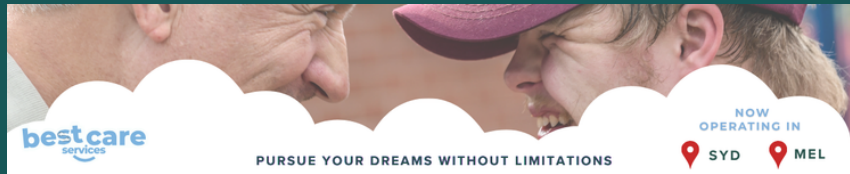


Welcome to our monthly
newsletter

No images? [Click here](#)



Welcome to our monthly newsletter. Here at Best Care Services, our vision is to create a world where individuals with disabilities are embraced, empowered, and celebrated for their unique abilities and contributions.

This month, we announce our expansion into Melbourne and what this means for our business and the people we serve.

This month we will also meet our newest Branch Managers across Sydney and Melbourne, discover what a Support Coordinator looks for in an NDIS provider and more.

We're grateful to have you as part of our community and look forward to continuing this journey together.

WE'RE HEADING SOUTH

... and not just for the winter



Now serving Greater Melbourne



Best Care Services is excited to announce the expansion of our disability support services into **Melbourne**, marking an important milestone in our journey to support more people living with disability across Australia.

Our Melbourne expansion reflects our commitment to making quality, person-centred support more accessible to individuals and families in new communities. While our Sydney operations continue to deliver a broad range of specialised supports, including High Intensity Supports, our Melbourne team will focus on providing Core Supports, including personal care, community participation, transport and everyday assistance that helps people achieve their goals and live more independently.

Leading our Melbourne operations are Branch Managers Yolanda Rebbeck and Dean Godden, who bring strong leadership, experience and a shared passion for supporting people to achieve greater choice,

independence and quality of life. Dean and Yolanda will play a key role in building our Melbourne presence while ensuring our services reflect the same standards of care, professionalism and compassion that define Best Care Services.

Expanding into Melbourne represents more than establishing a new location, it is about creating meaningful connections and becoming a trusted provider within the local community. We envision a future where more people living with disability have access to reliable, consistent and personalised support from a team that genuinely understands their individual needs, preferences and aspirations.

While our geographical footprint continues to grow, our commitment to the Best Care mission, vision and values remains consistent. Our purpose is to empower people living with disability to live fulfilling lives, with support delivered by compassionate and skilled team members who treat every person with dignity, respect and understanding.

Growth brings exciting opportunities, but one thing will never change: the Best Care way of supporting people. Whether in Sydney or Melbourne, our focus remains on building trusted relationships, delivering quality services and helping people achieve the outcomes that matter most to them.

We are proud to begin this next chapter and look forward to becoming part of the Melbourne community.

MEET OUR MELBOURNE TEAM



Yolanda brings over 30 years of multinational experience in internal audit, risk management, and quality assurance across healthcare, aged care, disability, and not-for-profit sectors. As Branch Manager for Best Care Services Bayside Peninsula, she combines strong governance expertise with genuine compassion, building trusted relationships with participants, families and teams to deliver safe, person-centred support that empowers people to achieve their goals.



With over 15 years of experience across consulting, commercial finance, and leadership roles, Dean brings extensive expertise working with service-based organisations across the NDIS, aged care, allied health and broader healthcare sectors. Passionate about supporting people living with disability, Dean is committed to empowering individuals to achieve greater independence and meaningful participation in their communities, both through his professional work and his involvement in community initiatives.

MEET OUR NEW SYDNEY

BRANCH MANAGER - *Western Sydney Region*



We are excited to welcome our newest Sydney Branch Manager, Jane. Jane brings over 7 years of experience in the disability sector, with a strong background in frontline support, leadership, and supporting participants with complex mental health, psychosocial, and physical disabilities. Passionate about delivering compassionate, person-centred care, Jane is committed to building strong relationships with participants, families, and support teams while empowering people to achieve greater independence and connection within their communities. Jane supports participants across Western Sydney, including the

Parramatta, Blacktown, Mount Druitt, and Penrith regions.

More Than Support: Why Best Care Services Is Proud to Employ People With Disability



At Best Care Services, We Believe Disability Inclusion Shouldn't Stop At The Support We Provide, It Should Extend To The People We Employ.

For years, we've made it a priority to create genuine job opportunities for people with disability across our team. It's not a program we run alongside our services, it's part of who we are as an NDIS provider across Greater Sydney and Greater Melbourne.

