

# **Service Guidelines for the Accommodation Support Program**

## **DEFINITION**

Accommodation support involves the provision of personal care, support and/or supervision to enable people with disabilities to carry out essential activities of daily living. Accommodation supports may vary in duration from a few hours a week through to 24 hours a day taking into consideration out of home day options.

## **TARGET GROUP**

People with disabilities who are eligible for Commission funded and provided services at levels 2 and 3. Level 2 eligibility is based on assessed need and includes people with a disability that is manifest before the age of 60 years. Level 3 eligibility is based on an assessment of need for people with an intellectual disability or autism.

## **PURPOSE**

Accommodation Support enables people with a disability to live in the community in a home environment as close as possible to that enjoyed by other community members.

Accommodation support may be provided as part of an individual option or within a group setting.

# **ACCOMMODATION SUPPORT PROGRAM SERVICE GUIDELINES**

## **OBJECTIVE 1**

Services provide accommodation support in a positive living environment.

### **Guidelines**

- Services encourage people with disabilities and their families to be actively involved in determining and designing their accommodation option.
- Services ensure compatibility amongst co-residents through the matching of individual needs, age, gender and cultural requirements.
- Services ensure that the choices of people with disabilities and their families are implemented whilst respecting the rights and safety of others.
- Service delivery is evaluated in collaboration with people with disabilities, their families and relevant agencies, where appropriate.
- Services provide support that is flexible and responsive to the changing need of individuals (and adapt the emphasis as required).

## **OBJECTIVE 2**

Services provide accommodation support that is safe and secure.

### **Guidelines**

- Services have policies and procedures in place, which protect people against significant risk to which their disability makes them vulnerable. This includes consideration of the following:
  - personal security - eg security fittings to the usual community standards to keep intruders out;
  - fire safety - fire detection devices must be fitted and evacuation procedures well known to staff and residents;
  - safe staff practices - eg general health and safety provisions and infection control;
  - staffing sufficient to supervise at all times; and
  - special requirements to ensure that transportation is safe.

## **OBJECTIVE 3**

Services provide accommodation support that maintains and enhances the emotional and physical health and well-being of people with disabilities.

### **Guidelines**

- Services have policies and procedures in place to protect the rights of residents against physical, sexual, emotional, or financial abuse or exploitation.
- Services monitor health and well-being through regular health checks. Services promote healthy behaviour, which addresses the need for good nutrition and exercise.

- Services link with appropriate professional, health and social agencies, including dental services.
- Services administer and monitor the medication of people with disabilities in accordance with appropriate medical guidelines.
- Staff are trained in emergency procedures such as CPR, first aid and other resuscitation methods.
- Where residents have any degree of behavioural difficulty, accommodation services have policies and procedures in place, which address the following:
  - observation and avoidance of trigger situations;
  - intervention strategies to prevent or manage the behaviour;
  - attention to the whole environment and design routines to prevent incidents; and
  - restraint, aversive procedures and management of critical incidents.
- Where acute pain, the development of deformity, difficulty with eating, serious challenging behaviours, reliance on communication systems or loss of mobility are at risk, special support is provided from appropriate services.

#### **OBJECTIVE 4**

Services provide support to maximise independence, assist in areas of dependence and offer as wide a range as possible of ordinary living experiences and community experiences.

#### **Guidelines**

- Services maximise independence and assist in areas of dependence in personal care, including bathing, dressing, grooming, hygiene, mealtime and medical care.
- Services maximise independence and assist in areas of dependence in daily living, including shopping, banking, housekeeping and cooking.
- Services provide opportunities and facilitate the forming and maintenance of relationships.
- Services ensure that information and opportunities for independent decision making are provided to people with disabilities and their families.
- Services are designed and delivered to support developmental needs and capacities.
- Services ensure that habilitation services are made available where appropriate to extend independence.

#### **OBJECTIVE 5**

Services support and coordinate access to other needed services.

## **Guidelines**

- Services provide support for people with disabilities to attend medical, dental, professional and educational appointments.
- Services undertake effective liaison with other services, community agencies or systems to protect residents' rights or well-being.
- Services support residents with applications for special purpose grants or pensions/allowances.

## **OBJECTIVE 6**

Services support access to the community and to the development and maintenance of networks in the community.

### **Guidelines**

- Services encourage and support people with disabilities to undertake meaningful activities and valued roles, including work.
- Services ensure that access to the community is based on the person with a disability's interests and capabilities.
- Services provide and support people with disabilities opportunity to develop interests and friendships in the wider community.
- Service plans include methods of linking individuals with community activities.
- Services allocate time and staff to facilitate individual involvement in community life.
- Services reflect and are respectful of personal, cultural, age and gender factors.

## **OBJECTIVE 7**

Services build and maintain connections between people with disabilities and their families, extended family and family friends.

### **Guidelines**

- Services involve people with a disability and their families in all decision making.
- Services support the relationship between people with disabilities and their families.
- Services maintain good communication with families.
- Services support people with disabilities to invite family members to visit and share meals and to participate in family outings.

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