





Our Vision

All people live with a sense of purpose, a sense of belonging and a sense of wellbeing.



Our Mission

Identitywa works in partnership with individuals and families to build a community where people with disability enjoy a fulfilled life.

We support individuals to achieve their goals whatever they may be. We offer families the support they need.



Our Values

Above all else, we make a commitment to act.

We will look for the opportunities rather than seeing the barriers.

Our approach will be objective, transparent and fair. We will always be honest and open and no matter how challenging, we will endeavour to see it through to the end.



Welcome

As one of Western Australia's leading agencies supporting people with disability and their families, our Vision is for *"All people to live with a sense of purpose, a sense of belonging and a sense of wellbeing"*.

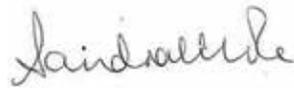
We are an outreach of the Catholic Archdiocese of Perth and we welcome and assist people from all faiths and backgrounds.

For over 40 years we have been creating opportunities for the people we support aimed at improving their social and life skills through individualised, tailored services delivered by our qualified staff.

This empowering approach, combined with our values of a commitment to act, looking for opportunities, honesty, transparency and seeing it through to the end, guides us in everything we do.

We welcome the opportunity to work with individuals and their families to make a difference in the quality of their lives.

I invite you to contact us and find out more about Identitywa and see how together, we can explore and create the services and supports that will make a difference in your life.



Marina Re
Chief Executive Officer

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Our Services

Identitywa can support you and your family member with:

- Navigating the funding and support made available through the WA NDIS and NDIS.
- Individual and Shared Living
- In-Home and Out-of-Home Support
- Community Support
- Host/Alternate Family Support
- Shared Management & Self-Management Supports
- School Leaver Support
- Moving your supports from another agency

Eligibility

People can access Identitywa's services if they:

- Have a disability
- Can have their medical or complex needs met by our services
- Live with their family or carer in their private home

Our Staff

Our experienced staff bring a diverse range of skills to their support role. We encourage individuals and their families to actively participate in the recruitment and selection of their support staff as part of our 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 encouraged and tailored in response to the specific needs of the people they support.

Make contact

If you have any questions after reading this Handbook, please call us on 9474 3303 or email reception@identitywa.com.au

In-Home and Out-of Home Support

In-Home and Out-of-Home support is another way for families to have regular, planned breaks from caring for their family member.

A Family Support Worker comes to the family home to provide assistance.

Family Support Workers engage individuals in positive experiences both at home and in the community. We work towards each Family Support Worker developing a strong and positive relationship with each family to understand the needs and requirements of their family member.

Staff will follow routines as closely as possible, including regular programs. A range of enjoyable activities are offered suited to an individual's interests and abilities, and linked to the goals which have been identified in their individual plan.

Locations

Our In-Home support is available throughout the Perth metropolitan area.

Support Options

Support is generally booked on a regular, ongoing basis, but we can also cater for particular occasions. Times and length of support can be negotiated.

Although Identitywa is not a crisis service, we do try to respond in emergency situations if possible.

Bookings

To request In-Home and Out-of-Home support, you can call 9474 3303 to speak with a Planning Officer who works within your local area.



Grace loves going to the park with her support worker, Alison.

Having a Break (Adults and Children)

Identitywa supports families and carers to have regular, planned breaks from their caring role.

While families and carers have a break, individuals can stay in one of our houses where they can take part in activities of their choice at the home and in the community. Identitywa houses are located in quiet residential streets and have a warm and homely feel.

We have two children's houses, one north of the river in Nollamara and one south of the river in Riverton. Our adult house is located in the northern suburb of Koondoola.

Each home caters for up to six people at a time, so there are plenty of opportunities for making new friends. There are multiple living rooms available indoors and covered seating areas in the backyards invite relaxation when a quiet space is needed.

The houses are well-equipped with aids and equipment to meet a range of needs including play equipment in the children's houses.

Any specific requirements can be discussed with our staff at the time of booking.