Support And Employment, Side By Side

Most people know Best Care Services for our high intensity supports, Supported Independent Living (SIL), and Positive Behaviour Support. What many don't know is that some of the people delivering and

supporting this work are, themselves, people with lived experience of disability.

We think that matters. When people with disability are part of our workforce, they bring insight, empathy and understanding that shapes better care for the participants we support. It also sends a clear message: disability is not a barrier to contribution, it's a source of strength.

Why This Is Part Of Our Culture, Not A Campaign

Inclusive employment works best when it's built into the everyday operations of a business, not treated as a one-off initiative. That's why, at Best Care Services, hiring people with disability has been part of how we build our team for years, across support roles, administrative support roles and beyond.

We're proud of this track record, and we're not slowing down. As our organisation grows across Sydney and Melbourne, so does our commitment to being an employer that reflects the diversity of the communities we serve.

Join Our Growing Melbourne Team

Best Care Services is currently expanding in Melbourne, and we're looking for **support workers** to join our team.

If you're passionate about delivering high-quality, person-centred care, and want to work for a provider that values inclusion in practice, not just in principle, we'd love to hear from you.

Explore current opportunities and apply today.

OUR SERVICES

Core Supports

Our Core Supports services are designed to assist participants with the essential activities of daily living, empowering greater independence. From personal care assistance to community engagement, our trained support workers provide compassionate, hands-on help tailored to each individual's goals and NDIS plan.

- Personal care assistance
- Daily living support
- Independence enhancement

[Learn More](#)

**Ready to explore Melbourne
with confidence?**



Travel training can be life-changing for NDIS

participants. Learning to use trams, trains, and buses opens up greater independence, more social opportunities, and the freedom to enjoy everything Melbourne has to offer.

In our latest guide, we share practical travel tips plus **10 iconic Melbourne destinations** perfect for building your skills — from Federation Square and the Royal Botanic Gardens to St Kilda Beach and Brighton Beach bathing boxes.

Whether you're just starting out or looking to gain more independence, our experienced team provides personalised, one-on-one travel training tailored to your needs and goals.

👉 Read the full guide here:

<https://bestcareservices.com.au/travel-training-melbourne/>

IMMEDIATE SIL VACANCY - BRADBURY



A welcoming home. A supportive environment. A place to call your own.

Best Care Services is pleased to offer a Supported Independent Living (SIL) vacancy in Bradbury, providing a comfortable and supportive home where participants can build independence, connect with their community and work towards their individual goals.

Ideally located close to **Bradbury Shopping Centre, public transport and local healthcare services**, with convenient access to **Campbelltown Hospital**, this home offers a well-connected and welcoming community environment.

If you or someone you support is looking for a SIL home in Bradbury, **contact Best Care Services on 1300 02 BEST** to learn more or arrange a viewing.

