



# Accommodation Services Transition

## Service provider profiles

These profiles have been compiled by accommodation service providers and collated by the Disability Services Commission.

This document includes profiles on disability sector organisations that are interested in offering services to people currently supported by the Commission's accommodation service. Disability sector organisations have been working in close partnership with the Commission for many years to deliver high quality, flexible, individualised supports in accordance with an individual's plan and funding packages. Non-government providers must meet stringent conditions to maintain their preferred service provider status. This includes the same quality management systems and requirement to meet the National Disability Service Standards currently adhered to by the Commission's accommodation services.

This booklet is intended to provide individuals, their families, friends, advocates or guardians with general information that can help them decide which organisations they would like to talk to about providing future accommodation support services. Detailed information can be provided by organisations directly and tailored to an individual's situation.

Organisations are grouped by metropolitan-only service providers (including the Peel region), metropolitan and regional service providers, and regional-only service providers.

Refer to the quick user guide for further detail.



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Quick user guide	Location of services				Services available		Page reference
	North metro	East metro	South metro	Peel	Individual living options	Shared living options	
<b>Metropolitan-only providers</b>							
Ability Centre	✓	✓	✓		✓	✓	8
Adventist Residential Care	✓				✓	✓	10
Autism Association of WA	✓	✓	✓	✓	✓	✓	11
BGSR Pty Ltd	✓	✓	✓		✓	✓	13
Community Vision Inc	✓	✓	✓		✓	✓	14
Crosslinks Inc		✓			✓	✓	15
Directions Family Support			✓	✓	✓		17
Diversity South Inc				✓	✓	✓	19
Identitywa	✓	✓	✓		✓	✓	20
Midway Community Care				✓	✓		21
MOSAIC Inc	✓	✓	✓		✓	✓	22
Nascha Inc	✓	✓			✓	✓	24
Rise Network Inc	✓	✓	✓		✓	✓	26
UnitingCare West	✓	✓	✓	✓	✓	✓	28
WA Blue Sky	✓	✓	✓			✓	30

Quick user guide	Location of services												Services available		Page reference
	North metro	East metro	South metro	Peel	South West	Great Southern	Wheatbelt	Mid West	Goldfields-Esperance	Gascoyne	Pilbara	Kimberley	Individual living options	Shared living options	
<b>Metropolitan and regional providers</b>															
Activ	✓	✓	✓	✓	✓	✓	✓	✓	✓				✓	✓	31
Avivo	✓	✓	✓	✓			✓	✓					✓		33
Baptistcare	✓	✓	✓	✓	✓	✓	✓	✓					✓	✓	34
Bridges Home Living	✓	✓	✓	✓	✓								✓		36
CAM CAN	✓	✓	✓	✓	✓								✓	✓	38
Elba Inc	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓		✓		39
Life Without Barriers	✓	✓	✓	✓	✓				✓			✓	✓	✓	40
Lifestyle Solutions	✓	✓	✓								✓		✓	✓	42
Multiple Sclerosis Society of WA		✓	✓		✓									✓	43
My Place	✓	✓	✓	✓	✓	✓							✓	✓	45
Nulsen Disability Services	✓	✓	✓				✓							✓	46
One to One	✓	✓	✓	✓	✓								✓		47
Richmond Wellbeing	✓	✓	✓	✓	✓									✓	48
Rocky Bay	✓	✓	✓	✓	✓								✓	✓	40

Senses Australia	✓	✓	✓	✓	✓								✓	✓	52
St Jude's Disability Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	53
TEEM Treasure	✓	✓	✓				✓	<input type="checkbox"/>					✓	✓	54

Quick user guide	Location of services												Services available		Page reference
	North metro	East metro	South metro	Peel	South West	Great Southern	Wheatbelt	Mid West	Goldfields-Esperance	Gascoyne	Pilbara	Kimberley	Individual living options	Shared living options	
<b>Regional-only providers</b>															
Ability Focus Wheatbelt							✓						✓		55
Community Living Association						✓							✓	✓	57
Empowering People in Communities (EPIC) Inc.											✓		✓	✓	58
Enable Southwest Inc.					✓								✓		59

Goldfields Individual Family Support Association (GIFSA)									✓					✓	✓	60
Lower Great Southern Family Support Association							✓								✓	61
Midwest Community Living Association								✓		✓				✓	✓	62

# Metropolitan-only service providers

## Ability Centre

### About us and our history

The Ability Centre (formerly The Centre for Cerebral Palsy) was formed in 1951 when a group of parents created an organisation to provide supports and services to their children who had been diagnosed with disability. Today, the Ability Centre offers a diverse range of services and supports to more than 1,700 people with disability and their families throughout Western Australia.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

The Ability Centre supports people of all ages, with a specific expertise in supporting individuals with:

- cerebral palsy
- intellectual disability
- acquired brain injury
- catastrophic injury
- medium, high and complex physical support needs
- medium, high and compromised medical/health support needs
- adaptive and technology equipment (including augmentative communication).

The services offered include:

- high quality, inter-disciplinary services
- individually tailored supports in people's homes and within the broader community
- a holistic approach to health and wellbeing, inclusive of specialist clinics
- self-directed and self-managed options
- shared and independent living accommodation
- finding employment, vocational and community participation and inclusion activities
- access to cutting-edge technology and equipment
- consultancy.

### Staff induction, training and supervision

The Ability Centre employs a number of qualified staff members including speech pathologists, physiotherapists, occupational therapists, social workers, psychologists and nurses. In addition, support workers are recruited to support people with disability in their homes and in the community. These staff are trained in:

- person-centred practices
- meal time management

- first aid
- manual handling
- augmentative communication.

Staff also receive annual refresher training and tailored health and medical workshops each month. The frontline, senior and executive management teams are comprised of those with between five and 30 years' experience in direct service provision to people with disability or other human services.

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## Adventist Residential Care – Nollamara

### About us and our history

Adventist Residential Care – Nollamara provides a stable and secure permanent family environment for adults with intellectual disability. The home provides support and opportunities for each person and also for groups. The environment provided facilitates opportunities for residents to participate in a balanced lifestyle and integrated community activities including leisure, recreation and day occupation, where appropriate. Support staff are in attendance 24 hours a day, seven days a week. Having its roots in a church-based operation, Adventist Residential Care continues to operate as a not-for-profit Christian organisation that directs its funding into the provision of quality services to its residents. The organisation operates to serve people regardless of their backgrounds or beliefs and is proud of its heritage and contribution to the community.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Supported accommodation for people with intellectual disability aged 18 years and over.
- People are able to share accommodation based on compatibility or be supported in an individual setting.

### Staff induction, training and supervision

Support staff are employed and trained to address people's needs through individual support plans. They are committed to encourage the development of residents' skills and opportunities for a fulfilling life and provide a nurturing, clean, secure, private and stimulating environment. Support staff are committed to creating an atmosphere that fosters positive interaction between residents, who are valued, accepted and loved as individuals. Support staff encourage, assist and guide residents to make their own choices. Families are encouraged to provide a supportive and participatory role in their family member's life.

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## Autism Association of Western Australia

### About us and our history

The Autism Association was established in 1967 with a mission to create a better life for people with autism and their families. The organisation is recognised nationally and internationally for its service of excellence to people with autism and related disability. Services include early intervention, family services, clinical services, school support, community living options, employment support and shared living. Services are supported by dedicated multi-disciplinary teams including support staff, speech pathologists, psychologists and occupational therapists. Consultant psychiatrists also work on the team for people with complex needs. The association continues to be an organisation grounded in the experience of people with autism and their families. We listen, care and respect the knowledge and expertise of families.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Small group living arrangements for two to three people or independent living arrangements for people with autism or related disability.
- Staff rosters are designed to provide predictability and stability and to ensure staff learn the person's needs, likes and dislikes.
- Working with people to assist them in achieving things important to them and to have enjoyable lives by developing a plan to achieve these goals.
- Each person has a service coordinator to ensure the person has a lifestyle they enjoy and their needs and preferences are supported and met. Speech pathologists and psychologists are available to support the person's skills development, where desired.
- A specialist team that includes clinical psychologists, speech pathologists and consultant psychiatrists works with people with complex or challenging needs.
- Working closely with individuals and families, acknowledging the expertise of families and ensuring the person being supported is at the centre of all decision-making.

