



Distinctive Options In Life

a story
every second



Distinctive Options acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the land on which our company is located and where we conduct our business. We pay our respects to Elders, past and present.

Distinctive Options is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.





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It's about you

The best decisions are made based on the best information and we think that you are the ultimate expert in telling us what we need to know to best support you. We will take the time to talk to you and your important supporters and get to know you as a unique person.

This conversation will start with you telling us what you want from your Distinctive Options supports. We will always be honest and upfront about what we can and can't do because you are far more complex and important to Distinctive Options than your NDIS funding.







enhancing life **choices**
enriching life's journeys

Distinctive Options have been assisting people to fulfil their potential and gain equality in the community since 1985. We are more than your approved NDIS provider – we are with you on your journey and form a unique partnership that empowers you to practise choice and control over your life. We aspire to make connections which empower people who have a disability to achieve their ambitions and live their most distinctive life.



our commitment to you

Your health,
happiness
and wellbeing



At Distinctive Options we know that stories are created every second, and for those stories to fully shine, every second counts.

We collectively commit to the following fundamental principles:

We will always listen to understand first rather than seek to be understood

We will always be truthful and honest in our conversations and commitments; if we say we will do something then we will do it

We will always value you more than we value your funding

We value and measure success 'one person at a time' by people telling us that Distinctive Options have made a difference

All behaviour is a form of communication and it is incumbent on us to better understand rather than you to 'better communicate'

We want you to have bigger ambitions because better outcomes happen when people imagine better and experience more in a setting that is dedicated to their health, happiness and wellbeing

We all learn from experience which includes being allowed to make mistakes in order to do better next time

#astoryeverysecond

At Distinctive Options, stories are created every second. Everyone in the Distinctive Options world has a story to tell.

We believe better outcomes happen when people imagine better and experience more in a setting that is dedicated to their health, happiness and wellbeing.

Stories that highlight the challenges, stories that accentuate perseverance, stories that are filled with pride.

These stories and more are the stories of the participants of Distinctive Options.

A story is created every second...



Cecilia is passionate about basketball and is a big fan of her local WNBL club Bendigo Spirit.

One day, she hopes to interview star player Kelly Wilson live on Phoenix FM, where Cecilia works as a volunteer presenter with Distinctive Options' own radio show The CD Rack. The show has been running since 2017 and provides opportunities for Bendigo participants to research areas of interest and develop public speaking skills in a live studio environment. Support staff encourage and assist where necessary so that everyone's voice is heard.

"We also get to play music. One of my favourite bands is Cold Chisel," says Cecilia, who is now quite at ease in the studio. She delights listeners with her relaxed style of reporting on the weather of the day and the latest WNBL game results.

Cecilia is very much a team player herself and enjoys the social connections made through participating in group activities such as this. Listen in by tuning into Phoenix FM at 106.7 FM every Wednesday from midday. Go Bendigo Spirit! Go Cecilia!



Zachary is a strong advocate for speaking up when something's not right.

With support from staff Zachary attends the Bendigo branch of SARU (Self Advocacy Resource Group) every Tuesday. Staff return after the meetings have finished, ensuring that participants share information and concerns with each other in complete confidence.

"We've been doing posters and flyers to try and get more people to join SARU so they can speak up and have their rights heard. I have spoken up to support my friends in the past and it's a good skill for people to have.' Zachary is also a passionate sports' player and credits his speed and height as distinct advantages when on the court. It's also why he enjoys attending the group sport activity on Mondays at DO Bendigo.

Playing sport and speaking up are as important to Zachary as making friends:

"I have made lots of new friends while coming to DO – it's like a big family. I know that Tara and Beau would listen to me if I had a complaint. I love all the staff, they are great people."

James has been attending Distinctive Options since 2016 when DO first arrived in Bendigo and now enjoys a great variety of activities across the week, from sports to cooking, to swimming and trips to Melbourne - all with the aim of developing communication and social skills in small group settings.

James also participates in DO's Rights and Responsibilities activity, which is a self-advocacy group. Speaking up and having a say is a right, not a privilege.

Music is important to James; 'My favourite artist is Kylie Minogue,' he says and with his remarkable memory for facts and figures, James could easily list all her hits without missing a beat. In fact James is the kind of person you want on your trivia team.

James volunteers with Phoenix FM every Wednesday, reading out community announcements for such not-for-profit organisations as Carer Solutions, which is an advocacy and support group for carers and partners. He also writes up and reads reports on Essendon AFL club – another of James' passions!

