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www.gscr4u.com.au

Welcome to GSC – Great Steps to Change

Dear Participant, families and stakeholders,

Welcome to **Great Steps to Change** (formerly GSC – Galit Support Coordination)!

We're delighted to support you on your NDIS journey.

Our mission is to walk beside you as you set meaningful goals, build skills, and work toward greater independence and wellbeing. Every journey is unique, and we're committed to providing personalised, inclusive, and professional support every step of the way.

Every long journey begins with a single step, and we look forward to celebrating each one with you as you move toward greater confidence and quality of life.

Welcome Handbook

This handbook provides information about GSC services and how we support you.

Our team is committed to providing the highest quality support.



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➤ For further info regarding GSC team please visit our website <http://www.gscr4u.com.au/>



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Introducing GSC – Great Steps to Change

At **Great Steps to Change** (formerly GSC – Galit Support Coordination), my mission is to walk alongside participants and their families as they navigate the NDIS and take meaningful steps toward independence, wellbeing, and growth.

My name is Galit Sarig, and I am a qualified Social Worker with both a Bachelor's and Master's degree in social work. I am also a proud member of the Australian Association of Social Workers. For over 33 years, I have been working in Community Services, with the past 20 years dedicated to the Disability Sector.

Since 2016, I have been providing Support Coordination and Specialist Support **Coordination**, leading a team of experienced NDIS Support Coordinators. Since 2017, I have also supported families as they prepare for the NDIS, ensuring that participants feel empowered to set both short- and long-term goals, while having a genuine voice in the decision-making process.

What drives me is seeing participants gain the skills, confidence, and resources they need to thrive. Over the years, I've guided countless plan reviews, helping people secure the funding they deserve, find safe and suitable accommodation, and make changes that truly improve their day-to-day lives. I work with people of all ages and backgrounds, including children, adults, families, CALD communities, refugees, and the LGBTQ+ community.

My approach is always inclusive, respectful, and tailored to each person's unique needs.

I have experience supporting participants with a wide range of disabilities and challenges, including:

- Intellectual disability
- Autism and other Neurodivergent
- Acquired brain injury
- Stroke recovery
- Physical disabilities and amputation
- Mental health challenges



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If you're looking for support that is **personal, professional, and genuinely focused on your goals**, I would love to walk this journey with you. At *Great Steps to Change*, we believe that every small step forward creates the foundation for greater independence and a better quality of life.

Our Dedicated Team

The team at Great Steps to Change comes from diverse backgrounds, bringing unique skills and experiences to the table. This rich blend of expertise allows the agency to offer comprehensive, tailored support for all participants. The team works closely with participants and their families to navigate the NDIS, ensuring every resource and opportunity is aligned with individual goals.

Key team members include:

- **Dhara** – hold a Bachelor of Science degree, highly experienced in supporting participants with physical disabilities and complex behavioural needs, specialising with participants from CALD background.
- **Chloe** – an experienced Social Worker skilled in working with participants with mental health challenges and accommodation needs and crises situations.
- **Eileen** – Specialises in supporting diverse participants, ensuring their care, employment opportunities, independence, and wellbeing.
- **Stella** – Former Local Area Coordinator and pharmacist, experienced in supporting behavioural challenges and complex care needs, loves being involved with her participants day-to-day life.
- **Udi** – Lead Support Worker, bringing enthusiasm and energy. Udi has extensive experience working with participants with complex needs and helps with supervision of support workers and rostering.
- **Evia and Nev** are both our Admin and lead worker back up

Together, our team has extensive NDIS knowledge, speaks multiple languages, and works with refugees, CALD communities, and the LGBTQ+ community, ensuring culturally sensitive and inclusive support.

At GSC, we are committed to guiding you through your NDIS journey, supporting your goals, and helping you achieve **greater independence and wellbeing**.

Services Offered

Support Coordination (Level 2) & Specialist Support Coordination (Level 3)

Our team assists participants with navigating the NDIS, linking to providers, implementing plans, and



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monitoring progress. Specialist Support Coordination provides additional oversight for participants with complex needs, ensuring continuity, safety, and access to appropriate supports.

Psychosocial Recovery Coaching (PRC)

PRC is a NDIS-defined support designed to help participants with psychosocial disabilities achieve personal goals, build confidence, and increase independence. It focuses on developing practical skills, emotional resilience, and community participation through structured coaching, guidance, and advocacy.

Social Work Therapy

Social Work Therapy provides holistic, client-centred support integrating therapeutic strategies, practical guidance, and advocacy. It supports emotional wellbeing, skill development, and independence, complementing other supports for a seamless, personalised approach.

Support Coordination – Description

Support Coordination strengthens a participant's ability to connect to and coordinate informal, mainstream, and funded supports in a complex service environment. It includes resolving crises, developing resilience, and coordinating support from multiple sources.

Within your allocated support coordination hours, a Support Coordinator can assist with:

- Addressing barriers to participation
- Resolving service delivery issues
- Active management and adjustment of supports due to changing needs
- Coordinating multiple/complex supports across providers
- Crisis resolution and developing resilience
- Regular monitoring and outcome reporting for participants and the NDIA
- Preparing for scheduled or unscheduled NDIS plan reviews

Specialist Support Coordination

Specialist Support Coordinators are qualified and experienced to provide expert support for participants with complex needs or risks in their environment.