### Staff induction, training and supervision

The Autism Association's community living service is committed to providing support for each person to reach their potential. All support workers receive an intensive five-day orientation before starting work with people supported by the association. They also receive intensive training on how to best support the person they will work with. Support workers are mentored and supervised on an ongoing basis by a team of coordinators who are skilled in the area of autism and related disability. They continue to receive formal training in understanding autism, person-centred practice, augmentative communication



and Positive Behaviour Support. Coordinators and support workers also have regular contact with families to ensure they continually tailor their support to the person's needs.

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## BGSR Pty Ltd

### About us and our history

BGSR is a small disability services provider – both of its directors hail from the Disability Services Commission's Accommodation Services directorate and are experienced in providing individualised and group accommodation services.

BGSR started in 2007 and has since grown to support more than 70 individuals in a variety of support models. The organisation specialises in individualised supports and assisting people who may have tried other services and are looking for something different. It prides itself on knowing all staff, families and the individuals it supports personally.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- A variety of support options, from a few hours a day to around-the-clock care. Support for individuals of any age group who require specific medical or complex needs or who exhibit challenging behaviour.
- Experience in managing group options.
- Individualised services including live-in models, shared management and other one-on-one supports.

### Staff induction, training and supervision

Staff have a variety of backgrounds and many have acquired Certificate III and IV qualifications. All are inducted to the organisation, the individuals they support and are provided with relevant training including first aid, behaviour management and manual handling. Staff are offered free Certificate III and IV training while working for BGSR. All coordinators are experienced social trainers, who directly supervise and support direct care staff. The accommodation manager has more than 30 years' Disability Services Commission experience and oversees the accommodation services.

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# Community Vision Inc

## About us and our history

Community Vision offers an exciting variety of opportunities for people with disability to get together, try new things and make new friends. All activities are designed to enhance social skills, provide a safe and fun environment, offer opportunities and promote independence, self-reliance and inclusion in the community. Community Vision has trained staff who have experience working with people with a range of disability.

## Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

## Services we can offer

- Accommodation support services for people, as a transition to independent living. There is an intention to extend the range of supported accommodation to people interested in exploring options that include:
  - host family arrangements
  - small group/suitable premises options obtained through government housing programs
  - forming alliances with registered housing providers to offer options of small groups in cluster housing models or duplex accommodation with granny flats specifically designed for people with disability.
- Support services for everyday living.
- Using the shared management model in support arrangements for individuals, based on the key principle that people with disability, their families and carers are the experts in their lives.

## Staff induction, training and supervision

Community Vision provides an induction program that welcomes employees and enables them to embrace its programs and culture. Community Vision is committed to creating a caring community and sense of belonging. The organisation uses the orientation and induction procedures as a first point of reinforcing its vision and values. All staff are assessed on any additional training, education or developmental needs required to support people transitioning into direct accommodation support.

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## Crosslinks Incorporated

### About us and our history

Crosslinks' vision is to support people of all ability to connect to community, live to their full potential and achieve their dreams. The organisation achieves this by providing flexible, innovative, personalised options for individuals and their families. Crosslinks was established in 1996 and, over the past 20 years, has grown and developed sound support services through experience and knowledge in the sector. The organisation currently supports 170 people. Crosslinks' accommodation services were established 10 years ago and it has steadily developed and diversified to respond to individuals' needs. Crosslinks started with two supported accommodation options which have grown to embrace several differing models.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Alternative family support, shared management, intensive family support, in-home support, host families, co-share and supported accommodation arrangements. Families and individuals have the option to choose the appropriate level of service support required.
- Support services for people aged over 18 years with intellectual disability.
- Working collaboratively with individuals and families and advocating person-centred planning to ensure they can design self-directed supports according to the individuals' needs. Ensuring individuals moving to new living arrangements are fully supported through an extensive transition process, where compatibility, friendship and respect are promoted in the home environment.

### Staff induction, training and supervision

Crosslinks' management team consists of a chief executive officer and two program managers with many years of experience in the disability sector. The coordination team consists of five dedicated and experienced individuals, each with extensive hands-on experience. All support staff are Crosslinks employees with police clearance checks who have undergone a lengthy induction process before working independently with people. Crosslinks does not use casual staff – all shifts are covered by experienced employees. This maintains consistency in program delivery and security for the people the organisation supports. About 50 per cent of staff have TAFE Certificate IV in Disability Support Work qualifications. The organisation promotes open communication, particularly to solve any problems, and also strives for quality service delivery.

**Key contact** Denise Michelsen  
**Role** Chief Executive Officer

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# Directions Family Support Association (FSA) Inc

## About us and our history

Directions FSA provides individualised accommodation support services. Since 1994, the organisation has supported children, young people and adults with disability to reach their goals and achieve high quality outcomes by offering personalised one-on-one support within community activities. The organisation offers support services to people living in the Cities of Armadale, Cockburn and Gosnells and the Shire of Serpentine–Jarrahdale with existing capacity to expand into other nearby areas. Directions FSA is a vibrant, values-based organisation that creates opportunities for people with disability to access activities of their choice and be included as genuine participants in their local community. The organisation enables people to go where they want to go and be the person they want to be.

## Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

## Services we can offer

- In-home support services for people in individual or shared living arrangements to enable people to gain skills and confidence to live more independently and live a good life – they are given the assistance they need to be comfortable and safe in their home environment.
- Managing complex personal needs and challenging behavior. Supports and services provided are negotiated with the person and their family and may include activities of daily living, medication management, evening settling and overnight care.
- Assisting with morning routines and other services that enable a person to participate in employment or other chosen community activities, further education or training programs.
- Host family arrangements with experienced families.

## Staff induction, training and supervision

Staff are carefully matched with the people they support and have personal values and abilities required to deliver high quality individualised supports in people's homes and the community. All staff have current first aid certificates and many have completed further disability or human services qualifications. Induction, leadership and ongoing training ensure staff have knowledge and skills relevant to every person they support. Where necessary, professional advice is sought and tailored training is provided – such as positive behaviour strategies or using signing and communication devices – so staff acquire the expertise and confidence to meet a person's unique needs. All individual plans are carefully monitored and staff are supervised by an experienced team of coordinators with substantial experience and expertise. The chief executive officer and the management team work with a committed volunteer parent and community board to

ensure plans for induction and ongoing training are responsive to the needs identified by individuals, their families and staff.

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## Diversity South Inc

### About us and our history

In 1994, families and interested community members developed an agency that offers the opportunity to have their family member with disability live closer to home. Diversity South Inc (formerly Peel Community Living) has now evolved into a respected, dynamic provider of disability supports operating in the Peel region. It is a not-for-profit organisation funded by the Disability Services Commission. Independence and active citizenship are both prized and promoted across all programs. Diversity South provides a rich and diverse range of opportunities for community participation and an improved quality of life for people the organisation supports. The Diversity South Inc Collaborative Partnership program offers flexibility to individuals and families in the management of their funding and support requirements. This includes self-management with limited organisational input to supports being managed by the organisation.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Community-based shared homes, community living plans and WA NDIS services for people aged over 18 years.
- Support to individuals to ensure they live a good life in the community.
- Support is also provided to people with disability with specific health needs.

### Staff induction, training and supervision

The organisation's team of trained support workers hold a certificate in disability or its equivalent. Minimum employment requirements include senior first aid, medication training, police clearances and pre-employment medical and drug tests. Staff also adhere to the organisation's privacy and confidentiality policy applicable to all stakeholders. Diversity South Inc offers ongoing training for staff on non-violent crisis intervention, fire safety, hoist training, manual handling and person-centred services. Additional training is sourced externally from health professionals for staff to meet individuals' changing needs as required.

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# Identitywa

## About us and our history

As one of Western Australia’s leading agencies supporting people with disabilities and their families, Identitywa’s vision is for “All people to live with a sense of purpose, a sense of belonging and a sense of wellbeing.” While Identitywa is an outreach of the Catholic Archdioceses of Perth, people from all faiths and backgrounds are welcome and assisted. For more than 39 years Identitywa has been creating opportunities for people the organisation supports, aimed at improving their social and life skills through individualised, tailored services delivered by their qualified staff. This empowering approach, combined with Identitywa’s values of a commitment to act, looking for opportunities, honesty, transparency, and seeing it through to the end guides the organisation in everything they do. Identitywa welcome the opportunity to work with individuals and their families to make a difference in the quality of their lives. Identitywa invite you to contact them and find out more about the organisation and see how together, you can explore and create the services and supports that will make a difference in your life.

## Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

## Services we can offer

- NDIA and WA NDIS
- Individual and shared living
- In-home and out-of-home support
- Community and recreation support
- Host/alternate family support
- Shared managed and self-management of supports

## Staff induction, training and supervision

Identitywa staff bring a diverse range of skills to their support role. Identitywa encourages individuals and their families to actively participate in the recruitment and selection of their support staff as part of their commitment to an individualised service. All Identitywa staff have a national police certificate and working with children check. They have completed training in first aid, manual handling, medication administration and managing complex needs. Professional development opportunities are tailored in response to the specific needs of the people they support.

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## Midway Community Care

### About us and our history

Midway Community Care (Midway) has been providing support services to people with disability in the Peel region for more than 25 years. Its services include accommodation, respite brokerage support, Alternatives to Employment, residential respite and family support. Incorporated in December 1987 by a group of parents, Midway was the first organisation in the district to offer a range of services for people with disability and their families. Midway focuses on the provision of high quality individualised services and has actively lobbied for an increased variety of services within the Peel region to ensure people with disability have a broad range of choice. The organisation is committed to ensuring people with disability and their families are involved in all aspects of the management and planning of their own services.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Accommodation support services to residents with relatively low through to high support needs.
- Shared living, tailored around a person's needs – such as host family options where the person lives in the host family home or co-residency arrangements that allow the person to live in their own home with live-in support.
- Tailored support to enable people to live in their home so they maintain links with their community to maximise independence and growth through goal-setting.
- Long-term accommodation support for adults to enable them to attain their potential in the areas of life skills, relationships and community inclusion.
- Residential respite where the primary care-giver has time to attend to other priorities while the individual has the opportunity for social interaction and community inclusion in a supported environment.

### Staff induction, training and supervision

All staff are required to provide a federal police clearance and senior first aid certificate. Training includes a 12-week induction/probation period and ongoing training and development. Staff receive performance reviews, orientation, buddy shifts and mentoring. Training is tailored to individuals and their needs.

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Web address [www.midcare.com.au](http://www.midcare.com.au)  
Postal address PO Box 2043, Mandurah WA 6210

## **Mosaic Community Care Inc (Mosaic)**

### **About us and our history**

Mosaic was founded by family members of people with disability in 1993 – and the same people are still being supported today. With 70 people in supported accommodation and individualised services, Mosaic is not a one-size-fits-all provider. The organisation recognises each person it supports is unique and is strongly committed to assisting people to create their own picture of a good life. Its support style is to be responsive to individual needs, preferences, choices and abilities while respecting the uniqueness of all. Mosaic's inclusive, holistic support is demonstrated through its commitment to regular meaningful conversations, developing skills, empowering people, building trusting relationships and exploring the impossible and possible. It fosters one-to-one relationships through positive listening with the people it supports, families and support staff. Mosaic offers the full continuum of support to meet the unique needs of people across all age ranges, disability and cultures.

### **Where we provide services**

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### **Services we can offer**

- Supported accommodation options such as group home settings, ageing in place and Positive Behaviour Support for complex needs and challenging behaviours.
- Individualised support services such as visiting support, mentor models, shared living, shared management and live-in companions. Inclusion and recreation services incorporating Alternatives to Employment and life skills programs.
- Respite support.
- Training and support for families and carers.

### **Staff induction, training and supervision**

Mosaic's skilled staff are well-trained, deeply committed and naturally caring. The organisation encourages one-to-one relationships between staff and the people it supports. Staff have assistance from a 24-hour on-call team that can deal with emergencies. Mosaic uses an individualised, person-centred approach to identify the best support staff. Individuals, families and carers are regularly invited to participate in the recruitment and transition process. The organisation has an extensive staff induction process that focuses on staff getting to know the person they will support. It also promotes inclusion, person-centred values and attitudes, Positive Behaviour Support, communication and specific procedures designed to keep people supported and staff safe. Staff are offered support and supervision each month and are regularly offered opportunities to develop their professional skills through coaching and training.

**Key contact**

Role

Frank Kellett

Phone

Chief Executive Officer

Email

9314 5244

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Postal address

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## Nascha Inc

### About us and our history

Nascha Inc is a not-for-profit community organisation that supports people with disability and their families living in Perth. Nascha's accommodation support includes personal care, cooking, shopping, budgeting, home maintenance, independent living training, community access and advocacy. The organisation's support services, offered on a daily or weekly basis, are designed to meet and respond to a person's needs. Nascha operates within a quality assurance framework based on individual lifestyle and its support plans are completed and reviewed annually. The organisation aspires to achieve person-centred service delivery on all levels.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Individual options that allow individuals to live in their home by themselves or with another person. Support is provided daily, or on specific days, and includes personal care, budgeting, maintaining a safe, clean and healthy home environment, participation in community-based activities and keeping medical and professional appointments.
- Shared accommodation or group home options that enable individuals to live with other people with disability, with support plans taking into consideration each person's needs and assistance required.
- Overnight support for people who choose either individual or shared accommodation options. Such arrangements are flexible but typically are put in place between 10pm and 8am.
- Shared management options where individuals and families have greater control and flexibility in managing their own support on a day-to-day basis. These options are negotiated between Nascha and the individuals and their families before they start.

### Staff induction, training and supervision

Nascha Inc's community support workers are selected according to experience and values. The organisation employs trained and untrained – yet experienced – staff who are introduced to and matched with suitable clients. The organisation strives to ensure staff have the skills and competency to help and support service users in a self-directed environment.

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## Rise Network Inc ('Rise')

### About us and our history

Rise (previously known as Hills Community Support Group) has provided supported accommodation for people with disability for more than 30 years. The organisation provides support for people with a wide range of needs associated with intellectual, cognitive, sensory, neurological, physical and/or acquired disability. Services are available for people in both supported accommodation and community-based independent living. Rise recognises and values the critical role that families, friends and other natural supports play in the life and co-design of services for the people it supports. Supported accommodation is available for people aged 18 years and over. Specialty homes are designed to meet the needs of people with disability who are ageing or have complex medical, behavioural or high care support needs. In addition, Rise also has divisions providing services for people who are aged, living with mental illness and youth.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer:

- Supported accommodation where individuals are compatibly matched with other residents and staff. Each home is designed to meet residents' individual and specific needs.
- Transitional accommodation that is staffed 24 hours and has the goal of helping people develop and maintain the highest level of independence.
- Positive Behaviour Support led by an experienced manager who guides staff and other key people to identify the signs and sources associated with challenging behavior. Behaviour support plans are provided to observe, document, identify and manage risks.
- Specific homes and teams to meet complex health and personal needs of individuals, as well as older people.
- Individualised services where people are supported to live in their own home, their family home, with host families or a broad range of community-based living options. There are also flexible day programs such as Alternatives to Employment carried out on a one-to-one basis and in small group settings.

### Staff induction, training and supervision

Homes are staffed 24 hours a day by a team of trained support workers and a dedicated on-site team leader. Staff attend comprehensive training relating to disability, person-centred and contemporary services and specific training relating to the unique needs of each person. Each resident is assisted by a key support worker who understands their goals, interests, needs and abilities and links services to ensure the holistic needs of the individual are identified and met. Staff in each home are supervised by an off-site manager



who oversees up to six houses, with additional specialist supports (when and if required) provided by the Positive Behaviour Support manager.

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## UnitingCare West

### About us and our history

UnitingCare West (UCW) has experience in providing high quality accommodation services for people with disability for more than 20 years. The organisation currently provides shared accommodation that supports three, four or five people living together, individual supports to people living in their own homes and alternative care arrangements such as host families. Working toward identified outcomes for people is central to the services the organisation provides. People who have been supported by UCW have experienced positive life outcomes in many areas. These include employment, recreation, community connection, education, health, relationships and communication. UCW has strong working relationships and partnerships with many other disability service providers, which enable it to access a diverse range of supports and services to ensure each person gets the support they require.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Support to people of all ages with intellectual disability, physical disability, mental illness or acquired brain injury, with particular expertise in supporting individuals with complex needs.
- An annual person-centred planning process, reviewed every six months, to identify a person's needs and aspirations and how the organisation can best support achieving them.
- Providing group home accommodation in the Perth metropolitan area for three, four or five people living together, supported by skilled staff rostered to ensure individuals get the level of support they need.
- Options for in-home supports throughout the Perth metropolitan area where skilled teams of support workers provide individualised supports within the person's home, as required.
- Alternative care arrangements where UnitingCare West can assist and support people to find a compatible housemate or individual supports if they wish to live independently.

