



**AUSTRALIAN
COMMUNITIES**
PTY LTD



SUPPORTED INDEPENDENT LIVING (SIL) SERVICES



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Australian Communities Pty Ltd is a specialised service established by a team of experienced professionals with over 25 years experience across a range of sectors, statutory agencies and community service settings, including disability and mental health services, forensics, youth justice, early childhood education, adult secure care settings and extreme complex behaviour, child safety, guardianship, special education, therapeutic residential care, advocacy, community visitor, quality system and licensing supports at state and national levels. This allows the service to interact and support statutory roles and requirements easily within a community based setting to respect the roles of each stakeholder. Our predominant niche focus is 24 hour residential and supported living settings for adults and children living with disability, mental illness and complex behaviour, as well as, transition options, respite and short-term accommodation options funded by the National Disability Insurance Scheme (NDIS).

Our sector has significant challenges. Australian Communities seeks to raise the bar and deliver a disability sector we can be proud of with educated, proactive staff, clear practice and accessible information, practice and accountability used to strengthen systems. To do this we have developed our own practice framework which aligns across sectors and legislative tools based on 5 key principles; transparency, commitment, authenticity, customer centred work, contemporary practice and safety. This information booklet outlines the site and service information for our Supported Independent Living (SIL) options.

Australian Communities is an approved service provider through the NDIS and has completed the external quality system audit process with no major or minor non-conformities. All referrals can be made directly from any authorised stakeholder involved in the participant's life and of course adult participants themselves. We can be contacted via email or called directly.

✉ info@auscommunities.com

☎ 0401429403



HOW ARE WE DIFFERENT FROM ALL THE OTHER PROVIDERS?

There are a lot of service providers. We have listened to families, participants and other stakeholders for over 25 years and have developed our service model based on what people see as important to them, the mistakes and challenges we have seen service providers experience and the legislation that governs our quality systems and practice. At the same time we also know that people are all different in what they want from a service provider. We make sure we are flexible and fit to what you see as important to you. You need to decide if we are a good fit for you and we need to decide you are a good fit for us. We do that by talking, getting to know each other and finding out what you need to live a great life and what we need to do to deliver a great service to you. You choose what service you want to purchase supports from so we don't expect you to settle for less. Below are the big things we do differently that make us the provider of choice.

Approach and Principles for Practice

Participants and their Guardian's choose to spend hundreds of thousands of dollars on SIL services with us. We approach this just like any purchase of a premium priced product and treat you with the respect and value that you deserve as a member of our community and as a customer. If our staff do not treat you with that respect they are not welcome on our team. We have zero tolerance for anything but the best in how we interact with you. Our professional practice model is based on 5 key principles; transparency, commitment, authenticity, customer centred work, contemporary practice and safety. This is not just 'company speak' but how we measure and expect services to be delivered and seen to be delivered by our staff to you.



Organisation and Transparency

With the appropriate consents, Participants, Guardian's and stakeholders you choose can have 24 hour access to our secure electronic platform and see all shift notes, reports, plans and documentation that we use to deliver you a great service experience. You give us permission to gather and use your personal information so we make sure you can see this with full transparency. No more battles and arguments with service providers who will not share your own information with you. We take transparency and privacy very seriously because it helps us be accountable and get things right. This includes calendars, rosters and updates so we can all work together as a team with you at the centre.



Relationships with Staff and Service Managers

We work to make sure you have a clear and close relationship with the managers and team leaders that are supporting your team of staff, so you can always contact them and talk to a familiar person. You are also welcome at team meetings, training and we are happy to visit and review things anytime, as well as, our scheduled reviews. We do a great job to create a positive culture in our workplace so we don't have a high turn over of staff and managers. This allows you to enjoy a stable and predictable service experience with no surprises. Come and visit our CEO and staff, spend time with our horses, Alpacas and Chickens and develop a strong relationship with us as your chosen service provider so we know what is important to you.

Choice and Control Over Staff Recruitment and Selection

Why tolerate staff that you don't feel comfortable with or don't have what you are looking for? We recruit and select staff with you so you decide who is a good fit for you. Typically we interview applicants and then create the opportunity for you to meet and get to know potential members of your support team so that we get it right. What ever the reason, you decided who is the best fit for you and the service you are purchasing. We continually check how you are feeling, who is working well and who isn't. Sometimes it can be as simple and making sure the right staff member is on the right shift. You might want a one staff member that's sporty, one that is a great cook and one that is great for relaxing for the parts of your life that are important. You can be as much a part of rostering as you like and can always see who is delivering supports and when. You can be added to our rostering platform so you can see what is planned 24/7. Typically we recruit and establish a small team of regular staff for SIL services so that you have consistent and well developed, supervised staff instead of random and ever changing people you don't know or like.

Staff Development and Support

We have monthly team meetings for staff working with each participant to make sure everyone is on the same page and doing what you need them to do and get things right. We support your team in regular team meeting and often participants come along as well and make sure everyone is clear. We think staff need this and invest in it so you have consistent people in your life that know what they are doing. We also invest in regular 1:1 supervision for every individual staff member with a senior member of staff to provide structured, professional practice supervision, support and training. All our staff receive a variety of professional development opportunities on top of the skills development that relate specifically to your supports and needs. All staff are included in MAYBO training and positive behaviour support topics and we invite external experts to constantly update the skills of your team and make us accountable.



Professional support for funding and plan reviews

We know that the NDIS Planners and SIL team need thorough, good information and documentation to evidence and fund the reasonable and necessary supports you need to reach your goals. We go above and beyond for reviews and provide professionally written and developed review documentation, SIL Profiles and data to give all stakeholders the evidence they need to make the right decisions. This complements the thorough Person Centred Planning and periodic review reports we also create. This should give the NDIS staff and decision makers everything they need to make good decisions and complement professional assessments and recommendations. Poor documentation often leads to challenges accessing service funding and giving people the evidence they need on time and professionally delivered. If you choose a service that knows how to write and deliver evidence and review documentation well, it allows the NDIS to support you better during plan reviews. Good documentation and planning also supports the other stakeholders and specialist service providers you have engaged and allows all to work well together.



In Summary

We don't see these things as exceptional but as a way of working that makes sense if we want to do a good job. Relationships are important to us and to provide a positive, therapeutic and predictable experience for you, your family and stakeholders, we need to work on that. If you are new to NDIS or are currently receiving services and want to look at options we are happy to talk to you and see if we are a good fit. Lets work together and deliver a Disability Sector we can all be proud of.

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