Having a break Out-of-Home

Out-of-Home support can be accessed during the day and/or overnight.

The length of stay can range from a few hours to a few days depending on individual needs and preferences. Day support is available for preschool aged children at both children's houses during school terms.

Our adult house offers day support for people aged 16 years and over. Staff will follow routines as closely as possible.

There are also many opportunities to be involved in community activities and activities suited to individual interests and abilities. All meals are provided during stays and individuals can choose to participate in meal planning and preparation. A full laundry service is provided.

Although Identitywa is not a crisis service, we do try to respond in emergency situations if we have a vacancy.

Bookings

Bookings can be made up to 12 weeks in advance. Bookings further

in advance can be negotiated e.g. for holiday plans.

To make a booking you can call our Reception on 9474 3303.

Fees

Out-of-Home support is partly funded by the Disability Services Commission or National Disability Insurance Scheme. We also offer fee-for-service places for those with individualised funding packages. The current fee schedule will be discussed at the initial meeting. Please see page 12 for fee payment options.



Supporting families and carers by providing a break for their family member is one of the important services Identitywa offers.



Identitywa has opened new and interesting opportunities for Rhys including the chance to go bushwalking.



Callan achieves one of his goals.

School Leaver Support

Making the 'right choices' about their future can be daunting for school leavers.

The transition from school to adult life is a time of exploration about goals and ambitions for the future.

Identitywa offers a range of supports to school leavers, including individual supported learning, recreation and community connections opportunities.

These supports can assist school leavers to access their local community and enhance their relationships, skills and networks.

A plan will help school leavers prepare for all areas of their adult life. We assist with plan development, and transport where required.



Offering greater choice and control is at the heart of Identitywa's support to achieve a good life.

Supported Living (Adult)

Identitywa offers support to people in various living situations.

Identitywa provides support to individuals who choose to live in their own home, whether this is a private dwelling or within one of the public housing schemes. We can assist with planning for this style of individualised living situation to ensure supports are tailored to meet unique needs and aspirations. We also provide support in shared living houses. This means sharing a home with other people with similar support needs and interests.

Supported Living in a Shared Identitywa Home

In this environment, individuals are supported to live the life they want to lead including:

- Pursuing work or community access, lifestyle and development activities
- Maintaining and developing social networks
- Participating in social and recreational activities
- Contributing to the household tasks
- Accessing a chosen place of worship.

A Place to Call Home

Identitywa has homes located throughout the Perth metropolitan area.

We work in partnership with individuals and their family to support people to move into a home that best suits their needs, wishes and circumstances.

Each person has their own room, providing individual space in a home environment. Our staff ensure relationships in the home remain happy and harmonious.

Whether living in one of our shared homes or in their own home, we assist to continue friendships and relationships, supporting individuals to achieve their goals and aspirations.

Health and Wellbeing

Identitywa is committed to promoting and maintaining the health and wellbeing of the people we support.

Our staff follow stringent policy and procedures regarding medical needs and ensure safe and correct administration of medication.

In the event of becoming ill, staff will arrange medical care in consultation with individuals and their family/guardian. Professional clinical support is also available from our Positive Behaviour Officer, Clinical Nurse and Occupational Therapist.

Daily support

Through careful planning with individuals and their families, Identitywa will provide an appropriate level of support across all aspects of life.

We will support individuals with their day-to-day living needs, hobbies and interests, goals and aspirations.

Funding

Accommodation Support Funding is needed to live in an Identitywa Shared Home. Individuals may have access to funding through the Disability Services Commission or the National Disability Insurance Scheme. Our team of Planning Officers can advise on how to apply for funding. More information can also be found on the following websites:

DSC - www.disability.wa.gov.au

NDIS - www.ndis.gov.au

Financial Matters

Once a person commences living in an Identitywa house, a weekly Board and Lodging Fee is payable to Identitywa. The fee is related to Centrelink payments and covers expenses related to the running of the house.

Most of the people who live in an Identitywa home choose to pay their fees via direct debit from their bank account.

Our Shared Living Agreement outlines all relevant information in detail.

