person to manage and resolve the incident
- Incidents will be reviewed, and amendments made to reduce the risk them happening in the future.

Service availability

Our services are available Monday to Friday, 8.30 am to 5.00 pm (excluding public holidays).



Service Agreements

How a service agreement works

Our NDIS team will organise your services agreement for the support we can provide under your NDIS plan. A service agreement will outline our obligations as a provider and your responsibilities as a participant.

The purpose of the services agreement is to have a greater understanding of the services and support GLCH will provide to you, the cost of this services, mutual responsibilities, and how manage dispute and resolution of the services.

Ending your service agreement

Your services may be suspended at your request for any reason and at any time, with 30 days' notice. If you are funded under the NDIS program and leave Australia, have up to six weeks before the NDIS review your need to continue the service.

Should either you or GLCH wish to end your service agreement, 30 days' notice of intention must be given.

If either you or GLCH seriously breaches your agreement, the requirement of notice will not apply.

Participant access to personal records

You or your appointed advocate/guardian can access personal information we hold about you. You can do this verbally or in writing. We will provide you with such information as soon as possible and usually within seven (7) days.

Participant assessment and choices

You are at the centre of all our services. Our team need to learn from you about your strengths and preferences. To design supports and services for you, we need to hear your voice. Your voice can be in the form of your family and advocates as well as yourself. Our team need to know what you want, what you need, how, and when you want the services to happen. This approach where all parties communicate will ensure that your needs are being met to your standards. We can design a service that assists you, maintains and improves your lifestyle and independence, and inclusion in the community.

The support plan, which you will create with us, will have a person-centred and individualised approach. We will record your goals and aspirations. It will focus on you as an individual, be flexible and subject to change depending on progress and other factors. It will list your personal goals and aspirations, as well as your unique skills and strengths and promote your independence. The support plan will be monitored to ensure we are meeting your requirements. Please let us know how we can assist you.

Re-negotiating an agreement

When your needs or circumstances (including those of your support worker or representative) change, or where you request an increase or decrease in the number or type of services, a re-negotiation of your agreement with us may be required.

Your NDIS Support Plan

Your NDIS plan is yours. You and your nominee can choose who you share the details of your plan with, including anyone other than your providers, for example with a doctor or family member.

You can provide consent through the *myplace* portal or by visiting a NDIA or partner office.

If you agree to share your plan with GLCH, we will manage your information with respect to your privacy. We will be able to see your basic plan details including your name, NDIS number, your date of birth and your goals.



Fees

Our NDIS services are charge in line with the NDIS Price Guide.

Your service agreement will include information about the fees we will charge for the services we delivery to you.

If we are providing social support services that include transport, your NDIS plan will be charged in accordance with NDIA guidelines.

If travel has been included as part of your core supports and is to be billed to the NDIA, you must advise GLCH of this at the time you developed your service agreement.

Some group or community activities will require the participant to pay an entry fee, or cover the cost of a meal etc. Most participants needing physical assistance may hold a companion card, which will cover the entry cost of the support worker as well.

If you do not have a companion card or it will not cover the support worker's entry, it is a condition of the service that the participant will be expected to cover the cost of the support worker's out of pocket expenses.

Payments and pricing statement

- GLCH adheres to the NDIS Price Guide
- GLCH will make payment requests weekly once the support has been delivered or provided.

Your Health and Wellbeing

Our NDIS team will also monitor your health and wellbeing. If you do not answer the door or are not at home at the time you would have expected our service, we will try to establish why this is so.

This may require us to look around the house or phone you or your emergency contacts. This is all done with your best interests considered to ensure you are safe and well.

Personal emergency planning

All participants and their families are encouraged to develop a personal emergency plan to assist them in the event of an emergency such as a bushfire or flood.

A copy of the Australian Red Cross – Bushfires: Preparing to Leave Early plan can be provided, and we encourage participants to complete their plan and discuss this with their family, friends and neighbours.



Resources and Responsibilities

Consent

When you give consent, you are giving your permission or saying that it is OK for a particular thing to happen. Consent gives you a choice to decide if you want people to read your file or provide information to another person or agency.

You must always fully understand what a person needs your consent for, and if you have any doubt, you should ask us or your advocate for advice.

We will ask you to provide verbal or sign a consent form, especially if this is consent for the release of your personal information.

