SHALOM CARE SERVICES
Compassion • Dignity • Support

REFERRAL PACK

For support coordinators, plan managers and health professionals

Family-run NDIS and aged care support from a local team in St Marys, serving Western Sydney.

NDIS REGISTRATION	ABN	PLAN TYPES	BASED IN
4-L495UHF	96 673 386 493	Self, plan and NDIA-managed	St Marys NSW 2760

Supports we deliver

Personal care
NDIS: Assist with personal activities
Showering, dressing, grooming and getting ready for the day.

Transport
NDIS: Assist with travel and transport
Appointments, shopping, work, church and social outings.

Life skills
NDIS: Development of daily living and life skills
Cooking, budgeting, public transport and running a routine.

Household tasks
NDIS: Household tasks
Cleaning, laundry, meal preparation and a safe home.

Community participation
NDIS: Participation in community, social and civic activities
Groups, classes, sport, local events and friendships.

Aged care at home
Support at Home program
Hands-on support delivered in partnership with registered aged care providers.

What participants can expect

- ✓ The participant stays in charge of what support they get, when, and from whom
- ✓ A small, consistent team: familiar faces every week wherever possible
- ✓ Written service agreements, honest pricing and regular check-ins
- ✓ Interpreters available whenever needed

Our workers

- ✓ NDIS Worker Screening Check
- ✓ First aid and CPR training
- ✓ Ongoing supervision
- ✓ Progress notes and plan review reports on request

How referrals work

1
Referral received
We confirm we've received your referral within 24 hours.

2
Meet and greet
We contact the participant or their nominee to arrange a meet-and-greet.

3
Agreement and match
We agree a service agreement and support plan, then match a worker.

4
Support starts
We let you know when support begins and send updates as agreed.

What to include

- Participant name and best contact (or nominee)
- NDIS number and how the plan is managed
- Supports and hours you're requesting
- The participant's goals and anything we should know to support them safely
- Your contact details

Please get the participant's consent before sharing their information with us.

Where we work

St Marys 2760 **Penrith 2750**
Mount Druitt 2770 **Blacktown 2148**
Marsden Park 2765 **Melonba 2765**

Nearby but not listed? Ask us. We often can.

Send a referral

Online: shalomcareservices.com.au/referrals
Email: info@shalomcareservices.com.au
Phone: 0481 007 439

Need an interpreter? Call TIS on 131 450 and ask for Shalom Care Services. Deaf or hard of hearing? Use the National Relay Service.

Raquel Ohenhen
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shalomcareservices.com.au

Make a referral online