



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 July, as the world comes together for the 2026 FIFA World Cup, we're reminded that true strength comes from diversity, teamwork, and the incredible spirit of resilience, values we see every single day in the people we support. Just like the players on the field, the individuals and participants we work with show remarkable determination, skill, and heart.

In this special edition, we're celebrating our Support Worker of the Month, sharing our thoughts on the much-needed changes by the NDIA, and much more.

Be sure to subscribe to our newsletter if you have not done so already.

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

Welcome to our monthly update from Best Care Services

Across our beautifully maintained Supported Independent Living and Independent Living Option homes, throughout Greater Sydney and Greater Melbourne, we remain deeply committed to creating a genuine sense of home, belonging, and independence for every participant.

With a team of dedicated support workers who truly care, we focus on fostering respect, joy in everyday moments, and meaningful progress toward each participant's NDIS goals and outcomes.

NDIS Updates & What This Means for You

With mandatory registration for Supported Independent Living (SIL) and platform providers commencing from 1 July 2026, the NDIS continues to evolve toward stronger quality and safeguarding standards.

At Best Care Services, we are a fully registered provider, giving you confidence in our compliance, experience, and commitment to delivering high-quality supports. We are also among a select group of providers nationally that have also been approved as a registered provider to deliver NDIS High Intensity supports. This reflects our capability to safely support participants with more complex needs.

You may have also seen recent announcements regarding broader changes to the NDIS. We understand this can feel uncertain, so we want to reassure you:

There are **no immediate changes** to your current supports. You will continue to receive the care and services you rely on.

If anything changes in the future, **we will guide you every step of the way.**

While the NDIS is evolving, our commitment to you remains the same.

If you have any questions or concerns, please do not hesitate to reach out to our friendly team.

New 1300 Number – We're Even Easier to Reach

We're excited to introduce our new dedicated 1300 number, making it easier for participants, families, support coordinators, and support workers to connect with us quickly.

 **1300 02 2378**

 **1300 02 BEST**

Be sure to save it to your favourites.

Whether you're a Support Coordinator working toward the best outcomes, a family member staying connected, or a valued member of our team, we hope this monthly update keeps you informed, reassured, and connected to the positive impact happening across our services.

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](#)

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



**Registered Nurse-led High Intensity
NDIS Support**

Call us today on 1300 02 BEST (1300 02 2378)

[Learn More](#)

IMMEDIATE ILO VACANCY - ST CLAIR



We have a fantastic opportunity for a young male

aged 18–30 to join our friendly household in St Clair.

This well-presented modern home currently has two respectful young men (aged 18–30) who are looking for a third housemate to complete the group. The vacant room is well-suited to someone who enjoys a relaxed, supportive, and social living environment.

The house is supported by **Best Care Services** under an Independent Living Option (ILO) arrangement. Our friendly support team organises regular small group activities that the participants enjoy, including:

- Movie nights
- Games nights
- Pizza nights
- BBQs
- And other fun, low-key gatherings

Book your tour today! 1300 02 BEST (2378)

[Explore Our Services](#)

EMPLOYEE OF THE MONTH



Kellie Harding - SIL House Care



Alison Polvoreda - Best Aged Care



Bradley Batten - Best Care Services

These staff members have demonstrated a consistent commitment to excellence in care.

We believe that true care goes far beyond simply providing services, it is rooted in empathy, respect, and a deep understanding of each person's unique needs and aspirations.

Today, we proudly celebrate these dedicated employees and their outstanding hard work.

**Connecting with Purpose: Our
Team at AbleMeet**



In April and May, our team attended the Able Meet NDIS provider networking events in Blacktown and Cabramatta. These events bring together leading NDIS Service Providers with Support Coordinators, Support Workers, People with a disability, Carers, and other service providers capable of making referrals.

We had valuable discussions around improving outcomes for NDIS participants, with a strong focus on Supported Independent Living(SIL), High Intensity supports and delivering truly person-centred support. The energy in the room was inspiring, highlighting our shared commitment to giving participants greater choice and control. We're proud to build relationships with other dedicated providers and professionals who share our passion for quality support.

A big thank you to the Able+ team for hosting such a valuable and well-

organised event. We left feeling energised and even more committed to

helping NDIS participants live the life they truly deserve.