Our locations

DO Connect Bendigo

56 - 60 King Street, Bendigo VIC 3550
Ph - 03 8798 0108

DO Brimbank

Brimbank Aquatic & Wellness Centre
90 Taylors Road, Keilor Downs VIC 3038
Ph - 03 9740 7100

DO Macedon Ranges

Ph - 03 9740 7100

DO Pathways (Supported Employment)

50 McDougall Road, Sunbury VIC 3429
Ph - 03 9740 7100

DO Connect Sunbury

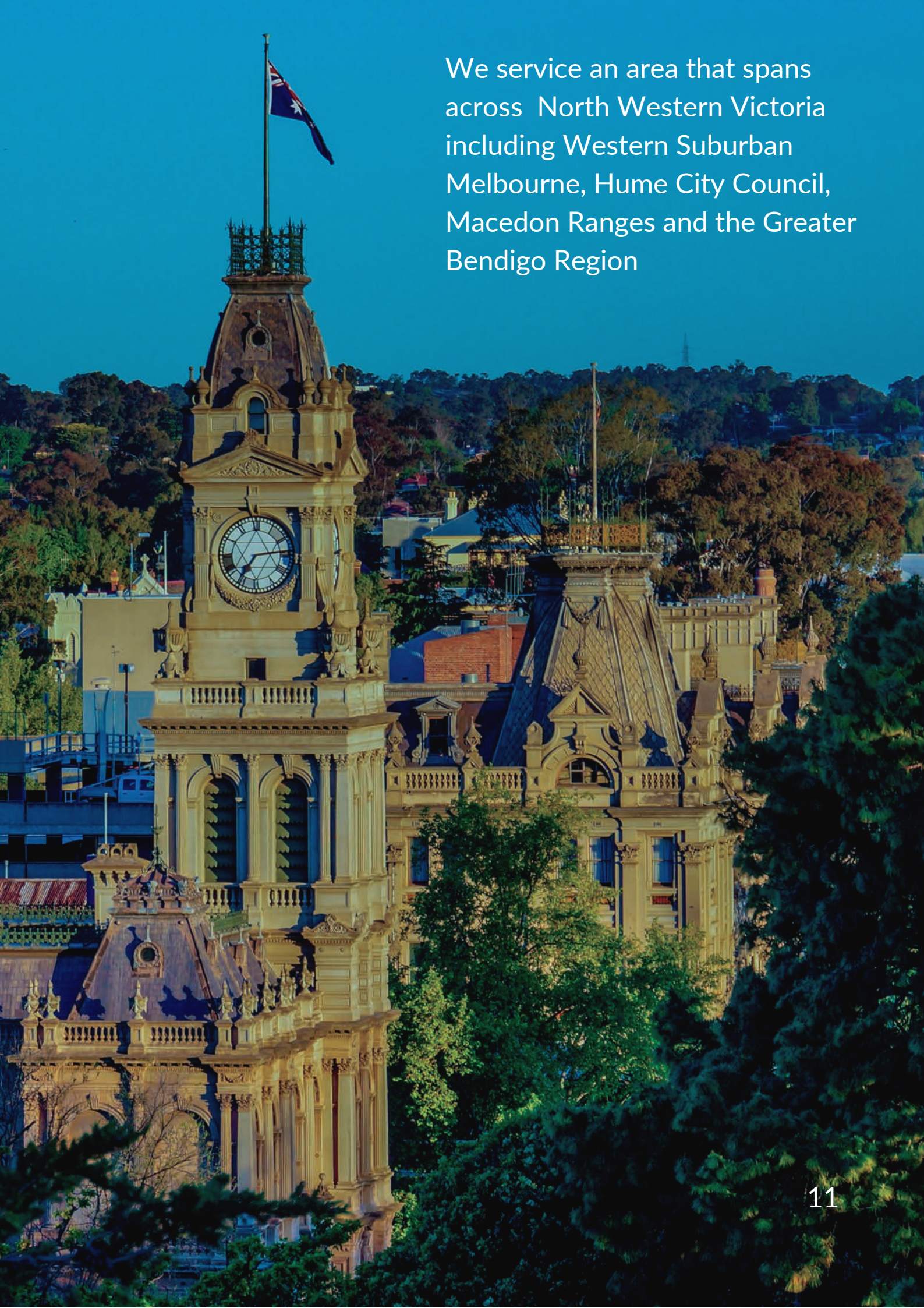
24 Macedon Street, Sunbury VIC 3429
Ph - 03 9740 7244

DO Corporate Services (Head Office)

40 Macedon Street, Sunbury VIC 3429
Ph - 03 9740 7100

The DO Food Project Cafe

Macedon Ranges Health, 5 Neal Street, Gisborne VIC 3437
Ph - 03 9740 7100



We service an area that spans across North Western Victoria including Western Suburban Melbourne, Hume City Council, Macedon Ranges and the Greater Bendigo Region



Health & Wellness

What is health and wellness to you? Is it cooking the right food and knowing where to source the right ingredients. It may be going to the gym, or spending time outdoors or immersing yourself in meditation,



Social & Communication

Many people communicate in different ways. At Distinctive Options we believe that communication is very important for you to be able to express your thoughts, wants, needs and opinions.



