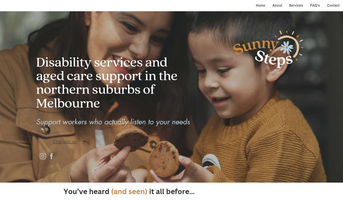


Disability services and aged care support in the northern suburbs of Melbourne

Support workers who actually listen to your needs

You've heard (and seen) it all before...

Every support business says they care about you and listen to what you need. But do they?

You've lost count of the times you've told a support worker little things like not to put the good knives in the dishwasher.

Or when **you've come home from a busy day at work to find a mess in the kitchen**. Yes, they made lunch for your loved one, but did they clean up? Nope.

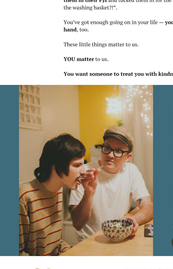
Or when **you find your kid's dirty clothes on the floor after the support worker has put them in their PJs** and tucked them in for the night. You think "how hard is it to put them in the washing basket?".

You've got enough going on in your life — **you don't want to hold your support worker's hand**, too.

These little things matter to us.

YOU matter to us.

You want someone to treat you with kindness, and that's exactly what we do.



Caring for your family members like our own

We work with families of children and adults with disabilities to help everyone in the family thrive. **Whether your kids are taking important life steps or have already stepped into the world of adulthood**, we'll care for them like our own.

And we haven't forgotten about the older people in your life either. **We have an aged care specialist on our team** who'll treat your older loved ones with the care they deserve.

If you live in the **Banyule, Nillumbik, Whittlesea, or Darebin areas**, we can help you.

Learn more about our services

What other families have to say about us

Sarah

I have never before encountered a family support service which understands the values and needs of its clients like Sunny Steps does. This service comes straight from a place of compassion, lived experience, and a drive to do right by people with support needs. I've worked closely with Bec for some time now and I feel fully confident in the support she and her team can offer to families.

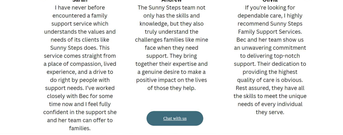
Andrew

The Sunny Steps team not only has the skills and knowledge, but they also truly understand the challenges families like mine face when they need support. They bring together their expertise and a genuine desire to make a positive impact on the lives of those they help.

Chat with us

Olivia

If you're looking for dependable care, I highly recommend Sunny Steps Family Support Services. Bec and her team show us an unwavering commitment to delivering top-notch support. Their dedication to providing the highest quality of care is obvious. Rest assured, they have all the skills to meet the unique needs of every individual they serve.



Ready to step into our community?

Go on — take the next step for your family.

Chat with us

Sunny Steps Family Support Services

A support team who actually care (yes, really)

When you first started looking for support workers for your loved ones, I bet you thought it would be easy, didn't you? But you soon realised how frustrating it was.

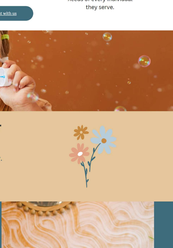
Support workers **who change every week**.

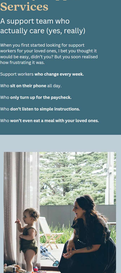
Who **sit on their phone** all day.

Who **only turn up for the paycheck**.

Who **don't listen to simple instructions**.

Who **won't even eat a meal with your loved ones**.





This was my reality, too

After struggling with these same issues trying to get support workers for my own children with special needs, I was fed up. So, with my many years in the support industry caring for people with complex needs, I knew I had to do something.

And that's exactly what I did.

My name's Rebecca Powell

I used to work in a supported accommodation unit as the Respite Care Team Leader. This was an extremely high-needs care environment, so you can rest assured that I know what I'm doing with your loved ones who need care. I left this job years ago to care for my own children who have disabilities.

This life experience means I get it from both sides.

I know how to care for your loved ones because I used to care for other people's loved ones (and still care for my children) every single day.

I know what it's like to feel isolated and overwhelmed because you're trying to care for your children with high needs but the support workers you've tried have honestly been pretty crappy.

I get it.
I get YOU.

I created Sunny Steps Family Support Services to support families like mine (and yours).

Who have **kids with special needs.**

Who **need a little extra help from support workers** to get through the week.

Who **are sick of working with uncaring support workers.**

Who **want the best care for their loved ones.**

How I can help you

I've created a small, close-knit team of amazing support workers who all have a lived experience of caring for someone with a disability. I only hire people I'd feel comfortable leaving my kids with.

