



Accommodation Support and Respite Services

Supported independent living and
short-term accommodation services
for Queenslanders with disability

NDIS service provider no. 86003464

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About AS&RS

Accommodation Support and Respite Services (AS&RS) provides assistance with daily living for people with a primary diagnosis of an intellectual disability and who have standard or high-support needs. We are operated by the Department of Communities, Disability Services and Seniors.

We recognise and focus on people's strengths and abilities. We know it is important that our clients' needs are met with the right supports at the right time. Our staff have a range of skills and life experiences and work closely with clients to assist them to achieve their life goals.

We value strong partnerships and relationships with our clients, with a special emphasis on establishing and building trust. Our focus is on clients and their needs, interests, choices and rights.

Services and support at AS&RS are:

- focused on the safety, health and wellbeing of clients
- based on person-centred approaches and planning
- delivered under systems and policies that take account of clients' individual needs
- designed to enable clients to live a rewarding life as independently as possible.



Can I choose AS&RS as my service provider under the NDIS?

Yes — you can choose AS&RS as your service provider under the National Disability Insurance Scheme (NDIS). We have Human Services Quality Standards certification and are able to offer our services and support to NDIS participants.

We offer two types of accommodation services:

- supported independent living services (accommodation support)
- short-term accommodation support (centre-based overnight respite).

We provide shared 24-hour support, with an active overnight shift, for both types of services.

The services we offer may suit people who:

- have an intellectual disability as their primary disability
- meet the NDIS access requirements and have an approved NDIS Plan
- are over 18 years of age (**for supported independent living services**) and have been assessed by the NDIS as needing a high level of support
- are over 6 years of age (**for short-term accommodation support**) and have been assessed by the NDIS as needing a high or standard level of support.

Access requirements for the NDIS are outlined at www.ndis.gov.au



Supported independent living services (accommodation support)

AS&RS offers supported independent living services for people with an intellectual disability living in shared households with one or more other people with an intellectual disability.

People using our services usually require a high level of support (24-hour support with an awake nightshift). In a typical AS&RS household, two to four people share their home and are supported by a team of residential care officers working a 24-hour roster. We work with individual clients and their decision makers to develop a service agreement that details how and when support is delivered.

We support people in a range of home environments in many Queensland communities. They may rent their home from the Department of Housing and Public Works (if approved for social housing) or the Department of Communities, Disability Services and Seniors or through the private rental market.

People in these households have a tenancy agreement with the relevant landlord. We can assist them and their decision makers to establish and manage the tenancy agreement.

Meeting clients' individual needs

We work with our clients and their decision makers to establish how we can best provide support.

This support is aimed at enabling clients to live as independently as possible and may include assistance with:

- ✓ daily personal care
- ✓ regular household activities
- ✓ preparing and cooking meals
- ✓ eating and drinking, if clients have swallowing difficulties (mealtime support)
- ✓ managing health and wellbeing, including medication
- ✓ accessing services and participating in the community
- ✓ accessing public transport
- ✓ meeting communication needs
- ✓ meeting disability-specific needs, including complex health or behaviour support needs
- ✓ managing household matters — for example, tenancy, home furnishing, identifying maintenance and repair needs
- ✓ managing personal and household finances — for example, budgeting, paying bills and accounts.

Our procedures for supporting clients to manage their finances have been developed with, and have the endorsement of, the Public Trustee of Queensland. If clients have someone other than the Public Trustee as their financial administrator, a separate agreement will be put in place with that person or persons.

Clients may have other service providers supporting them. We work closely with these providers to help clients meet their goals.

Short-term accommodation support (centre-based overnight respite)

Our short-term accommodation support services offer people with an intellectual disability an opportunity for a short break in one of our respite centres.

We work with people who have high or standard needs and who may require support in most areas of their care — for example, 24-hour support with an awake nightshift. Clients each have their own room and share support with up to four other people.

AS&RS has 11 respite centres in various Queensland communities. They operate 24 hours a day, seven days a week (except for short periods when repairs and maintenance are being carried out, and some public holidays).