### Staff induction, training and supervision

UnitingCare West employs skilled support staff who are assisted by the organisation to complete formal qualifications in community services. Support staff receive ongoing training in person-centred approaches, manual handling, medication administration, community inclusion, first aid and Positive Behaviour Support, as well as training required to meet individual needs such as sign language and mental health first aid.

There is also a large and skilled volunteer workforce that provides genuine friendships and connection to the community. The organisation is committed to provide ongoing

opportunities for its staff's professional development and all staff receive regular individual supervision, performance appraisals and attend regular team meetings.

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# WA Blue Sky Inc

## About us and our history

WA Blue Sky believes passionately in supporting every person to reach their full potential. Since it was formed in 1992, WA Blue Sky's approach has been to support and enable people to take control of how their services are planned and delivered because it believes everyone deserves to live a life of choice. The organisation believes every person, regardless of the severity of need or disability, has the ability to grow, learn and develop. Through person-centred approaches and planning, all supports offered are tailored to meet each person's needs and deal with all aspects of a person's life, including social, educational, vocational, financial and recreational and leisure activities.

## Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

## Services we can offer

- Tailored accommodation support (shared accommodation, cluster housing and co-residency arrangements where people with disability share with others without disability).
- 24-hour support for people living in shared accommodation or cluster housing.
- Shared management services to individuals and their families.
- Tailored support to meet individuals' personal, health and daily living needs.
- Support to people with physical disability, high medical and complex needs.

## Staff induction, training and supervision

The organisation employs staff with the right attitude towards providing quality support and who are aligned with its vision, purpose and values. There are more than 50 staff who follow the organisation's training and development program which includes (but is not limited to) person-centred approaches and practices, first aid, manual handling, medication, fire evacuation, workplace health and safety, non-violent crisis intervention and infection control. As part of its training program, the organisation examines the needs of the people it supports and tailors any additional training, such as epilepsy training, to the appropriate staff. Training is sourced both externally and internally. The organisation has a robust recruitment process and new staff must undertake a series of buddy shifts to get to know people before they undertake the tasks. WA Blue Sky also provides monthly supervision and personal development and annual appraisals.

## Key contact

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# Metropolitan and regional service providers

## Activ

### About us and our history

Activ's foundations are firmly based on the twin pillars of both family and community. Activ was officially formed in 1951 by a group of parents who wanted to give their children with intellectual disability a better life. Today, Activ is continuing to meet the changing needs of another generation to enable people to make life choices. While the spirit of the founders' aspirations is always with the organisation, Activ now offers a broader range of individualised and shared accommodation options to support the whole-of-life needs of each person. This includes a holistic focus on home, work, training, learning, transport and community activities, thereby enabling people to pursue the life they wish to live.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input checked="" type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input checked="" type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- A variety of supported accommodation options, including individual, shared and group home settings for children and adults with intellectual and/or physical disability.
- Individualised services (shared management and/or coordination) tailored specifically around individual wants and needs.
- Working collaboratively with individuals, their families and key stakeholders to address issues that may impact on the person's lifestyle, health or wellbeing (including behaviours of concern) to achieve positive outcomes.

### Staff induction, training and supervision

Activ operates an internal Registered Training Organisation which it uses to ensure staff are trained in all required areas of support before starting services for a person. This training is targeted to individual needs and includes (but is not limited to) first aid, medication training, Certificates III and IV in Disability, augmentative communication, person-centred planning, Positive Behaviour Support, seating and positioning, manual handling, dysphagia and dementia. The rosters and levels of staff support for each home vary and are determined by the needs of the people living there.

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## Avivo (formally Perth Home Care Services)

### About us and our history

Avivo has a proven track record of supporting people with intellectual, neurological, physical and other disability to live in the community, using a range of flexible and innovative arrangements. The organisation, which has sound governance and management, has experience in supporting people who have lived in residential living arrangements to move to individually supported living and understands the many elements involved. It currently assists more than 120 people who receive funding from the Disability Services Commission to live in their own home in the community.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input checked="" type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Support to people of all ages with disability, including those with significant intellectual and cognitive impairment who have complex needs and present with challenging behavior, as well as those with mental health issues. Avivo works with people and their families to design, coordinate and provide supports they choose in order to lead their lives. A range of management options is available to direct their supports and services.
- Tailored multi-layered support services that include team facilitators, visiting support workers, home-share companions, assistive technology, backup and emergency support teams and consultancy services that include behavioural support and nurse consultancies.
- Accommodation support in partnership with the Disability Services Commission, Department of Housing and housing associations.

### Staff induction, training and supervision

Support staff are selected, matched and trained for each person being supported. They are selected on the basis of the skills, attributes and values that are important for the person and their family. They are provided with introductory training to work with Avivo, as well as specific training in relation to the support required by the person. Avivo provides training in person-centred practice to all staff, matched with specialised care skills and Positive Behaviour Support as required. Regular reviews and feedback on the quality of service, support and outcomes are completed at agreed times with each person, their family and staff. Annual appraisals are undertaken with all staff with a strong focus on their competence and development of skills.

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## Baptistcare

### About us and our history

Baptistcare is a faith-based community benefit organisation that has been supporting individuals and families for more than 40 years. Baptistcare's passion and commitment to transforming and enriching lives extends to more 1,700 people with disability, mental illness and those who are ageing together with their families. As an organisation that values the development of 'communities for life', Baptistcare provides accommodation support services that extend beyond the walls of a home, to engaging with people in their local communities in ways that encourage natural friendships to form. The organisation partners with local governments, Local Area Coordinators, local schools, local businesses, recreational outlets and other local community services. The organisation designs and provides support to people in a way that gives them control while minimising the impact of their disability on their lives.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input checked="" type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Tailored services to people of all age groups with physical, sensory, neurological and/or cognitive disability.
- Supporting people to live independently or in a shared living arrangement.
- Support in the development of new skills, as well as functional skills such as numeracy, literacy, self-help skills and various forms of communication including access to translator services.
- Free choice is offered to every person using Baptistcare's services and support is provided to existing commitments such as accessing therapy, medical appointments, visiting family and friends, volunteering or employment. With a strong track record in self-directed services, support is provided to people with disability or their family member who want to share in the management of their services.
- Specialist and clinical support to people with behaviours that may cause isolation and concern. A large multi-disciplinary team offers specialist psychology support and a specialist allied health team is available to provide support to people with complex health and/or degenerative conditions that require specialist clinical support.

### Staff induction, training and supervision

Baptistcare is staffed by highly skilled people committed to continuous improvement in line with the organisation's values. The main disability services employees comprise support workers, the service facilitation team and service managers. Baptistcare also employs a support services team that provides assistance to staff working with individuals. All support workers have either a minimum Certificate III in Community Work qualification or extensive

experience in working with people with disability. The service facilitation team has tertiary qualifications in Social Sciences – Disability Work as a minimum qualification and experience in working with people with disability. All staff are required to attend an organisational and service-specific induction that involves training in key aspects of their role. This process includes assisting staff to understand the partnership role of carers and families in supporting people with disability.

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## **Bridges Home Living (Anglicare WA, Silver Chain and Foundation Housing)**

### **About us and our history**

Bridges Home Living supports people with disability who want to choose the type of home they live in, the people who support them and types of community activities or work they get involved in. Bridges Home Living was developed from the successful Bridges program which has operated since 2003. The organisation currently supports 52 people aged six to 70 years who have a broad range of intellectual and physical disability. A team of support workers do flexible hours to meet the individual requirements of each person. Due to the formation of a consortium between Anglicare WA, Foundation Housing and Silver Chain, Bridges Home Living offers a greater range of services than the original Bridges program. The consortium supports people with disability who have low, medium or high support needs. The consortium assists people to find housing (and manage their tenancies if needed), develop flexible home and community support, and provide clinical/medical home support as required.

