



INDEPENDENT
DISABILITY SERVICES



OUR SERVICES

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.

Housing Support



IDS housing clients Linda and Shane

The team at IDS Housing Services seek to provide safe and affordable housing for people with a disability who are struggling to find a home. We work with them to identify housing solutions that meet their individual needs.

The IDS Housing team:

- Provides advice about housing options;
- Assists with the completion of applications and associated paperwork;
- Assist with the transition into a new property, connecting clients with removalists, utility providers etc.;
- Establishes community links for clients in areas of interest;
- Connects clients to support agencies and health providers.

Assisting clients to find and keep accommodation

We support our clients in their search for affordable accommodation and work closely with community housing providers, councils, and the private rental sector.

Options include:

- Modified housing;
- Private housing;
- Community housing;
- Public housing;
- Shared housing.

Where required we can assist clients with:

- Property assessment;
- Property viewings;
- Applications for properties;
- Documentation preparation;
- Liaison/mediation with housing provider;
- Liaison with support agencies.

Transition to Independent Living

The majority of people with disability live independently at home, many are supported by their family and friends. As their family ages they face the prospect of having to transfer from their home into an uncertain future.

IDS provides support designed to develop our client's skills, knowledge and confidence to help them to live independently in the community.

The ultimate goal is for clients to move out of the family home into their own or shared accommodation where they feel confident and able to manage their lives with little or no support.

Throughout the transition, we work with the client and family to minimise the anxiety felt by all involved. Our clients are given every opportunity to develop their life skills and follow their interests and are encouraged to integrate into the local community in a meaningful way.

HomeShare

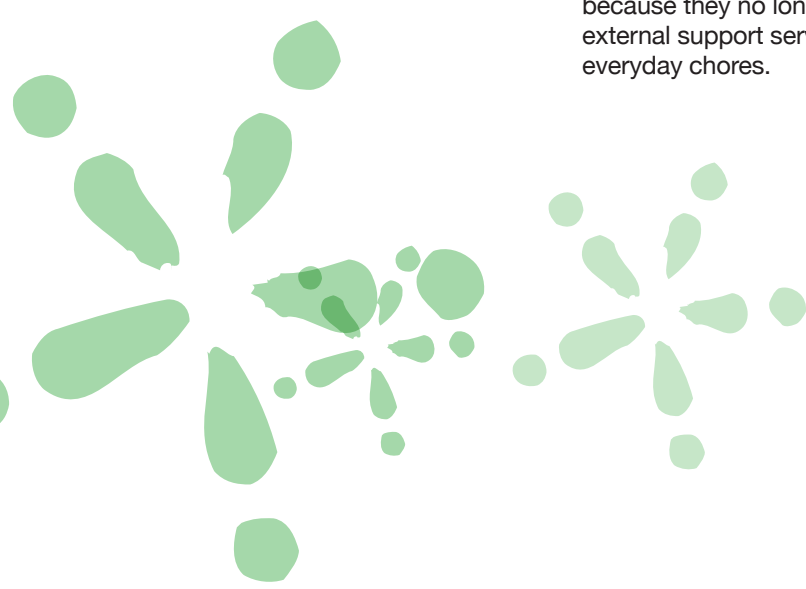
The IDS HomeShare program is designed to promote the wellbeing and independence of people with disabilities. We match them with a live-in HomeSharer who offers support and companionship. The HomeSharer pays a reduced rent in return for approximately ten hours support each week.

Every IDS HomeShare program is designed to meet the individual requirements of the Householder and HomeSharer, matching them on a range of criteria that both have agreed.

Householders and HomeSharers are carefully vetted to ensure there is a good match. A dedicated IDS HomeShare Coordinator works with both parties to ensure they are clear on the expectations and responsibilities. We also arrange police and other reference checks.

Having companionship in the home helps with a range of issues, including isolation and loneliness. IDS HomeShare Householders feel safer overnight, knowing they are not alone.

Householders also benefit financially because they no longer need to purchase external support services for those everyday chores.



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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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