Continuous improvement

We aim to provide you with high-quality service that meets your needs. To undertake this, we need you to let us know how we can maintain and improve our services.

You can do this by giving us feedback or making a complaint. Our collaborative and person-centred approach means we will respond to your information to improve the services provided.

Support workers

All our support workers have completed mandatory health and safety training, the NDIS Worker Orientation Module, first aid and CPR, and a range of other training programs to enhance their skills.

Most have, or are in the process of completing, a Certificate III Individual Support or other relevant qualification.

Your support worker should always have their photo identification badge visible.

Contact with support workers

It is very common for a close and trusting relationship to develop between a participant and their support worker. While this can be rewarding, we ask that you do not request your support worker to extend their duties outside of work hours.

Cancellations

Please let the office know if you are:

- Not going to be at home for your support worker visit
- Going on holiday
- Going to hospital
- Having visitors who can do the work for you
- Are unwell.

Cancellations with less than two (2) working days' notice will be charged at the full rate of the agreed price of the service. Extenuating circumstances will be considered regarding cancellation.

Interpreter Services

If you are from a non-English speaking background, we will engage an interpreter should you require translation services. The engagement of interpreters is done only with your permission.

The interpreter is required to document in your notes stating that they were present for any meetings with you. Telephone interpreter services will be used in crisis/emergencies.

Smoking

The manager will request that if you smoke, to refrain from doing so while support staff are performing their duties. GLCH is committed to a safe workplace for its staff.

Public holidays

Due to reduced staffing and availability, some support services are not able to be provided on a public holiday.

Alternate arrangements can be made to reschedule your service to another day by contacting the office at least one week prior to the public holiday.

Accidents

Our staff are insured under WorkCover for injuries arising in the course of their work. It is desirable for householders to have public liability insurance in the event that an accident may happen in the home.

Breakages

Although staff take great care in their work, occasionally breakages do occur. As we cannot insure householders against breakages, you are requested to claim on your own home contents insurance. If you have special items of value, we suggest you request that your support worker does not touch these.

Waitlist

At times of high demand, it may be necessary to implement a waitlist system for services.

Rosters

All support workers receive their rosters via an app on their smart phone. When a support worker arrives at your home, they will login via their smart phone and record their arrival time. They will also ask for a signature when they finish and record their departure time.

Please do not phone your support worker at home or enter into private arrangements with them. Any need for additional assistance must be directed through GLCH.

Absence of your regular support worker

Your support worker is entitled to annual and sick leave. In the event of your worker taking leave, we will allocate another member of our support worker team to visit you. We will make every attempt to provide your service on your usual day, however, if we cannot arrange a visit on your usual day, you will be notified and alternative arrangements will be discussed.

Gifts and handling money

All GLCH staff are not permitted to accept gifts or purchase any products or goods from their participants.

Participants are not given financial advice or information other than that which would reasonably be required under the participant's plan.

Accounts

Accounts are posted to you, the NDIA, or your plan manager. Prompt payment is appreciated. Our finance department accept payment via BPAY, electronic funds transfer, credit card and Centre Pay.

Please advise us of any changes to your plan or services within 24 hours so we can update our records and redirect your invoices.

If you have any questions about your account, please contact the finance department **5155 8451** or email finance@glch.org.au with your enquiry.

Withdrawal or cancellation of services

You have the right to refuse or cancel services at any time and we respect your right to do so.

If you no longer wish to receive our services, please be aware that it will not affect your right or ability to access services in the future.

Other reasons for withdrawal of services

Sometimes the behaviour of service users jeopardises the capacity of staff to provide high quality service, which may lead to the withdrawal of our services.

Examples of this behaviour include:

- Threats, abuse, sexual harassment, excessive demands placed on staff
- Intoxication with drugs or alcohol

- Failure to provide a safe working environment
- Consistent failure to return home to relieve workers providing social support and respite services.

You will be formally notified of the reasons for the withdrawal. Withdrawal of service under these circumstances is regarded as a serious matter. A right of appeal against withdrawal of service applies and may be activated in the same way as a complaint.

Gippsland Lakes Complete Health's business hours are 8.30am to 5.00pm, Monday to Friday (excluding public holidays).

In general, NDIS individual supports are available between the hours of 7.00am to 10.00pm, Monday to Sunday, although arrangements can be made outside these hours, particularly if there is a need for personal care or respite care.