### **Where we provide services**

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### **Services we can offer**

- Services are offered to people ranging from children to seniors who have a wide range of disabilities, including intellectual and physical, and to people with ongoing clinical and medical needs.
- Working collaboratively with individuals, families, friends, mentors, other residents and staff to develop a practical plan for future living.
- Support for people with disability who want to live in their own home or share with someone by assisting them to lease a house, duplex or unit and managing their tenancy agreements.
- Coordinating and supporting everyday home living by helping people with disability choose the type of home they live in and the people who support them. Examples include living alone, living with a friend with disability, sharing with a person who does not have a disability or living with family members. The type of support provided, and when it is given, is worked out with the person and/or their family.
- Clinical and medical home support for people with disability who need short term or intermittent health and medical care. Training to use hoists, manage medication and to lift and shower can be given.

### **Staff induction, training and supervision**

People with disability and their families are fully involved in selecting their direct support workers, including sitting on interview panels and reviewing applications. They also assist Bridges Home Living staff to induct and train new support workers in how to provide support in the best way for them. Many direct support workers employed by Anglicare WA

Bridges have Certificate III in Disability qualifications and staff are supported to complete their qualification if they don't have one. Regular opportunities for maintaining and developing skills are provided, specifically based on the needs of the people being supported. All support workers are supervised by a senior support worker who liaises with the person with disability to ensure a quality service is being delivered. When required, Silver Chain trains Bridges Home Living support workers in clinical skills including using hoists, managing medication, tube and peg feeding, diabetes and incontinence.

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Postal address	PO Box 1015, Rockingham WA 6968
Street address	14 Council Ave, Rockingham WA 6168

## CAM CAN

### About us and our history

CAM CAN is a family-led organisation providing individualised and tailored community-based support to vulnerable people who want to live their lives in the community. CAM CAN also provides personalised supports to people who are living independent lives (or want to live them). CAM CAN Directors Marc and Anthea Lema have a passion and wealth of experience in assisting people with disability, their families and supporters in planning, implementing and maintaining community-based supports and services. CAM CAN has been operating for almost three years and supports many people in the Perth metropolitan area and also provides support to people living in Western Australia's Lower South West.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Working with people with disability, their families and/or carers and friends to ensure strategies are consistent with achieving identified outcomes.
- Individualised living arrangements such as home-share, sharing of a person's home, host family, overnight support and personal support visits, matched best to suit each individual.
- Recreational support provided by a support worker with the same passion for a particular recreational opportunity, who also addresses issues of social isolation and community inclusion.
- Developing support networks for people who feel isolated, need assistance to make major life decisions or are undergoing major transition periods such as changing schools, going from school to employment and moving to independent living.

### Staff induction, training and supervision

CAM CAN Coordinators are carefully recruited to ensure they have the skills, knowledge and experience required to produce high quality support to people with disability, their families and carers. Coordinators have various backgrounds including professions such as psychology, speech pathology and occupational therapy, and experience in Local Area Coordination. Each coordinator supports about 11 members. They are responsible for recruiting people to work with people with disability. The person with disability makes the final choice about who works with them. CAM CAN provides compulsory values training to all support staff.

**Key contact** Marc or Anthea Lema  
Role Chief Executive Officer and Director  
Phone 9316 1624 / 0413 030 057

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## **Elba Incorporated**

### **About us and our history**

Elba was established in 1990 when a group of patients with spinal cord injuries were residing at the Quadriplegic Centre in Shenton Park. Determined to live in independence, they established an agency where they could manage their own funding from the Australian Government, which was then transferred to the Disability Services Commission. Two years later, funds to establish Elba were granted. The majority of Elba's members are wheelchair users, due to spinal injuries, although there are members with other types of disability such as multiple sclerosis. The organisation's service delivery includes Alternatives to Employment, accommodation support funding, intensive family support and WA NDIS. Elba's vision is to supply support workers to assist members to cope with everyday life at home, maintain their independence and provide assistance in accessing the community where a member has Alternatives to Employment funding.

### **Where we provide services**

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input checked="" type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input checked="" type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input checked="" type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### **Services we can offer**

- Specialised support for people with a spinal cord injury.
- Support to people with other types of disability, depending on their requirements, aged six to over 65 years.
- Ability to service Perth metropolitan areas as far south as Busselton and as far north as Moora, depending on support networks.
- Support and care on an individual and personalised basis through the assistance of support workers, to enable members to live on their own.

### **Staff induction, training and supervision**

Workshops are held for staff who are provided with training manuals, in-house training and buddy shifts. Support workers may gain qualifications using an innovative training program in Certificates III and IV at the Elba office. Staff are also encouraged to undergo first aid training. One-on-one support is provided for members who have individual needs and requirements such as swallowing difficulty, diabetes, acquired brain injury and multiple sclerosis. Presentations from specialists are arranged for support workers on particular subjects. Incident reports and follow-up procedures adhere to the organisation's occupational safety and health policy. Support workers in the community are assisted by field supervisors during emergency situations.

**Key contact** Stefanie Gaglia  
Role Chief Executive Officer

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## Life Without Barriers

### About us and our history

Life Without Barriers is a not-for-profit organisation working in more than 250 communities across Australia, supporting more than 5,500 people to live their best life possible. We believe the people we support should play the biggest role in designing their supports, as part of our person-centred planning approach. We are continually increasing the choice and flexibility of service provision and accommodation options for the people we support, to complement support from family, friends and other services.

Our purpose is to partner with the people we support to change lives for the better. The organisation's accommodation support service provides a tailored service of choice to meet your needs now and into the future. We will work with you and other family members in transitioning existing supported accommodation options, either as a group or individually, while ensuring continuity of care and quality of support. Our focus and passionate staff will ensure you or your family member will be provided with the best possible care in a tailored support arrangement that meets the need of the person and their family.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input checked="" type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input checked="" type="checkbox"/>

### Services we can offer

- Our expertise lies in the individually tailored service to you, no matter how complex or challenging your needs may be both now and into the future.
- We offer a choice of living arrangements to meet your lifestyle needs – independent living, semi-independent living, group homes, host family care arrangements and respite.
- We currently service more than 100 people in our accommodation services and have more than 17 group homes across Western Australia.
- Capacity and expertise with existing staff to effectively transition new houses to our organisation.

### Staff induction, training and supervision

Our carefully selected personnel are provided with a comprehensive induction, orientation and training program to assure staff provide quality services to individuals. Staff participate in monthly supervision and house meetings managed by care coordinators. This care coordinator is also responsible for the management of each home, including regular weekly visits to ensure the services provided are meeting the person's needs.

Our direct care staff are passionate about supporting people to achieve their goals which contributes to strong meaningful relationships being developed, assisting individuals to feel safe and supported in each home. Our staff are trained, experienced, friendly and approachable, focused on the rights and interests of the person. They are respectful of a person's culture, privacy and dignity and are respectful of the relationships a person has, whether with family and/or friends. Staff always conduct themselves in a professional manner.

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Postal address	PO Box 2590, Warwick WA 6024



## Lifestyle Solutions (Aust) Ltd

### About us and our history

Lifestyle Solutions was established in 2001 in Newcastle by a group of inspired people with a commitment to providing individualised support for people living with disability. Lifestyle Solutions provides a diverse range of supports across Australia to more than 1,000 people living with disability, as well as children and young people in out-of-home and foster care. The organisation has provided supported accommodation options in Western Australia since 2010.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input checked="" type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Supported accommodation services staffed by caring and committed staff that offer a homely environment throughout the Perth metropolitan area to people of any age, gender or level of support required.
- Assisting people to live fulfilling lives and by identifying their passions whether it be through valued employment, education options or recreation.
- A personalised management avenue for each person being supported.
- An innovative approach to a person's needs with staff receiving industry and specialised training (examples include medication, manual handling and Positive Behaviour management).

### Staff induction, training and supervision

All staff are highly trained community support workers focused on the people they support and their goals. Staff are carefully matched with people being supported to ensure the individuals and their families feel happy and safe in their homes. One-on-one support is provided to facilitate continuous conversation and make certain the organisation is meeting the person's needs. All staff seek to involve people they support and their families in day-to-day life-skills planning, which also includes all social events.