My team and I can help you with **disability support, aged care support, and training in the Banyule, Nillumbik, Whittlesea, and Darebin areas.** Check out our services for more detailed information about how my team and I can help you.

Chat with us

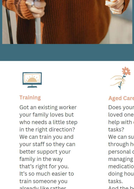
Disability and aged care support for you and your family in South Morang

From individualised disability support plans
and support worker training to aged care and respite care

We create solutions with your family, for your family.

Chat with us

Tailored support from our family to yours



Most support workers change as often as a restaurant's daily specials do.

But we're not a daily special — we're more like the fresh ingredients that keep arriving day after day.

Based in South Morang, our small team is with you every step of the way.

Here's what we can help you with:

Training

Got an existing worker your family loves but who needs a little step in the right direction? We can train you and your staff so they can better support your family in the way that's right for you. It's so much easier to train someone you already like rather than bring in someone new, right?

Aged Care

Does your elderly loved one need some help with everyday tasks? We can support them through helping with personal care, managing medications, and doing household tasks. And the best part? We're not in a hurry, so we won't rush them.

Disability Support

Does your child or loved one live with autism, ADHD, or another disability and need help with day-to-day life? We can help them with developmental activities, accessing community events, and general supervision. And we haven't forgotten about you — we'll sort out the housework so you don't have to rush around after work.

Disability and aged care support in three sunny steps

Chat with us

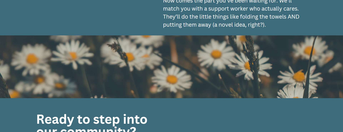
Fill out our contact form, and we'll call or email you back to chat about your family's needs. You'll talk with a real person, and we'll fill in a simple intake form together — there's no 42-page form here (yes, this really happened).

Take a breath

We'll review your needs and come up with a plan that's right for your family. There's no cookie-cutter or one-size-fits-all approach here — we create a plan that's right for YOU.

Get the help and support your family deserves

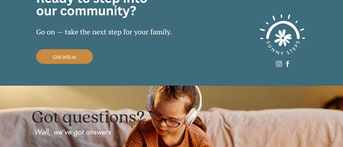
Now comes the part you've been waiting for. We'll match you with a support worker who actually cares. They'll do the little things like folding the towels AND putting them away (a novel idea, right?).



Ready to step into our community?

Go on — take the next step for your family.

Chat with us



Got questions?

Well, we've got answers

Chat with us

FAQs

Who can we work with?

We can work with anyone who has a disability or needs aged care support. This means we can work with NDIS participants, non-NDIS participants, and My Aged Care participants.

Which suburbs or areas do you work in?

We can give in-person support to your loved ones in Melbourne's northern suburbs. If you live in the Banyule, Nillumbik, Whittlesea, or Darebin areas, we can help you. We can also make support plans over the phone for anyone in Victoria.

How much does it cost to work with you?

It depends. We'll talk with you about your budget and find a solution that works for you.

Can we meet our support worker beforehand?

Absolutely. We let all new participants meet with their support worker for a free 20 minute meet and greet.

What's the shortest shift your support workers can do?

3 hours.

Can you give us shift notes?

Of course. We'll give you actual notes rather than just talk about how your loved one went. These notes are available to your family and your loved one's support team.

Will I have a different support worker every shift?

Nope. We have a small team of carers so you and your loved one can build a relationship with the same person. Of course, our workers are sometimes sick or on leave, but we'll let you know in advance as much as we can.

I've already got a support worker I love, but they need some training. Can you help me?

Definitely. We can train you in what to expect from your support worker and train them in any areas they need help with. We listen to what's not working for you and come up with solutions so you and your family get the care you deserve.

Can I use funding for your services?

Yes. Whether you're a non-NDIS participant, a self-managed NDIS participant, or a plan-managed NDIS participant, we can work with you. We can also work with My Aged Care participants, too.

How do I know you can look after my loved one when I'm not there?

We're an experienced team who all have lived experiences of supporting loved ones with a disability or who are ageing.

I have another question. What should I do?

Please fill in our contact form and we'll get back to you as soon as we can.

Chat with us

Ready to take the next step for you and your family?

Fill out the form below, and we'll connect with you as soon as we can.

Click here to be taken to our contact form

Acknowledgement of Country
We respectfully acknowledge the Traditional Custodians of the land where we work and live, the Wurundjeri People of the Kulin Nation.
We pay our respects to their Elders past, present and emerging.
We extend that respect to all Aboriginal and Torres Strait Islander peoples.
We acknowledge that sovereignty was never ceded and support the ongoing journey for empowerment.
We strive for a more inclusive and sustainable future.
We stand in solidarity with indigenous peoples and commit to fostering a respectful and equitable society.

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