Preparing for cooler weather



Sydney and Melbourne are now well into the winter months. As the temperature drops, how can you ensure to keep well? Cooler months can bring extra challenges, but a little planning now helps you stay comfortable, healthy, and in control.

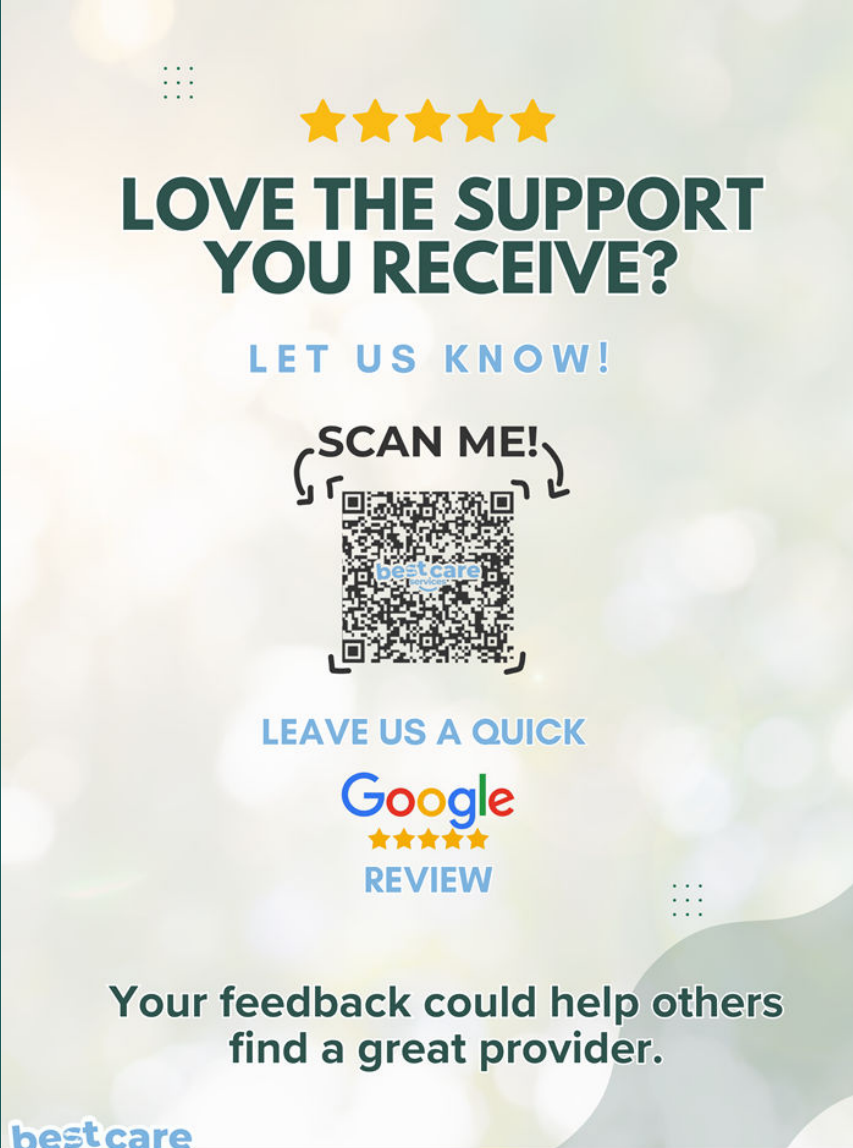
Stay warm and comfortable by checking your wardrobe and home with your support team. Layer clothing, use blankets, and make sure heaters are working properly.

Talk to your support workers or coordinator about keeping shared spaces cosy, blocking draughts, and preparing warm drinks and easy meals. Gentle indoor movement, good skincare, and staying

connected with family and friends can also help lift your mood and keep your body feeling good as the weather cools.

Work together with your support network to make the change smooth. Share your preferences early so your support roster can include time for wellbeing activities, and let your loved ones or coordinator know if you need help with warmer clothes or bedding.

With winter already here, a few small preparations can help you feel confident, supported, and comfortable, supporting your independence and enjoyment throughout the season.



☆☆☆☆☆

**LOVE THE SUPPORT
YOU RECEIVE?**

LET US KNOW!

SCAN ME!

bestcare

LEAVE US A QUICK

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**Your feedback could help others
find a great provider.**

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