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## Multiple Sclerosis Society of WA (Inc) (MSWA)

### About us and our history

Established in 1972, MSWA is a not-for-profit service provider that primarily supports people with multiple sclerosis. The organisation is increasingly supporting people with similar disability and care needs that result from acquired and other degenerative neurological conditions. Staff have specialist knowledge and skills and relevant experience with this client group. MSWA's first service opened in 1989 and it now has three facilities at Hamilton Hill, Australind and Wilson, which have 24-hour on-site care for people with high-care needs. The organisation's purpose-built facilities aim to provide a homely environment where residents feel at home and are well-supported by staff to maximise opportunities and their general health and wellbeing. Residents pay a Homeswest-level rent and are responsible for their everyday living costs.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input checked="" type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Assisting residents who have high and complex care support needs due to neurological injury or acquired conditions with their personal needs associated with health and wellbeing.
- Accommodation support for adults aged over 25 years with physical and/or cognitive disability due to multiple sclerosis or other comparable neurological conditions with similar care needs. Clients must be compatible with other residents and the organisation will need to ensure it can safely meet potential clients' care needs with the staffing profile.
- Supporting clients to access their community and develop and maintain social networks.
- A holistic approach in supporting residents to access their doctor, as well as local and MSWA allied health professionals.
- Supporting residents in the organisation's accommodation services to access recreational opportunities on-site with various planned activities and/or through their Alternatives to Employment funding.

### Staff induction, training and supervision

MSWA care support workers are trained through the organisation's staff development and training department. All staff attend orientation and inductions and have buddy shifts at the site, as well as ongoing additional competency training and assessment for specific care tasks. On-site additional training, tailored to the individual resident's needs and objectives, is also conducted. A person-centred approach is employed to better meet residents' needs and goals. Where needed, referrals to MSWA nursing and allied health staff facilitate early reviews of issues that may arise. All staff undergo annual basic life-support reassessment

and training. Each accommodation facility has an on-site manager who supervises staff and works with residents and their families to ensure the standards of care and supports align with their – and MSWA’s – expectations.

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Postal address	Locked Bag 2, Bentley DC WA 6983

## My Place

### About us and our history

My Place has been providing individualised and flexible supports to people with disability and their families since it was established by the founders of Local Area Coordination in 1996. My Place supports more than 250 people with disability to live in their own homes or stay in their family home and become valued and contributing members of their community. My Place does not provide any group home or congregate care services. The individualised arrangement options most commonly used are self-management, shared and provider management. Self-management enables people to have total control and responsibility for their funds and supports. Shared management enables people to manage their services and supports while My Place administers the funds. Provider management means My Place coordinates the services and employs support people on behalf of the person. People supported by My Place who choose any of these options are always in control of the type of supports they receive and are also free to pick any mix of arrangement options that suit them as needed.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Home-share arrangements on either a part-time or full-time basis where people live in the home of another person, couple or family.
- Co-resident arrangements on either a part-time or full-time basis where people live in their own home and another person, couple or family live with them.
- Mentor services relating to daily living and lifestyle decisions.
- Community and home arrangements where people are supported by a personal assistant to live at home and have access to the community.
- Coordination and advice services where a coordinator provides advice on the operations and management of the person's support arrangements.

### Staff induction, training and supervision

Services are provided by staff who are selected on the basis of their values, skills and life experience. They are then compatibly matched with the person.

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Postal address	PO Box 869, Subiaco WA 6904



## Nulsen Disability Services

### About us and our history

Nulsen is one of Western Australia's leading disability services providers focusing on people with complex disability. We provide 24-hour, seven-day disability support accommodation, in-home support, shared management and a variety of other individualised support options. Our purpose is to enable people with disability to lead the life they want while maintaining their wellbeing. The organisation is focused on collaborating with people with disability and their families so they have the opportunity of a good life with choice and control over the services they receive.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

Nulsen works with families to develop a plan and service option that meets the specific needs of their family member. This may include any or all of the following services:

- supported accommodation
- in-home individualised care and support
- shared management
- specialist care and community nursing support, Positive Behaviour Support, health services, community engagement support and person-centred planning including plan management and coordination.

### Staff induction, training and supervision

Nulsen is clear about the calibre of employees it requires and the culture it wishes to safeguard. The organisation recognises that satisfied and productive employees are the key to being able to meet the needs and expectations of people with disability and their families. Nulsen invests about \$1.5 million in its internal training program with a focus on both skills and culture. Those in direct-care support roles complete a seven-day induction program comprising face-to-face, online and on-the-job training along with learning 'the Nulsen way'. In addition, Nulsen constantly assesses the skills and competencies employees require to support individuals. This cultivates capable employees who provide high quality support for all service users and their families, as well as excellent customer service across the organisation. Nulsen is a learning organisation that enables its workforce to pursue professional development. As such, all levels of the organisation are encouraged and supported to grow their skillset and competencies in areas such as individual support, management and leadership. Ninety-seven per cent of the workforce has a formal qualification.

**Key contact**            Cassandra King  
Role                        Manager, Service Development  
Phone                      6253 4700

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## One2One

### About us and our history

One2One is a small, values-based organisation which currently individualised services to more than 70 people and their families, using a variety of tailored support models. Both of One2One's directors have worked in the disability sector in a wide range of roles for more than 25 years. They have specific experience managing individualised accommodation support options and other individualised services for more than 18 years in the non-government sector. One2One strives to provide consumers with opportunities for self-direction via maximised choice and control in all areas of their service delivery. One2One management and administration staff have substantial experience in the delivery of shared management as well as full agency-managed services. The organisation does not offer group homes.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

For any person in receipt of Disability Services Commission, NDIA, WA NDIS or private funding can choose One2One for:

- shared management, as well as self-management support services
- shared living options where people are fully supported to live in their own home (alone, sharing with a friend or a co-resident) or in the home of home-sharer/family
- visiting support where support staff visit people at home to provide personal care, recreation, education access and home help
- mentor staff who offer flexible assistance in transition to independent living, life coaching, independent living skills training, advocacy and opportunities for genuine community inclusion
- full management, coordination and supervision of individual support services.

### Staff induction, training and supervision

All support staff are recruited specifically for each individual consumer and selected according to the skills and experience deemed necessary by the person, their family and/or One2One. Any individual training needs are managed by One2One in collaboration with the person with disability. All staff, consumers and families are regularly offered opportunities to participate in quality, progressive, person-centred training and forums to ensure everyone is aware of current best practice and important sector developments.

<b>Key contact</b>	Glen Ottley
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Postal address	PO Box 242, Darlington WA 6070



## Richmond Wellbeing

### About us and our history

Richmond Wellbeing (formerly the Richmond Fellowship of WA) began providing services in Western Australia in 1975. While the majority of its services are aimed at supporting people living with mental illness, Richmond Wellbeing also provides support for people with a dual diagnosis of mental illness and physical or intellectual disability. The organisation holds the belief that people can and do recover from mental illness and that all care must be person-centred.

Richmond Wellbeing programs integrate the key elements of recovery with accommodation, counselling and support services such as recreational activities and guidance on practical life skills. This gives people the confidence and skills to live independently in the community and meet the daily challenges of life outside an institution. Richmond Wellbeing also recognises the invaluable contribution families and carers make and takes into consideration their needs and rights when providing supports and services.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Assistance with medications and activities of daily living such as personal care, cooking, cleaning and budgeting.
- Planning and mentoring in relation to the development and implementation of recovery goal plans, as well as ongoing one-to-one support including counselling-type sessions.
- Physical and mental health support including assistance with visits to the doctor, dentist or allied health specialists.
- Recreational support and community engagement including overnight stays and holidays by liaising with agencies that can provide funding for such activities.
- Management and coordination of clinical services including advocacy as required.

### Staff induction, training and supervision

Staff employed at the organisation's dual diagnosis service premises in Subiaco have minimum TAFE qualifications in mental health and community services. The manager is required to have a tertiary qualification in psychology, social work or related field. The service is staffed as per the needs of residents. All staff are provided with monthly supervision and are trained in recovery from mental distress, conflict management and medication supervision, as well as various other training as needed.

