



Accommodation Support and Respite Services

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



I am funded by the NDIS; can I nominate AS&RS as my provider?

Yes.

Participants can choose AS&RS as their service provider under the NDIS.

AS&RS delivers services in compliance with the NDIS standards and the Human Services Quality Framework.

Additional information about the NDIS can be found here - www.ndis.gov.au



I am not funded by the NDIS – Can I still receive services?

Yes.

AS&RS can support participants if they have funding available from another source such as:

- Disability Support for Older Australians (DSOA); and
- Continuity of Support (CoS).

Supporting Independent Living Services

Participants who engage our SIL services require varying levels of support which could include 24-hour support with an awake night shift. We work with individual participants and their decision makers to understand their goals and how we can best provide support. We will provide a service agreement that outlines the parties' responsibilities, billing processes, and the supports to be provided.

We support people in a range of home environments in many Queensland communities. Participants may rent their home from:

- Department of Housing (if approved for social housing);
- Department of Child Safety, Seniors and Disability Services; or
- through the private rental market.

Our support is aimed at enabling participants 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 participants 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 disability related health supports or behaviour support needs
- managing household matters — for example home furnishing, identifying maintenance and repair needs; or
- supporting day-to-day financial matters, such as grocery shopping and fuel purchases.



Short Term Accommodation (Respite)

Our respite services offer people with an intellectual disability an opportunity for a short break. We have respite centres in various locations across the state.

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. Participants each have their own room and share support with up to four other people. Some centres offer high support rooms for participants who require a hoist or utilise a wheelchair.

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

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

We encourage and assist participants to maintain their usual daily routine as much as possible during their stay. All expenses (such as linen and meals) within the respite centre are included in the stay. Participants may require spending money if they go on an outing with AS&RS.





Are our services suitable for you?

If a participant and the person who supports them are considering AS&RS as their service provider, the next step is to contact us. We will have an initial discussion with them to understand whether we can provide a service that meets the individual needs and support the participant is seeking.

To do this, we will talk about the preferences of the participant 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. Or, which respite centre is most suitable;
- places and services in the community that are important to them and how and when they would like to access them;
- any specialised disability access requirements they may have.
- any aids and equipment they may need;
- other health or medical supports required; and
- goals, funding, and roster of support identified within their NDIS Plan (or other funding source).

Identifying their needs will help us locate a suitable place for them within our service. AS&RS will be requesting a copy of their NDIS Plan (or other funding eligibility) to align service delivery where possible.

If they are considering entering an AS&RS accommodation vacancy, we will arrange a series of 'getting to know you' visits at the chosen house. This provides all parties with an opportunity to meet each other and make an informed decision about the suitability of the proposed SIL arrangement.

Once a suitable service is agreed to, we will work with the participant and their decision makers to ensure a smooth transition into the new accommodation or respite arrangement and work with them to complete a Service Agreement and other documentation.



Our Staff

AS&RS has experienced, well-trained and dedicated staff. They provide day-to-day assistance and services to participants and ensure each participant's emotional, social, and physical wellbeing needs are supported.

Our staff focus on person-centred approaches and use support systems that reflect individual goals and 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

We appreciate our participants 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, families and have a number of other people or organisations who help them with important decisions. We work with each participant and their support network to deliver services in a manner that respects each participant's individual needs.





Quality Services

AS&RS is committed to providing high-quality services and prioritises respecting and safeguarding participants' rights.

We have systems, processes, and practices in place to ensure we protect the safety of participants and staff and:

- uphold human rights
- respect participants' privacy
- maintain confidentiality of personal information
- investigate and report on incidents, including any unauthorised use of regulated restrictive practices; and
- ensure our staff undergo criminal history screening and hold the necessary notices - NDIS Disability Worker Screening (Yellow Card) and Blue Card (for working with children).

AS&RS welcomes feedback through its feedback, compliments and complaints management system. Complaints will be managed in a timely, people focused, and proactive manner. Anyone can contact anyone at AS&RS to provide feedback, a compliment, or a complaint.

Our Compliments and Complaints Policy and Procedure can be located on our website. If you would like a copy of this policy, please contact us.

We are committed to training our staff so they have up-to-date skills and knowledge in providing high-quality services to participants.

AS&RS is committed to delivering services in accordance with the standard of care required of a NDIS Provider. AS&RS willingly participants in auditing processes.

Service Agreements and Billing

Should the decision be to choose AS&RS as the participant's service provider, we will issue an individual service agreement for signing by the participant (if able and willing) or their decision maker. If the decision maker is appointed by the Queensland Civil and Administrative Tribunal (QCAT), AS&RS will need a copy of the order.

The service agreement sets out the details of the parties to the agreement, as well as their rights and responsibilities. The agreement explains the conditions around services, funding, and billing.

A schedule of supports, once confirmed, will become an attachment to the agreement. This document will be reissued each time there is a new NDIS plan.

Personal expenses are the responsibility of the participant. Personal expenses include but are not limited to, medical fees, groceries, rent, utilities, transport and personal spending money.

Privacy

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

AS&RS is subject to the *Information Privacy Act 2009 (Qld)* and will, in relation to any personal information that it collects or has access to, comply with its obligations under Parts 1 and 3 of the *Information Privacy Act*.

AS&RS respects the participants and decision makers right to privacy. Our Privacy Policy can be found on our website.



Additional Resources

Attached to the AS&RS Service Agreement are schedules that provide additional information in an easy-to-read format. Please ask the AS&RS staff for copies of these schedules for your information.

- *Privacy Policy.*
- *Feedback Compliments and Complaints,*
- *Incident Management,*
- *Your Rights – Advocacy.*
- *Conflicts of Interest.*

Contact Us

Email	asrs@qld.gov.au
Telephone	1300 735 874
Mail	Disability Accommodation & Respite Services Locked Bag 3405 Brisbane, Qld 4001