

Service Access Unit

How the Service Access Unit can benefit you

Our Service Access Unit supports people with disability and their families to easily access the services offered by us.

Finding the right disability supports can seem overwhelming and complex. The Service Access Unit was created to make the process as easy as possible.

What does the Service Access Unit do?

Single point of contact

One person from our Service Access Unit will be your dedicated contact and will guide you through the process. They can answer your questions and are happy to work directly with referrers such as the NDIS, TAC and local councils etc.

Source of information

The team has many years of experience within the disability sector. They can provide you with information about our services, but are also very knowledgeable about the NDIS and the disability sector in general. If we don't offer the services you're looking for, we're happy to connect you to other organisations and community groups that do.

Determine eligibility

The Service Access Unit can help to determine whether you are eligible to receive funding through the NDIS or another funding option.

Coordinate the right supports for you

The team can conduct initial assessments and will refer you to the correct people within our organisation to arrange your supports. With your consent they will share information about you and the supports you'd like to receive so that you don't have to repeat yourself.

Check that you're receiving the right supports

Your dedicated contact person from the Service Access Unit will follow-up with you to make sure that the supports you're receiving from us are right for you.

How to contact the Service Access Unit?

PH 1300 885 152
serviceaccess@tipping.org.au
www.tipping.org.au

Meet Our Team

Talk to our Service Access Unit

Joel Turnbull Service Access Manager

Joel has nearly 30 years of experience working within the government and non-government disability sectors.

He started his career as a registered nurse and completed an Honours degree in psychology.

During his extensive career Joel has lead and managed an array of services, including residential homes, respite facilities, crisis accommodation and individualised support options. Joel has also worked as a behaviour support practitioner and case manager.

Throughout his 9 years with The Tipping Foundation, Joel has been instrumental in the development of sustainable and innovative services for many people with disability throughout Victoria.

Joel has a vast knowledge of contemporary individualised disability services, the National Disability Insurance Scheme (NDIS) and other specialised services for people with disability, their families and significant others.

Joel is acutely aware of the difficulties people with disability and their families face when finding the right supports and navigating the disability sector. He uses his knowledge of the sector to help improve the lives of people with disability, which is something he is very passionate about.

Bronwen Gourley Customer Engagement Manager

Bronwen has worked in the disability sector for 23 years, holding a variety of roles including support worker, education support in both special education and mainstream, day program coordinator, sensory coordinator, TAFE Teacher training in Community Services, NDIS transition officer at an ADE and support coordinator.

Bronwen has a Bachelor of Social Science, Cert IV community Services, Cert II education support and Cert IV TAE.

Through personal experience of caring for her father with physical disability and extensive professional experience, Bronwen provides a great understanding of the impact of disabilities and the difficulty of navigating the disability sector.

We know
NDIS
Just ask us!

We work
together so
everyone has
a fair go

Leisa Abbott
Services Access Officer

Leisa has a depth of experience within the human services field and disability services industry.

She commenced her career in the disability sector 10 years ago, initially as a support worker, and her roles quickly spanned many aspects of service delivery from direct support, program planning, coordination of support, intake/assessment and program management.

Leisa worked in Geelong throughout the initial NDIS trial period having developed a terrific understanding of the opportunities the state-wide roll out of the scheme provides to people with disability throughout Australia.

Leisa has developed a wide range of networks, which she is keen to use to ensure people receive the specialised support and direction they need. She is very passionate about working with people and their families to follow their dreams, achieve their personal goals and find the right staff and support to make this happen.

Toni-Maree Williams
Service Access Coordinator

Toni-Maree completed Cert 4 in Disability in 2006, which has ultimately led her throughout her career. She has held a wide variety of roles in the Aged Care and Disability sectors.

Some of her professional experience includes work in various planned activity groups, 1:1 respite, intake and referrals for allied health services and the Department of Health and Human Services (DHHS), as well as being an integral team member in the client outcome and service improvement team at DHHS.

Toni is passionate about working with customers and their families to provide the right, high quality, services and ensuring they have the best possible outcome in achieving their personal goals.

Ben Purcell
Service Access Coordinator

Ben has worked in the disability sector since 2008, starting his career with The Tipping Foundation.

Since then, Ben has worked in a number of support areas within the organisation including residential, community support and working with young people. In these areas, Ben has held positions as a support worker, team leader and most recently as a client engagement coordinator in the Service Access Unit.

Through hard work and determination, Ben has developed essential skills in helping people navigate the disability sector and NDIS. He is passionate about provide consistent, high quality, services to people with disability within the community.

Ben is continuing his formal training to be able to provide even more expertise to our customers and their families, through his ongoing studies to achieve a Bachelor of Psychology.

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