<b>Key contact</b>	Monika Townsend
Role	Intake Officer/Relief and Volunteer Coordinator
Phone	9350 8800

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Web Address [www.rw.org.au](http://www.rw.org.au)  
Postal address PO Box 682, Bentley WA 6982

## Rocky Bay

### About us and our history

Rocky Bay has been serving the people of Western Australia for more than 75 years and supporting people in group or individual homes for more than 60 years. The organisation supports people of any age and type of disability to maintain their lifestyle, improve their health and wellbeing, learn new skills, experience new things and create stronger support networks. Rocky Bay offers a full suite of additional services (therapy/nursing) providing a depth of experience and knowledge all in one place, to better support people and provide a seamless service. Rocky Bay has skilled support staff, focusing on quality and service excellence, with an experienced transition team already in place that has successfully transitioned several Disability Services Commission homes with positive feedback from families.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

Rocky Bay supports people with any type of disability including complex needs, challenging behaviour and autism. Support can include, but is not limited to, personal care and domestic support, health, wellbeing and nutrition, accessing the local community, participation in leisure activities, support in finding day activities and employment and the management of individuals' finances. Relevant specialist areas are:

- ageing in place – maintaining the option for someone to live in their own home for as long as possible
- support uniquely tailored to the individual, based on full inclusion and consultation – ie no changes to a current lifestyle will be made unless requested and consulted on
- supporting individuals and families through transition stages.

### Staff induction, training and supervision

Families and individuals are invited to participate in the recruitment of their support team. Selection processes are rigorous and include group activities, written exercises and individual interviews, all testing for experience, skills, common-sense, appropriate values and attitudes, literacy, the ability to work alone and as part of a team. Rocky Bay has a general induction (four days intensive) and further develops and delivers a tailored orientation and training package relevant to any home and its residents that are transitioned from the Commission. All staff carry out shadow shifts before working alone. Rocky Bay is a Registered Training Organisation with qualified trainers, including nurses. Training provided includes mealtime management, PEG feeding, medication, personal care, communication, manual tasks, continence management, skin care and pressure injury management. Staff are trained to the relevant qualification standards (Certificate III) and in all mandatory training (first aid). Team leaders supervise support workers, spending at least 50 per cent of their time at the service. They listen and act on any concerns that individuals or their families may have.

**Key contact**

Role Jane Edmond  
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## Senses Australia

### About us and our history

Senses Australia supports people with disability to live the life they want. The organisation assists people with disability of all ages to meet their goals and aspirations through the provision of contemporary and responsive services. The organisation has 118 years of experience, committed and passionate staff who care and a strong commitment to professional development to ensure highly skilled staff are available with the appropriate knowledge and training. Senses Australia works in a collaborative manner and is well-connected to the community. It is committed to listening to people and supports people with disability to live life in the way they choose. Senses Australia has a positive 'can-do' approach and is able to assist in any situation.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Assisting people with disability of all ages to live in the community as independently as they want and in the manner they choose.
- A drop-in service, or up to 24 hours support (and anything in between as required), any time of the day on any day of the year.
- Supporting people living with their family, living on their own, living with another family or sharing with someone else or living with a group of people.
- Therapy services, community aids and equipment, behaviour support, respite and consultation services and providing support to people with significant medical histories.
- Shared management services to enable people and their families to choose the breadth of the management role they would like to take on, as well as providing assistance with planning either for the short or longer term.

### Staff induction, training and supervision

The organisation's work is built on its values and staff are committed and passionate because they are recruited and trained according to these values. Senses Australia has skilled staff involved in human resources, finance and training, which ensures quality services are provided. Support workers are trained and provided with continuous supervision and mentoring. The support workers are focused on the needs of people they support and enable them to influence the support and service they receive.

### Key contact

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## St Jude's Disability Services

### About us and our history

St Jude's has been providing accommodation services since 1982. Currently, St Jude's has five accommodation units (with the option of 24-hour, seven-day support) available in Midland for immediate accommodation needs. It can also provide individualised accommodation supports in both metropolitan and regional areas. The key intention and drive for people accessing St Jude's accommodation services are to experience a sense of home, strong connections with their community, an increased sense of belonging and enjoyment of a safe and supportive lifestyle. St Jude's is committed to assisting people to experience valuable lives while supporting them through the complexities associated with their needs.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input checked="" type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input checked="" type="checkbox"/>
Peel	<input checked="" type="checkbox"/>	Gascoyne	<input checked="" type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input checked="" type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input checked="" type="checkbox"/>

### Services we can offer

- individual and shared accommodation services
- community access programs
- complex nursing care management and behaviour management programs
- skills development and capacity-building
- flexible respite services.

### Staff induction, training and supervision

All St Jude's potential employees go through an initial skills assessment – a practical assessment measuring their strength and areas for improvement, conducted at the Midland site. All direct care employees hold a Certificate III or IV in Disability or higher education in a similar area. New staff undergo a clear orientation process, three-monthly performance reviews, an ongoing annual assessment and performance review and training and development. All employees in accommodation services are trained in positive behaviour support, personal and professional boundaries, person-centred planning, cross-cultural awareness, specialised communication methods and technologies, manual handling, infection control, fire and safety, safe food practices, medication management and administration, checking vital signs, effective cleaning methods and other related areas. People with disability or their representatives are invited to be on the interview panel and employee selection process for the individualised services.

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## TEEM Treasure

### About us and our history

TEEM Treasure (TT) was established in 2006, initially for people diagnosed with dual diagnosis (intellectual disability and mental health issues). Since then, TT has grown and currently provides accommodation support options for 45 people. TT supports people with various types of disability such as intellectual disability, mental health issues and autism. It also has a justice program to support people with disability who experience difficulty with offending behaviour. The organisation has improved the quality of life for disadvantaged community members, including Aboriginal people, in Perth. The organisation meets the nine Disability Services Standards requirements needed by a disability services accommodation support provider. TT works closely with people and their families to develop accommodation support options that are self-directed and tailored to meet the individual's needs.

### Where we provide services

North Metropolitan	<input checked="" type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input checked="" type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input checked="" type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- support for people with challenging behaviours and complex needs
- a justice program
- shared and single living arrangements
- comprehensive holistic case management
- culturally appropriate support, including support for Aboriginal people.
- work programs for individuals and a men's healing centre.

### Staff induction, training and supervision:

All TT staff are trained and inducted to ensure they have the right values and working culture that fits with the organisation's mission and vision statements. Senior management has significant experience in the field of disability and most have previously worked for the Disability Services Commission in a variety of roles. Staff are comprised of a managing director, manager, three service coordinators, finance manager, administration assistant and 35 support workers.

<b>Key contact</b>	John Treasure
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# Regional-only service providers

## Ability Focus Wheatbelt (Wheatbelt Individual and Family Support Association Inc)

### About us and our history

The Wheatbelt Individual and Family Support Association Inc, trading as Ability Focus Wheatbelt, offers accommodation support tailored to a person's needs and goals with a focus on developing their skills and links within their community, maximising independence and choice. The goal is to enable people with disability to reside in community-based settings. The organisation's accommodation support package is suitable for people with disability and their families, key stakeholders and support networks that are not in crisis, have knowledge of accommodation support services and are committed to making it work. They need to show an informal support network exists or can be developed and have living arrangements that can be sustained as described in their plan, while being within the allocated budget with a mix of formal/paid and informal supports. In addition, they need to have current access to stable living arrangements and/or are willing to commit time to explore alternative living arrangements.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input checked="" type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Specialised support for people aged from birth to 65 years who live in the Wheatbelt.
- Support to people who:
  - require complex emotional/behavioural or physical support
  - have specific cultural and/or linguistic backgrounds
  - are Aboriginal or Torres Strait Islanders
  - have intellectual, physical, sensory, cognitive and/or neurological disability.

### Staff induction, training and supervision

Through the recruitment and induction process, the human resources team identifies existing skills, experience and qualifications and, in conjunction with the person, determines the training requirements. The level of training a support worker requires when supporting a person depends on the individual's support requirements. The organisation provides internal and external training based on self-directed supports and person-centred planning to meet these requirements. Support workers must have or be in the process of completing a minimum qualification of Certificate III in Disability.

