

# Support for you, when you need it in Dandenong



Healthscope Independence Services is excited to partner with Specialist Disability Accommodation Pty Ltd and will be the shared on-site support provider at a new SDA in Dandenong, Victoria.

## A helping hand with everyday things in your life

People living with a disability may have daily support needs, but that doesn't mean you need to fit a rigid schedule. We understand that independence means being able to live on your terms and we will work with you to provide flexible supports around your schedule, not ours.

Our trained and caring disability support workers can assist you with personal care, daily living tasks, support for social, community and daily personal activities in your home or out in the community.

## Shared on-site support

We are all unique. That's why we make sure every client receives personalised support that matches their plan and goals.

Shared on-site support requires every resident to contribute towards the shared support costs. You don't need to buy all your supports from us but you will be required to buy a minimum amount of support hours.

It is important to know the more hours that are purchased from us, the more staff we can have on-site. This will result in better support outcomes for you both individually and collectively.

## Planned supports

The minimum support hours you need to buy from us is three hours. However, if you are unable to purchase three hours, let us know and we can discuss options and choices with you.

You might also like to share your support with other residents. If you have shared goals and similar support needs, you can also share your payment.

## Greater flexibility to support you

### Planned supports may include:

- Meal preparation
- Personal care - hygiene, showering, dressing, grooming, medication, manual handling, meal assistance
- Some skills and development training (e.g. public transport training, shopping, learning assistive technology)
- Rehabilitation support – assist with implementing personalised programs designed by your health professionals



Registered NDIS Provider



## Unplanned supports

As your on-site shared support provider, staff will always be available to assist you when you need support. Your support workers will get to know you and understand your day to day support needs.

### Access to Unplanned Shared Support

Your Unplanned Shared Support funding allows each resident access to two hours of unplanned supports per day. One hour of supports can be accessed during the day and the second hour counts as your contribution towards shared inactive overnight support.

It's important to note that unplanned supports are just that – unplanned and irregular.

### Waiting time

Given that unplanned support time is shared with other residents, you may have to wait up to an hour when you request unplanned support. Unplanned supports can be used to assist with urgent needs and priority will always be given to emergencies.

### Additional support

If you need additional support for more than your funded two hours, you're welcome to purchase additional support using your Core Support funding.

#### What your unplanned supports may include:

- Help with making a phone call
- Attending an emergency
- Assisting with technology including searching the internet
- Assisting you with domestic tasks around your home like cooking, cleaning and laundry
- Setting up and packing up an activity e.g. painting easel, paints, crafts
- Supporting you with your pet whether you're at home or away from your apartment
- Short outings in the community \*

## Your funding

Our support requires the following funding:

1. Unplanned Shared Support – item number: 01\_066\_0115\_1\_1 “Unplanned on-site shared supports in Specialist Disability Accommodation”. All participants are required to contribute to this funding.
2. Planned or additional supports – purchased using Core Support funding. A minimum of three hours is required with the option to purchase more.

Talk to us about your package and how we can support you.

## Healthscope Independence Services

Our absolute focus is to support people living with a disability to get the most out of life.

With more than 30 years in disability support, every day across Australia we provide a positive and nurturing environment for our clients that promotes greater independence.

We work with clients on their plans to reach their independence goals in their home or in the community and build their confidence to make more choices in their daily life.

We hand pick staff to match the needs of each client and our team are trained to support complex needs.

All our staff have their NDIS clearance checks and receive ongoing training including NDIS orientation modules and client specific training.

Healthscope Independence Services is registered with NDIS, TAC and WorkSafe Victoria. We meet all government and legislative requirements.

*\* Image of the property is taken from architectural plans and are representative of what the building is intended to look like, however the completed build and layout may differ from this image.*



For a chat about what we offer, or to book our services, contact us on 03 8551 8888, email [independence.services@healthscope.com.au](mailto:independence.services@healthscope.com.au) or visit [healthscopeindependenceservices.com.au](http://healthscopeindependenceservices.com.au)



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