Privacy and confidentiality

Protection of your privacy and the confidentiality of your personal and health information is very important.

Our policies and procedures comply with current legislation and all participant information is treated as strictly confidential. All staff and volunteers are required to sign a confidentiality agreement and to undergo a police check. Support workers and volunteers who are working with children under 18 are also required to obtain a Working with Children check.

We will ask for your consent before releasing any information about you to family members, advocates or guardians.

Should you wish to request access to your client record or wish to withdraw your consent, please contact our privacy officer on **5155 8300**.

Your rights

You have the right to:

- Participate in community life
- Be treated fairly and with respect
- Receive quality services that are good value for money
- Make comments, offer suggestions or raise issues or complaints about your services, the policies or operations of GLCH
- Change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services
- Receive information in a format that is clear and that makes sense to you
- Have your cultural needs respected
- Be involved in deciding what care will meet your needs
- Be given a written agreement covering everything we have agreed to
- Expect that anything you tell us is kept private
- Have someone speak on your behalf
- Refuse our help at any stage
- Have your concerns or issues handled fairly.

Your responsibilities:

You have the following responsibilities:

- To provide enough information to us so that we can create a care plan and deliver your supports in a safe and efficient manner.
- To be present to receive services at the agreed time or make prior arrangements if not available
- To inform GLCH as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided
- Inform GLCH if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a participant in the NDIS
- Respecting and treating staff and others well and encouraging your friends, visitors, guests and other family members to treat support workers with respect and courtesy
- Refrain from offering gifts to support workers or making loans of money or goods and abiding by GLCH's policy on smoking and refraining from smoking staff when staff are present
- Notify GLCH within the required notice period if a service is no longer required (either in a one-off or ongoing basis).
- To pay for any kilometre charges at the agreed fee
- To provide a safe working environment for staff
- To follow the terms and conditions of your written agreement

- To tell us if there is a change to your health or your circumstance. This includes your address and phone number.
- To ensure that all personal equipment is maintained in accordance with the manufacturer's instructions.



Health and safety

We have a legal responsibility to ensure that our staff work in a safe and healthy environment. As the workplace is your home, some of this responsibility is shared by you.

- You must be home while a support worker is present
- Electrical appliances must be deemed safe to use. A safety switch is to be used (supplied to the individual support worker by GLCH), when using any electrical appliances
- No smoking is permitted whilst the support worker is present in the same room
- All mats inside and out must be removed or fixed to floor with adhesive tape
- Participants with pets are asked to ensure that pets are removed from inside the house and if necessary restrained when staff or volunteers visit your home. These requirements do not apply to assistance dogs, and this can be discussed at the time of the home safety check
- Shoes are to be worn by staff inside your home
- You are obliged to always comply with current firearm laws. This includes appropriate storage methods as required by law. Failure to comply with these laws is an offence reportable to police.
- Please refrain from drug use and alcohol consumption at the time of service

- In accordance with the No Lift Policy, we are committed to eliminate or minimise wherever possible manual handling tasks performed by our staff and to minimise the risk of injury by encouraging the use of specialised lifting equipment
- Participants are required to be able to access transport vehicles with minimal assistance
- Participants, carers and/or support coordinators are responsible for ensuring all personal equipment is maintained in accordance with the manufacturers' instructions, such as lifting hoists and wheelchairs.

Advocacy

At GLCH, we value social justice, respect, empowerment and participation for all participants. We recognise that some participants who experience physical, intellectual or cognitive disabilities may require the use of an independent advocate to ensure their rights are respected and supported.

We believe in self-empowerment and will encourage all participants to be active self-advocates. If the participant needs assistance to find an advocate, a referral will be made to the appropriate service.

