

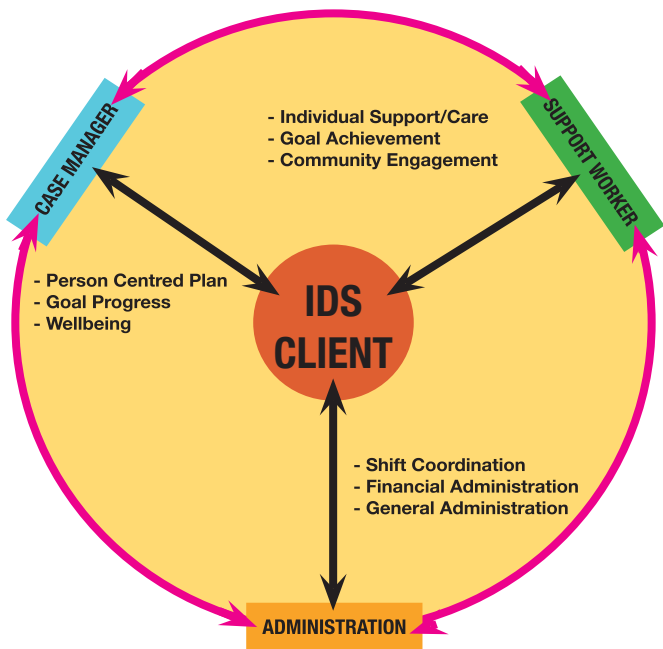


INDEPENDENT DISABILITY SERVICES



Individualised Support

Changing lives, empowering people



An introduction to IDS Individualised Support

IDS is a leading provider of Individualised Support across metropolitan Melbourne. Our services are; comprehensive, flexible and responsive to the individual support requirements and preferences of our clients.

IDS Client Support Teams

As an IDS client you will be supported by a dedicated client support team. Each team is led by a Case Manager who works alongside a Client Support Administrator and Disability Support Worker/s.

Your **Case Manager** is your key contact at IDS. Their primary role is to address your specific support and social needs, your goals and to develop a plan that meets your requirements.

Your Client **Support Administrator** is responsible for routine administrative tasks, such as paying your bills and changing shifts.

Your **Support Worker** will provide practical in-home and community support, working with you to enable you to reach your goals, identifying and supporting you with your areas of need.

Our staff

Prior to engagement all staff engaged at IDS are required to attend a panel interview, complete a psychometric assessment using values-based selection criteria, provide two work referees, police and where required, a working with children check. Candidates who are successful are then introduced to the clients they will support and the IDS team, ensuring they are aligned with our culture and values.

IDS employees' are also required to complete a comprehensive induction program and have an understanding of our policies and procedures.

Getting to know you

We will arrange a time to meet you, and your support network. During this visit, we will discuss a number of topics in order to get to know about your interests and personal situation, so we can:

- Understand your needs and appreciate your preferences, goals and aspirations;
- Ensure the staff employed to support you have the required qualifications, accreditation and certificates, and share common interests;
- Offer assistance in the planning and review process if that is what you would like.

What are the benefits of using IDS?

- We are a smaller organisation, this means we get to know you as an individual. We focus on building a meaningful relationship between you, our staff, and your support networks;
- As a client of IDS you will be allocated to a client support team. Their primary goal is to work with you to maximise your outcomes and provide you with a positive experience that ultimately leads to you achieving your goals;
- You select the type of support you require, who provides it and the way it is delivered;
- We will ensure you lead the development of planning your support and the things that affect you;

- We will assist you to maximise the support you receive within your funding allocation;
- We are able to tailor packages to your individual needs and negotiate rates as required.

What Services are included?

IDS offers a diverse range of support services including:

Personal Support

- Showering, grooming, personal hygiene and dressing;
- Mobility and transfers;
- Toileting and continence management;
- Communication Aids Assistance;
- Assistance with medication;
- Post-hospital support;
- Nursing;
- Sleepovers.

Home Help

IDS can provide support with domestic duties such as:

- Dusting, vacuuming and general tidying;
- Washing and ironing;
- Meal preparation and assistance;
- Paying bills, paperwork and correspondence;
- Telephone check-up as part of our home-calling service;
- Attending medical or social appointments;
- Walking or supported exercise.

Social Inclusion/Community Access

Our staff will work with you to develop, implement and monitor strategies that focus on your involvement in the community. We link you into activities that reflect your interests by connecting you to people who share common interests and goals, whether they are part of an organised group or individuals.

Some of the things we can assist you with:

- Coordinating transport to and from social outings; shops and medical appointments;
- Working with you towards building links into your community;
- Thinking outside the square and not limiting you to disability specific options. Our goal is to find genuine involvement in your community;
- Supporting you to plan a holiday.

Communication and assistive technology

We understand that communication is vital. IDS staff can provide assistance with:

- Setting up your internet and other technological advice;
- Advising you on the use of the internet and social media programs.

Home and Garden Maintenance

We can arrange:

- Mowing, weeding and planting;
- Advice on potential home-safety risks;
- Minor repairs/modifications to the home such as handrails and shower hose, where required.

Who is Eligible

There are no restrictions, although all of our services attract a fee. We welcome the opportunity to discuss with you how IDS Individualised Support can help you live the life you want.

Fees and Charges

The fees you pay will depend on the services and support you select and reflect the fees allocated by the funding agency (DHHS, NDIS, WorkSafe or TAC).

We will negotiate an individual agreement, tailored to meet your unique needs. There are no hidden charges and we offer an easy to follow approval and payment process, with monthly statements.

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IDS is committed to accessibility of our services and information.



IDS provides access to Interpreting services.



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