Daily finances

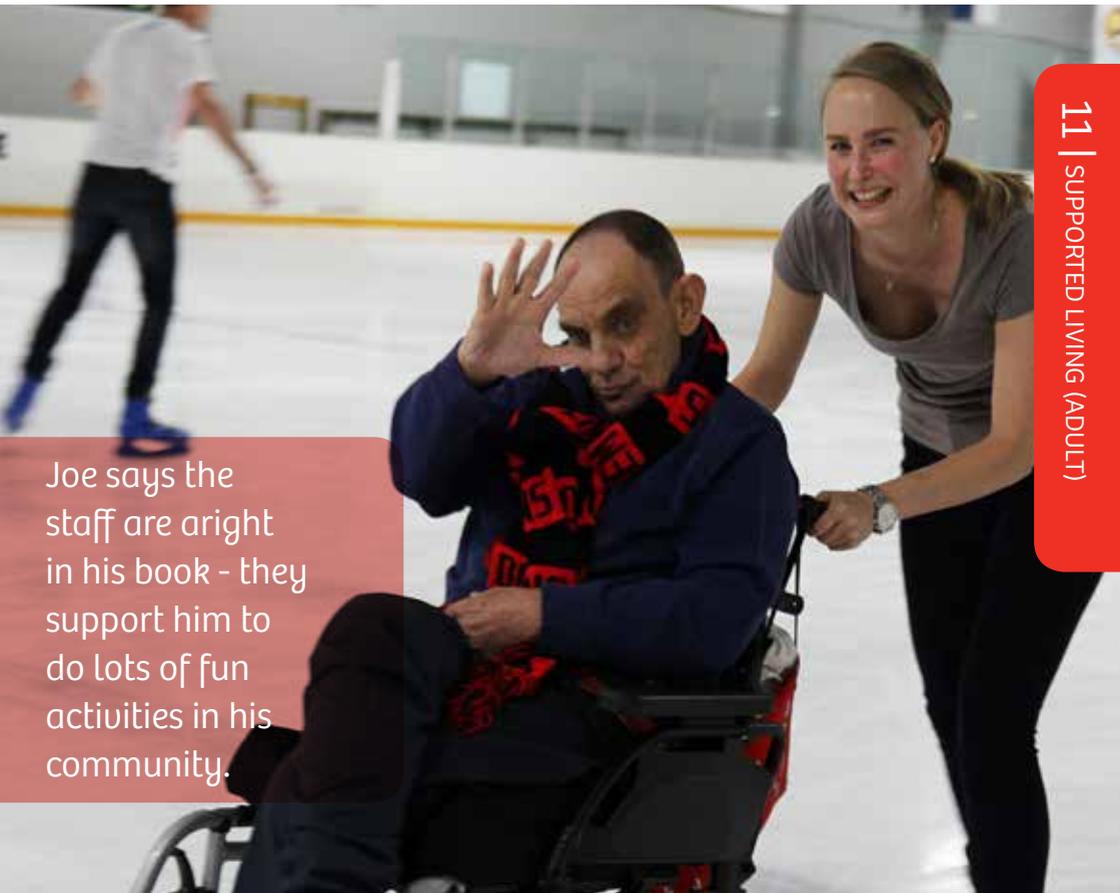
If desired Identitywa can manage daily finances through a managed bank account. We can provide more detailed information on request.

Insurance

All Identitywa houses have comprehensive contents insurance which covers an individual's possessions and furnishings.

Administrator

We encourage individuals and their family/carer to appoint a financial administrator to manage personal finances. We recommend applying to the State Administrative Tribunal to have the Public Trustee of Western Australia appointed as the Administrator. We can assist in this process if needed.



Joe says the staff are aright in his book - they support him to do lots of fun activities in his community.



Deklan is always happy to go on an adventure!

Community Connections

Identitywa supports individuals to be involved in a range of activities within the local community.

Individuals are supported to participate in activities of their choice. Identitywa Family Support Workers assist individuals to engage in their chosen recreational activity.