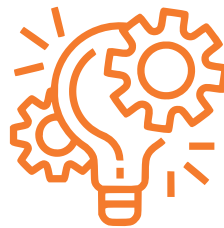
Skills for Life

We believe you should be supported and educated towards taking control of your own life, choices and independence.



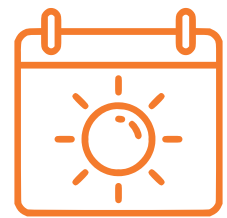
Education & Employment

We can ensure that you are ready for employment in your chosen field, and can assist you to obtain the required qualifications you need



Technology

Technology plays such a large part in today's world. As such Distinctive Options equip supports with the use of up to date technology.



Holidays & Short Stays

We can organise holidays and short stays to your liking and match you with the correct support through our DO Travel department.



Leisure & Recreation

Whether it be the sound and vibration of music, the exhilaration of dancing or the embodiment of taking on a role in a theatre production, or simply pampering yourself to feel your absolute best.



Supported Disability Accommodation

Coming Soon, Distinctive Options will be able to offer supported disability accommodation within the Sunbury / Macedon Ranges region.



Self Advocacy

Distinctive Options is committed to ensuring that individuals both understand and exercise their rights and have choice and control in their lives.



Group Supports

We understand that Groups can play an important part in providing safe and effective supports while promoting and developing social skills and friendships with peers who are of similar age and have similar interests and needs



Independent Living Supports

Independent Living Supports and Independent Supports provides you with support in everyday personal activities that assist you to live as independently as possible at home and in the community.



Supported Employment

DO Pathways is the home to supported employment for Distinctive Options and Australian Disability Enterprises like DO Honey, a beekeeping business, DO Deliveries, a picking and packing business, and the DO Food Project Cafe & food supplies business.

Your Services

The best decisions are made based on the best information and we believe that you are the ultimate expert in telling us what we need to know to best support you.

We want you to have bigger ambitions because better outcomes happen when people imagine better and experience more in a setting that is dedicated to their health, happiness and wellbeing.

Innovations and New Developments

Part of the feedback from surveys, as well as from key participant groups like Rights and Responsibilities, is that they provide ideas and concepts for management to consider in relation to any service expansion and innovation suggestions. It is not surprising that both families and participants would like to see Distinctive Options develop some new employment services that provide enhanced pathways for people. This is similar to feedback from others, such as from Specialists Schools, as well as from external NDIS Support Coordinators, who seek the best options to meet people's needs and funding.

I am pleased to announce that Distinctive Options is pursuing both of these service expansions.

Following the organisations successful completion of a quality audit against the NDIS Quality and Safeguards Commission's national disability standards, the Commission approved Distinctive Options' NDIS Scope of Registration to include 'specialist supported employment.'



Ernie Metcalf
CEO
Distinctive
Options



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Options
In Life

New Employment Options

Distinctive Options now offer multiple supported employment social enterprise businesses. DO Honey a Beekeeping business is our first foray back into supported employment for a number of years. Having formed a partnership with Greater Western Water, we have taught 10 beekeeping legends the Apiary Arts.

Additionally, our first supported cafe, the DO Food Project Cafe has opened in November 2022. We also offer horticulture, delivery and trade options for those wanting to find employment within a supported environment.

New Accommodation Options

Distinctive Options has been in productive discussions with the Sunbury based Rosenthal property developers. Work progressively with Rosenthal to develop new houses to provide specialist disability accommodation in Sunbury. At the same time, we are working on the policies and procedures that will support a request to the Commission, via an interim quality audit to include accommodation services in our organisations scope of registration.

This Sunbury partnership may also deliver in the near future a new respite option, as well as another employment options, I thank the Rosenthal developers, particularly Paul Millett, for the sincere generosity and foresight. A number of people will greatly appreciate these new service options for many, many years.

New Virtual Reality Options

On a very different tack, management is also working with a virtual reality company, Start Beyond, to develop specific systems and software for use by people with a disability, as well as a training system for our staff. This is a significant step into the digital world, which has endless uses and provides some incredible learning platforms.



**Distinctive
Options**
In Life





BENDIGO

56-60 King Street, Bendigo VIC 3550

Phone: (03) 9740 7100 (option 2)

Email - info@d-o.com.au

HEAD OFFICE 36 Macedon Street, Sunbury VIC 3429

Phone: (03) 9740 7100 (option 0)

Email - info@d-o.com.au

Web - distinctiveoptions.com.au

assisting you to fulfil your potential and gain equality in the community

ABN 89 090 842 470

NDIS PROVIDER NUMBER
44331401



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