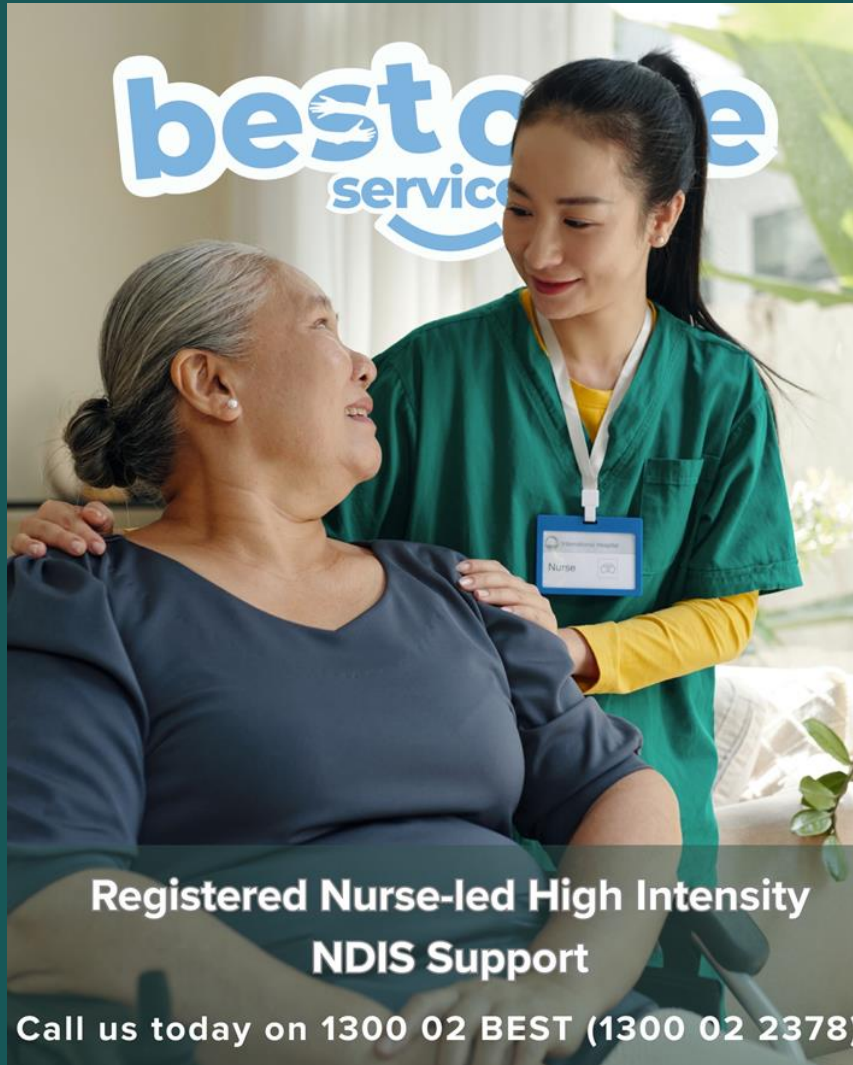
Enquire today

High Intensity Supports

For individuals with complex health needs requiring specialised care, our High Intensity Supports team delivers expert, personalised services. Our skilled support workers manage complex wound care, enteral feeding, tracheostomy support, ventilator care, and much more — all underpinned by rigorous clinical standards and compassionate practice.

- Complex care management
- Specialised health support
- Personalised care plans

Note: High Intensity Supports are currently offered in our Sydney branches and not yet offered in Victoria.



[Learn More](#)

**What Support Coordinators
Look For in a Quality NDIS
Provider**



Support Coordinators are essential navigators in the National Disability Insurance Scheme (NDIS). They help participants implement their plans, coordinate services, monitor progress, and resolve issues to achieve meaningful goals. With around 270,000 active providers in Australia as of mid-2026, selecting the right one can be challenging.

An experienced Senior Support Coordinator highlights several key qualities that distinguish exceptional providers:

Strong Reporting and Communication: Top providers deliver regular, clear, timely reports that track progress against goals, flag challenges, and suggest adjustments. They report incidents promptly and communicate proactively, setting realistic expectations from the start to build trust.

Going Above and Beyond: Quality providers

offer flexibility for high-needs participants within budget constraints, remain solution-focused, and deliver consistent high standards. Reliability and flawless execution matter more than flashy promises.

Participant-Centred Advocacy: The best providers keep participants at the heart of every decision. They simplify complex plans, translate goals into practical daily steps, advocate strongly across systems, and guide genuine choices that suit individual needs.

Professionalism and Ethics: With high staff turnover common in the sector, coordinators value registered providers who maintain safety standards, own mistakes, demonstrate strong ethics, build long-term relationships, and foster multidisciplinary collaboration while maintaining a caring attitude.

Registration and Reliability: Providers must be properly registered for the specific supports required (e.g., high-intensity care) and combine business professionalism with a genuine human touch.

In a funding environment where every dollar must deliver real value, Support Coordinators seek true partners who drive better outcomes and greater independence for NDIS participants. Providers who prioritise transparency, accountability, and participant-first care become the preferred choice.

Click the button below to read our full article.

[Best Care Blog](#)

WE ARE HIRING

BE A PART OF OUR SUCCESS

DISABILITY SUPPORT



bestcareservices.com.au/careers



At Best Care Services, we're looking for passionate Disability Support Workers and a Physiotherapist to join our team.

We are also proud to be an inclusive employer that welcomes applications from people living with disability, recognising the unique strengths, perspectives, and lived experiences they bring to our team and the communities we support.

If you're compassionate, dedicated, and ready to make a real difference, we'd love to hear from you!

Apply today

→ www.bestcareservices.com.au/careers



LOVE THE SUPPORT YOU RECEIVE?

LET US KNOW!



LEAVE US A QUICK



Your feedback could help others
find a great provider.



COMPASSION | RESPECT | INCLUSIVITY

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