Support is available throughout the Perth metropolitan. The time will depend on the activity chosen.

Some of the fun activities we support people to do:

- Driving lessons
- Attending Tafe classes
- Going to the gym
- Volunteering at an animal shelter
- Horse riding lessons
- Art classes
- Shopping trips
- Going to concerts



Wendy supports Adele to pursue her love of art.

Useful information

To access any of our services:

1



Contact Identitywa on 9474 3303

2



We will arrange for a staff member to visit you to discuss your or your family member's needs (including assistance to secure funding).

For our more popular services, there may be a waiting period until a vacancy becomes available. Priority of access is based on a comprehensive needs assessment.

Fee Payment Options

Identitywa has a fortnightly billing system. Fees can be paid in the following ways:



Send a cheque or money order to
PO Box 278, Leederville WA 6902.



Transfer funds electronically (EFT).
Account details are printed on your invoice.

Communication

At Identitywa, we value clear communication with families. We want you to talk to staff about issues or concerns relating to your family member's involvement in our services.

We will always give you a verbal report on your family member's participation in our services, and can provide a written summary on request.

Our information can be accessed in a number of formats and we also have translators and interpreters available.

We Value Your Views

We also welcome written or verbal feedback from you at any time.

Your feedback helps us improve our services to better meet your family's needs. To send us your thoughts, please see our brochure called 'We Value Your Views' – it will guide you through this process.

On a regular basis, we conduct surveys and focus groups. These are another opportunity for you to provide feedback about our services.

Confidentiality

In accordance with the Privacy Act, information you give us will only be used for the purpose it was provided.

Our Commitment To Quality

QUALITY MANAGEMENT FRAMEWORK

Identitywa participates in the Quality Management Framework promoting service outcomes:

Positive Relationships

Outcome: Individuals, families and carers have healthy, strong relationships and connections with their families and broader communities.

Lifestyle of Choice

Outcome: Individuals, families and carers have choice and control over the lifestyle they want to live.

Support Networks

Outcome: Individuals, families and carers have confidence in their support networks now and into the future.

Wellbeing

Outcome: Individuals, families and carers maintain or improve their sense of wellbeing.



Ian really enjoys his regular visits to local parks and galleries with his support worker.



NATIONAL STANDARDS FOR DISABILITY SERVICE

The National Standards for Disability Service offer a third means of ensuring you receive the level of service to which you are entitled.

These Standards define what government expects services to achieve when assisting people with disability and their families. To ensure we comply with these Standards, we are monitored by the Disability Services Commission's Independent Quality Management process and the National Annual Data Collection. These Standards cover our Out-Of-Home Respite and Recreation Services.

Standard 1 Rights

The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

Standard 2 Participation and Inclusion

The service works with individuals and families, friends and carers

to promote opportunities for meaningful participation and active inclusion in society.

Standard 3 Individual Outcomes

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

Standard 4 Feedback and Complaints

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

Standard 5 Service Access

The service manages the access, commencement and leaving of a service in a transparent, fair, equal and responsive way.

Standard 6 Service Management

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

COMMUNITY CARE COMMON STANDARDS

The quality of our In-Home Respite Service is assessed against the WA Department of Health's Community Care Common Standards.

Standard 1 Effective Management

The service provider demonstrates effective management processes based on a continuous improvement approach to service management, planning and delivery.

Standard 2 Appropriate Access and Service Delivery

Each service user (and prospective service user) has access to services, and service users receive appropriate services that are planned, delivered and evaluated in partnership with themselves and/or their representative.

Standard 3 Service User Rights and Responsibilities

Each service user (and/or their representative) is provided with information to assist them to make service choices, and has the right (and responsibility) to be consulted and respected. Service users (and/or their representative) have access to complaints and advocacy information and processes, and their privacy and confidentiality and right to independence is respected.



A Catholic outreach supporting people
with disability and their families.

We see a future in which
all people with disability
live with a sense of purpose,
a sense of belonging and
a sense of wellbeing.

Contact Us

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