



INDEPENDENT
DISABILITY SERVICES



Individualised Support

Changing lives, empowering people

Individualised Support



IDS Individualised Support client Justin, with his mother Carmel

The team at IDS works with our clients to remove barriers that restrict their life choices; we provide opportunities for them to live independent and equitable lives in their community.

IDS has been supporting Victorians with a disability for over 30 years and is an approved NDIS, DHHS, TAC and WorkSafe provider.

IDS is a leading provider of Individualised Support, providing services to people with a disability across metropolitan Melbourne. As a client of IDS, you will be supported by staff who have the qualifications and experience to meet your needs and goals and the personal profile to meet your cultural preferences.

IDS' recruitment process includes a thorough interview and induction program, national and international police checks, along with working with children and psychometric checks where relevant.

IDS provides clients with personal, domestic and community support. Supporting them at home, work, school or during leisure activities. All of the above are provided 24 hours a day seven days a week.

IDS Client Relationship Officers

IDS clients have a dedicated Client Relationship Officer who is responsible for ensuring the support our clients receive is aligned with their needs and goals.

IDS Client Relationship Officers are also responsible for:

- Organising our clients daily living, domestic and personal support;
- Community engagement;
- Connecting clients with support providers;
- Seeking opportunities for our clients to learn new skills and providing access to education, training or employment opportunities;

- Providing information on/and accessing, recreation and leisure services;
- Transport;
- Transitioning clients from hospital;
- Purchasing of personal products.

IDS Disability support staff provide

Unlike many other disability support providers many of IDS' support staff are permanently employed. This means our clients benefit from a continuity of service from staff who are part of the IDS team.

Personal support

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

Domestic support (home help)

- Dusting, vacuuming and general tidying;
- Washing and ironing;
- Meal preparation and assistance;
- Paying bills, paperwork and correspondence;
- Home-calling service;
- Attending medical or social appointments.

Social Inclusion/Community Access

Our staff work to develop, implement and monitor strategies that focus on our clients involvement in the community. We link them into activities that reflect their interests.

We do this by:

- Organising travel support;
- Coordinating transport to and from social outings, shops and medical appointments;
- Working with our clients towards building links into their local community.

Communication and assistive technology

- Setting up the internet and other technological advice;
- Helping clients with their mobile phone;
- Advising you on the use of the internet and social media programs.

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

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.

Independent Disability Services Inc.

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IDS is committed to accessibility of our services and information



IDS provides access to interpreting services

Our Vision

People with disabilities have the support they require to live the life they want.

Our Values

Independent Disability Services consumer centred values:

- Respecting people;
- Providing opportunities;
- Individualising control;
- Maximising choices.

Independent Disability Services performance centred values:

- Leadership;
- Performance;
- Innovation;
- Accountability.



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