There are also independent advocacy services in each state that can assist you:

National Disability Advocacy Program (NDAP)

1300 880 043 | www.dss.gov.au

Gippsland Disability Advocacy

(03) 5175 0444 | www.gdai.com.au

Other Advocacy Organisations

Organisations	Websites
Australian Centre for Disability Law	disabilitylaw.org.au
Autism Asperger's Advocacy Australia (A4)	a4.org.au
The Autistic Self Advocacy Network of Australia and New Zealand	asan-au.org
Blind Citizens Australia	bca.org.au
Brain Injury Australia	braininjuryAustralia.org.au
Children and Young People with Disability Australia	cyda.org.au
Deaf Australia	deafAustralia.org.au
Deafness Forum of Australia	deafnessforum.org.au
Disability Advocacy Network Australia (DANA)	da.org.au
First Peoples Disability Network (FPDN)	fpdn.org.au
Human Rights Council of Australia	hrca.org.au
Inclusion Australia (National Council on Intellectual Disability - NCID)	inclusionAustralia.org.au

Organisations	Websites
Intellectual Disability Rights Service (IDRS)	idrs.org.au
Mental Health Australia	mhAustralia.org
National Disability Services	nds.org.au
National Ethnic Disability Alliance (NEDA)	neda.org.au
People With Disability Australia	pwd.org.au
Physical Disability Australia (PDA)	pda.org.au
Short Statured People of Australia	sspa.org.au
Women with Disabilities Australia (WWDA)	wwda.org.au

Victorian Advocacy Providers

Advocacy Providers	Website
Action on Disability in Ethnic Communities (ADEC)	adec.org.au
Action for More Independence & Dignity in Accommodation (AMIDA)	amida.org.au
Association for Children with a Disability (ACD)	acd.org.au
Blind Citizens Australia	bca.org.au

Communication Rights Australia (CAUS)	caus.com.au
Deaf Victoria	deafvictoria.org.au
Disability Justice Advocacy (DJA)	justadvocacy.com
Disability Discrimination Legal Service (DDLS)	communitylaw.org.au
Disability Resources Centre (DRC)	drc.org.au
Gippsland Disability Advocacy Inc.	gdai.com.au
GippSport	gippsport.com.au
Independent Mental Health Advocacy (IMHA)	imha.vic.gov.au
Office of the Public Advocate	publicadvocate.vic.gov.au
STAR Victoria	starvictoria.org.au
Valid	valid.org.au
Victorian Mental Illness Awareness Council - VMIAC	vmiac.org.au
Women with Disabilities Victoria (WDV)	www.wdv.org.au
Youth Disability Advocacy Service (YDAS)	ydas.org.au

* For a more comprehensive list of advocacy organisations and agencies, please talk to the NDIS team

Feedback

We encourage you to contact us if you wish to discuss any concerns you have with your services. Your concerns will be taken seriously and will not affect your eligibility for the service.

If you wish to provide feedback, you can:

- Tell your NDIS worker (allied health practitioner, support worker, plan manager, others) and have them communicate the issue on your behalf to office staff
- Phone the office and speak to an administration officer, rostering officer, or our consumer feedback officer
- Request a Feedback Form from the office via your NDIS worker or write us a letter
- Email hello@glch.org.au or ndis@glch.org.au
- Complete an online feedback form via our website at www.glch.org.au

All feedback we receive is confidential.

Every effort will be made to resolve your issue. If follow up action is required, you will be contacted usually within two working days. Further discussion may become necessary at this stage. If your issue is still unresolved, you have the right to access an external organisation to assist you.

Please contact:

NDIS Complaints Commissioner

- Toll Free: 1800 035 544 or TTY 133 677. Interpreters can be arranged on request
- National Relay Service and ask for 1800 035 544

Office of the Commonwealth Ombudsman

- Complaints: 1300 362 072
- Speak and Listen users call 1300 555 727, then ask for 1300 362 072
- Internet Relay users connect to the National Relay Service, then ask for 1300 362 072.

Privacy Commissioner

- Toll Free: 1300 666 444



Contact Us

Assisted Daily Living	5152 0022 CDHS@qlch.org.au
Plan Management	5155 0055 ndis@qlch.org.au
Allied Health Service	5155 8370 serviceaccess@qlch.org.au
Community Nursing	5155 8300 homebasednursing@qlch.org.au
Community Participation	5152 0022 CDHS@qlch.org.au
Children's Services	5155 8370 serviceaccess@qlch.org.au
Support Coordination and Specialist Support Coordination	5155 8300 ndis@qlch.org.au

Relevant Legislation Acts and Standards

Gippsland Lakes Complete Health complies with the following legislation and standards while delivering NDIS services to participants:

- National Disability Insurance Scheme Act 2013
- NDIS Practice Standards and Quality Indicators (November 2021 version 4).

