

Support Workers for NDIS Participants

Gold Coast • Logan • Brisbane South • Tweed and Northern NSW by arrangement

CAPACITY AVAILABLE NOW — AUGUST 2026

Personal care, community access and domestic assistance across the Gold Coast, Logan and Brisbane south. Mornings, evenings, nights, weekends and public holidays. Short notice, usually same day.

Referrals and enquiries are answered the same business day.

Why coordinators give us a try

Led from the floor. Our director, Ritik Lal, worked as a support worker in residential aged care before starting this company. He holds a Certificate III in Individual Support and current NDIS Worker Screening, and he attends the first visit with every new participant himself.

We cover the shifts others decline. Nights, weekends, public holidays and short notice. When your regular provider says no, that is the call we want.

Same worker, same participant. Workers are briefed before every shift and allocated consistently, so your participant sees a familiar face and the plan is actually followed.

You deal with the director, not a call centre. One number, one person, and it gets answered.

Our support services

-  **Personal care:** showering, dressing, grooming, continence support, mobility and transfers
-  **Community access:** social support and transport to appointments
-  **Domestic assistance:** cleaning, laundry and meal preparation
-  **Respite and overnight support,** including sleepovers
-  **Short notice and ongoing cover:** mornings, evenings, nights, weekends and public holidays

Who we support

- Plan managed NDIS participants
- Self managed NDIS participants
- Participants needing short notice or hard-to-fill cover
- Providers requiring additional workforce capacity

Gold Coast Devoted Care is not currently a registered NDIS provider. Plan managed and self managed participants are free to choose unregistered providers. Registration is underway.

Where we work

Gold Coast — Coomera and Helensvale through Southport, Robina and Burleigh to Coolangatta. Logan, Beenleigh and Ormeau. Brisbane south. Tweed and Northern New South Wales by arrangement.

What you can expect from us

When	What we commit to
You send a referral	Answered the same business day
Before we start	Meet and greet arranged within 48 hours
Before the first shift	You get the worker's name, qualification and screening status in writing
After every visit	A shift note to you within 24 hours, for the first month at minimum
If the match isn't right	We change the worker. No argument, and no charge for the changeover
If an incident occurs	The director calls you the same day. You never hear it from the family first
If we can't cover a shift	You hear it immediately. We do not accept work we cannot staff

TRY US WITH ONE SHIFT

Choosing a new provider is a risk, so here is a smaller version of that decision. Give us one shift — the awkward Sunday morning, the short notice cover, the participant who has been waiting. The director attends the first visit himself. If it goes well, we will talk about more. If it does not, you have lost one shift and nothing else.

Compliance and safeguarding

- Public liability insurance \$10,000,000 • Professional indemnity \$1,000,000 • Workers compensation current
- All workers hold a relevant qualification, current NDIS Worker Screening and a national police check
- Director holds a Certificate III in Individual Support, NDIS Worker Screening and a national police check
- We work to the NDIS Code of Conduct and the Aged Care Code of Conduct
- Documented incident reporting, complaints and feedback processes, with all incidents reported to the referring coordinator
- ABN 98 698 537 898 • ACN 698 537 898 • Certificates of currency available on request

Service information

- **Minimum engagement** — two hours per visit
- **Cancellations** — 24 hours notice requested; short notice charged per NDIS arrangements
- **Travel** — applied only where permitted, and agreed with you in advance
- **Invoicing** — weekly, itemised with support numbers, dates, times and worker names
- **Service agreement** — completed in writing before supports commence
- **Rates** — at or below NDIS price limits; your participant never pays a gap. Rate card on request

MAKING A REFERRAL

Send us: participant first name • suburb • supports required • days and times • funding type • your contact details.

Email info@goldcoastdevotedcare.com.au or text 0404 210 105 — answered the same business day.

Ritik Lal, Director • 0404 210 105 • www.goldcoastdevotedcare.com.au