### Key contact

Role

Barbara Mottershaw

Manager, Individualised Services

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## Community Living Association

### About us and our history

The Community Living Association provides services to people with disability who live in Western Australia's Lower Great Southern region. The association supports people to live in their own homes and has a 22-year history. It has built strong relationships with organisations and people living in the Lower Great Southern region. The Community Living Association is committed to providing flexible services that evolve with these developing relationships and is responsive to the changes everyone experiences in life. The organisation strives to create and maintain positive relationships between the people receiving services and those who support them because it believes the quality of these relationships motivates people to do their best.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Individual supported community living that entails supporting people to live in their own home where overnight support is required, with an emphasis on skill development and independence.
- Co-residency services where people live with individuals with disability, share living expenses and also provide support requirements to them in return for a salary. Shared living options may be arranged, although the association does not operate group homes.

### Staff induction, training and supervision

The association managers and coordinators have many years of experience working with people with disability and the challenges they can face in living fulfilling lives. All managers and coordinators have extensive training and experience in person-centred models and all support workers undergo an induction process that emphasises the importance of person-centred planning and supports. The human resources team assists the association support staff to provide services aligned with contemporary models and thinking.

<b>Key contact</b>	Vicki Corpus
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# Empowering People In Communities (EPIC) Inc

## About us and our history

EPIC was established in 2012 and provides person and family-centred supports to people and families living in the West Pilbara. The organisation has the capacity to establish individually-tailored and responsive supports that are culturally appropriate, particularly for people who wish to return to the country. EPIC has a reference group of Aboriginal women who guide the development of individual support models. The organisation can also assist people and families to apply for safe, secure and affordable housing.

## Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

## Services we can offer

- co-resident or host family support.
- individual living arrangements.
- culturally-appropriate supports for Aboriginal people.

## Staff induction, training and supervision

EPIC provides a 2½-day formal orientation, as well as an initial induction using an employee handbook and up to two weeks of buddying with a more experienced support worker. Training is also provided by external trainers in the areas of cultural awareness, mealtime management, fire safety, first aid and team work. EPIC offers traineeships in Certificate III and IV qualifications and employs support staff with a variety of experience and qualifications in disability work.

<b>Key contact</b>	Kathy Hough
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## Enable Southwest Inc

### About us and our history

In 1991, Enable Southwest Inc began its journey. A non-government, not-for-profit organisation, Enable provides support to people with disability and mental health diagnosis. The organisation is the only Disability Services Commission-endorsed agency that operates its headquarters from Bunbury, servicing an area of 24,000 square km with a population of about 141,000 people. A fundamental philosophy underpinning its work centres around the concept of inclusion. The organisation wants people with disability and mental health diagnosis to not only be visible in the community but also be active members of the many and varied facets that make up the broader community. Inclusion is a powerful driver towards having a good life.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input checked="" type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Support to people of all ages with disability and/or physical or mental illness.
- One-to-one individualised and tailored supports.
- Self and shared management arrangements.
- Alternate support arrangements such as co-residency and host families.
- Positive Behaviour Support.

### Staff induction, training and supervision

Enable has a team of highly skilled and experienced staff team who work alongside people to listen to their needs and provide the service they seek. The service is flexible and looks at 'what it will take' to get the support right for a person and their family. Enable uses a great deal of creativity to get the best possible outcomes for clients. The organisation has developed its own planning and review process to ensure it has the best possible chance of getting tangible outcomes that are meaningful to the person and their family. Enable uses this process to gain in-depth and meaningful information about a person and uses it to match them with the right people and supports. Having access to an in-house psychologist also assists the organisation in providing people and their families with counselling, positive behaviour and communication support if and when they need it.

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# Goldfields Individual and Family Support Association (GIFSA)

## About us and our history

Goldfields Individual and Family Support Association (GIFSA) was established in 1991 by a self-help group to assist up to six families who needed respite. GIFSA has grown to become a specialised provider of services for people with disability in the Goldfields region. The organisation is funded by the Disability Services Commission with part funding from the Australian Government. GIFSA ensures people with disability and carers living in the Goldfields region have access to quality services to meet their individual needs and to achieve and maintain their desired quality of life. GIFSA supports people with a range of disabilities including mild to profound and severe intellectual disability, acquired brain injury and multiple physical disabilities. The organisation's services include:

- supported accommodation
- information, referral and advocacy services
- respite via partnerships with the Commonwealth Respite and Carelink Centre
- the Goldfields Respite House.

## Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input checked="" type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

## Services we can offer:

- individual and/or shared living arrangements
- respite and remote mobile respite services
- specialised support for Aboriginal people
- specialised support for people with complex needs.

## Staff induction, training and supervision

The provision of direct accommodation services at GIFSA is supported by a comprehensive induction process and regular training. People receiving services are supervised by caring staff with person-centred values.

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## Lower Great Southern Family Support Association (known as 'iLink')

### About us and our history

Established in 1991, iLink provides structured support to people with disability and their families to maximise personal wellbeing, choice and inclusion outcomes. iLink has a strong commitment to providing a quality, values-based service to people with disability who are eligible for registration with the Disability Services Commission. The organisation's vision is for all people living in the Lower Great Southern region to be able to experience the region's beauty and be welcomed into an accepting community that provides a good quality of life, personal wellbeing and friendship. iLink currently supports more than 80 people ranging from babies to people aged 70, including those with high, multiple and complex needs. The association supports people with sensory, intellectual, cognitive and physical disability including autism and acquired brain injury.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input checked="" type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Tailored support for people with disability who have complex needs and challenging behaviour.
- Shared living arrangement options and respite accommodation for people with disability, their families and carers.

### Staff induction, training and supervision

iLink staff undertake a comprehensive induction process inclusive of current skills analysis, a police clearance, working with children checks, vehicle checks and occupational safety and health requirements and policy. The induction also advocates the organisation's values and mission. All staff receive mandatory training in medication, manual handling, epilepsy support procedures, hygiene, emergency evacuation, Disability Standards, relevant occupational safety and health requirements and other organisational policies. Staff are also trained in buddy shifts where new support workers are paired up with experienced support workers to complete a minimum of six shared shifts before working with a person. Any additional training is promoted and staff are encouraged to gain qualifications in Certificate III and IV in Disability Studies. All staff are supervised by line managers and regular meetings are held to inform support workers on updated client matters and to review progress towards goal completion and customer satisfaction.

<b>Key contact</b>	Carlyn Conder
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## Midwest Community Living Association

### About us and our history

The Midwest Community Living Association knows the local community because the board, staff and management are based in the Midwest. Being a local organisation enables it to fully engage with the people it supports. Volunteers established the organisation more than 10 years ago, initially to meet the housing needs of people with disability. Since then, the organisation has supported many people towards their goals of living a good life in the community. It offers a highly individualised person-centred service by working alongside people with disability, their families and the community to ensure support needs are met in a way that offers individual choice, control and opportunities for community connection. The organisation supports people to live in their own homes, share with a friend or remain in the family home because it supports people to live the life they wish.

### Where we provide services

North Metropolitan	<input type="checkbox"/>	Wheatbelt	<input type="checkbox"/>
East Metropolitan	<input type="checkbox"/>	Goldfields–Esperance	<input type="checkbox"/>
South Metropolitan	<input type="checkbox"/>	Mid West	<input checked="" type="checkbox"/>
Peel	<input type="checkbox"/>	Gascoyne	<input checked="" type="checkbox"/>
South West	<input type="checkbox"/>	Pilbara	<input type="checkbox"/>
Great Southern	<input type="checkbox"/>	Kimberley	<input type="checkbox"/>

### Services we can offer

- Positive Behaviour Support through the services of a trained consultant who can respond to the needs of people with disability who sometimes exhibit challenging behaviour. The organisation also assists individuals, families and staff to develop personalised strategies to manage challenging behaviours.
- Options for individual and shared living arrangements within supported accommodation.
- Supporting people with disability to set goals, explore their dreams, maximise their abilities and live a good life within the community.
- Respite for families who care for a family member with disability.
- Support for people to live independently in their own home, build independent living skills, also assisting with household chores, personal care and social support for the person to access the community.

### Staff induction, training and supervision

Midwest Community Living is a learning organisation that keeps up with the latest initiatives to provide the best possible service. Support workers are constantly updating their skills and learning new ways of improving how they provide services to the people the organisation supports. Most of the support staff hold the minimum qualification of a Certificate III in Disability. Support workers also regularly update their skills on medication administration, first aid and participate in other training and workshops, including person-centred support and Positive Behaviour Support. All staff have police clearances and working with children checks, where required.

**Key contact**      Angie Godden

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