Meeting clients' individual needs

As part of our short-term accommodation support services, we provide:

- ✓ assistance with daily living activities, in accordance with clients' goals
- ✓ individual support in relation to clients' health, diet and personal care
- ✓ disability-specific support — for example, to meet complex health or behaviour support needs.

We encourage and assist clients to maintain their usual daily routine as much as possible during their stay. All expenses within the respite centre are included in the stay — for example, food, linen and assistance with daily personal activities.

We also offer various supervised leisure activities both at the respite centres and in the local communities. These may include cooking, crafts, outdoor activities, sports, movies and shopping. Clients may pay for some community activities as part of their personal expenditure.



Checking whether our service is suitable

If you or the person you are seeking a service for is considering AS&RS as a possible service provider, the next step is to determine whether we can provide a service that meets individual needs and preferences.

To do this, we will talk about the preferences of the person requiring a service, including matters such as:

- where they would like to live and the type of people they would like to share a home with
- which respite centre is the best location for them and the type of people they would like to spend time with
- places and services in the community that are important to them and that they would like to access
- any specialised disability access requirements they may have
- any aids and equipment they may need.

Identifying the person's needs will help us identify a place to offer them within our service. Once a suitable service is agreed, we will work with the person and their decision makers to ensure a smooth transition into the new accommodation or respite arrangement.



Our staff

AS&RS has an experienced, well-trained and dedicated workforce of residential care officers. They work in teams of five or six, providing day-to-day assistance and services to clients and ensuring each person's emotional, social and physical wellbeing needs are supported to the highest possible standard.

Our residential care officers focus on person-centred approaches and use support systems that reflect individual needs. A key part of their role is to ensure people with an intellectual disability live in an environment which is least restrictive of their freedom and promotes community inclusion.

Our staff complete accredited qualifications for their role, including supporting people with their personal care and health needs. We ensure our staff maintain their skills for meeting people's individual needs

Working with others

Our clients may have several different service providers supporting them. We work with these other providers to ensure services are delivered in a coordinated way.

We know many people with disability are supported and cared for by their friends, loved ones and families and may have a number of people who help them with important decisions about their lives. We work with each client's family, guardian and other advocates to deliver support in a manner that respects each person's individual needs.

Quality services

AS&RS is committed to providing high-quality services for clients and places high importance on respecting and safeguarding clients' rights:

- ✓ We have systems, processes and practices in place to ensure we are meeting our legal obligations in relation to disability-specific support and protecting the safety of clients and staff, including:
 - upholding clients' human rights
 - protecting clients' privacy and the confidentiality of their personal information
 - using, monitoring and reporting any restrictive practices
 - ensuring all staff undergo criminal history screening and hold the relevant notices — Yellow Card and Blue Card (for working with children)
 - managing reportable incidents — for example, abuse and/or neglect of a person with disability.
- ✓ We have a complaint management system and encourage clients and their families to raise any concerns they may have.
- ✓ We are committed to training our staff so they have up-to-date skills and knowledge in providing high-quality services to clients.

AS&RS is committed to delivering services in accordance with the standard of care required for certification against the Human Services Quality Standards. This includes undergoing a regular assessment of our services by an independent auditor.

A copy of current certification can be provided on request.

Privacy

To help us provide the right level of care for clients, we need to collect information about clients and their support needs. We rely on clients' decision makers to provide us with the most up-to-date and accurate information.

Clients and their decision makers can ask one of our staff or a person of their choice for assistance when providing, accessing or reviewing personal information. All information will be kept secure and confidential.

Contact us

For further information about AS&RS, please contact your nearest service centre:

Service centre	Phone number
Nundah	07 3097 1203
Oxley	07 3097 1290
Ipswich	07 3432 1600
Toowoomba	07 4614 9205
Loganlea	07 3094 7708
Gold Coast	07 5675 4478
Redcliffe	07 3385 3706
Maroochydore	07 5376 9720
Maryborough	07 4122 5500
Rockhampton	07 4848 4609
Townsville	07 4796 6900

You can also contact us on **1300 735 874** or at asrs@communities.qld.gov.au