Psychosocial Recovery Coaching (PRC)

A PRC worker with mental health knowledge will:

- Spend time with you and important people in your life to understand your needs
- Help you learn about available services and supports and how they can help
- Support practical skill development, confidence, emotional resilience, and independence



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Key Strengths of GSC

- Immediate access to Level 3 Specialist Support Coordination – no waitlist
 - Continuity of care – a Support Coordinator is always available
 - Highly experienced team with extensive NDIS knowledge
 - Culturally sensitive practice – services delivered with respect for diverse backgrounds
 - Boutique, personalised service – hands-on support, advocacy, and tailored planning
-

Our Promise

We work with you to:

- Achieve your goals
- Get the most from your NDIS plan
- Increase your independence
- Ensure support is safe, respectful, and culturally sensitive

We are here to help **every step of the way.**

Person-Centred Support

GSC believes all individuals have the right to direct their own life based on their strengths, abilities, networks, and preferences. Services are guided by:

1. You are at the centre of all decision-making and planning
 2. Human rights guide all actions
 3. Services respond to your priorities, strengths, and aspirations
 4. Families, significant stakeholders, and service providers are actively involved
-

Privacy and Confidentiality

All personal information collected is necessary to implement your NDIS plan and provide services. GSC protects your information in accordance with the **Commonwealth Privacy Act 1988, Victorian Information Privacy Act 2000, and Victorian Health Records Act 2001.**



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You will sign a consent form allowing GSC to collect and use information for your support. Information may only be used without consent if authorised by law or NDIS auditors.

Complaints and Feedback Process

We welcome your feedback to improve services. You can contact us by:

- Phone: 0432 124 699
- Email: galit@gscr4u.com.au
- Website: www.gscr4u.com.au
- Through a trusted person
- You can ask someone you trust to speak with us.

Feedback:	Acknowledge by phone, email, or text	Fill survey on website or call/email W: www.gscr4u.com.au
Complaint	1 business day	Phone or website; urgent matters dealt immediately
Complement/ Suggestion	2-3 business day	Phone, email, text, or website

If unresolved, complaints can be made to:

- **Disability Services Commissioner Victoria** – 1800 677 342, complaints@odsc.vic.gov.au
- **NDIS Commission** – 1800 035 544, www.ndiscommission.gov.au
- **National Disability abuse and Neglect hotline**
- By the phone **1800 880 052**
- TTY users **133677**

Advocacy

You have the right to an advocate to act on your behalf. Independent advocacy support is available through:



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- Disability Rights Victoria: 9489 2999
- Disability Advocacy Network Australia (DANA): www.dana.org.au

Your Rights

Participants have the right to:

- Be treated with respect, dignity, and courtesy
- Be involved in decision-making and prioritise NDIS goals
- Feel safe asking questions and seeking clarity
- Maintain privacy and confidentiality
- Receive support to build capacity and independence
- Resolve service delivery issues
- Access culturally, religiously, and socially appropriate services
- Access a safe environment free from violence, abuse, neglect, exploitation, or discrimination

Our Responsibilities

GSC is responsible for:

- Upholding your rights and treating you with fairness, dignity, and respect
- Supporting your autonomy and decision-making
- Providing culturally and socially sensitive services
- Helping you understand your NDIS plan and funding
- Assisting you to build skills and achieve goals
- Resolving issues, monitoring supports, and liaising with providers
- Informing you about support hours and plan usage
- Providing a safe, inclusive, and supportive environment



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Occupational Health & Safety

Occupational Health & Safety (OH&S) legislation requires that I maintain and provide a safe work environment for all service users, stakeholders and myself and will comply with the requirements of the Victorian Occupational Health and Safety (OH&S) Act 2004 and associated regulations. I will be providing Support Coordination and Specialist Support Coordination in my home-based office. Most meetings and services will be provided in the participants’ homes, activities-based locations, and other places in the community. If you identify any risks, such as a faulty electrical appliances/equipment or other hazards such as slippery steps or uneven floor surfaces, please notify me and I will action any correction required.

Incident Reporting

GSC ensures participant safety and manages incidents through a structured reporting system. All incidents, including injuries, near misses, or hazards, are documented immediately and resolved appropriately. Support and access to advocates will be provided when required.

Operating hours:

Monday to Thursday 9:00- 5:00
Friday 9:00-5:00 with some variety between the different SC’s
We are not available on weekends and Public Holidays unless specified otherwise on the service agreement.



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GSC Team contact details

Managing Directors

[Galit](#) M: 0432 124 699 E: galit@gscr4u.com.au

[Iram](#) M: 0410353495 E: iram@gscr4u.com.au

Support Coordinators/PRC/Social Work

[Dhara](#) M: 0404 933 969 E: dhara@gscr4u.com.au- Senior SC

[Chloe](#) M: 0402600300 E: chloe@gscr4u.com.au- SC

[Eileen](#) M: 0452518426 E: Eileen@gscr4u.com.au- SC

[Stella](#) M: 0490449782 E: Stella@gscr4.com.au- SC

Lead: Support worker

[Udi](#) M: 0490122752 E: Udi@gscr4u.com.au

[Nev](#) M: 0423 907 095 E: nevo@gscr4u.com.au

[Evia](#) M: 0421 579 224 E: Evia@gscr4u.com.au

[W: www.gscr4u.com.au](#)

“Every long journey starts with the first step”.

We wish you an inspiring journey and great success working on your NDIS goals. At Great Steps to Change, we believe that each step you take, no matter how small, brings you closer to greater independence, confidence, and quality of life.”

Best of Luck

Galit

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