

 <p>karden. Disability Support Foundation create support strengthen</p>	<p align="center">Individualised Support Services Information Pack</p>	
<p>Related Policies & Procedures:</p>	<p>Form#: IT024</p>	<p>Review Date: November 2016</p>
	<p>Version#: 2</p>	<p>Status: Active</p>



Individualised Support Services Information Pack

2017

About Us

Karden Disability Support Foundation (KDSF) is a small and innovative not-for-profit organisation that provides individualised services to more than 100 people with disabilities. The organisation is based in Ballarat and supports people in the City of Ballarat, Hepburn Shire, Moorabool Shire and Golden Plains Shire local government areas.

Karden provides the following services for people with disabilities in Ballarat and the surrounding area:

- Direct Support
- Service Coordination
- Person Centred Planning
- Program Delivery
- Therapeutic Interventions

KDSF staff strive to create customised services for all the people we support. An important part of our work is also to work with our community and help them to understand that a person with a disability is primarily that - a person first. Our individualised flexible support service enables people to access their community or receive the support they require at home, or both!

Individualised Support Services

At Karden Disability Support Foundation, we tailor support arrangements for individuals within the community, to ensure optimal opportunities for each person to:

- Live the way he or she chooses,
- Receive the support he or she needs,
- Engage in activities he or she enjoys,
- Develop new skills and interests and forge new community connections.

Individualised Support can be tailored to incorporate a broad range of assistance that is based on the individual's needs and circumstances. This may include things like:

- Assistance to maintain and develop skills to become more independent. For example, shopping, budgeting, cooking, household tasks, paying bills, using public transport, solving problems, etc.
- Support to pursue educational and employment opportunities.
- Support with personal care needs, for example bathing, dressing, etc.
- Support to go out in the community, for example going to the local gym, banks, shops, going to the footy, etc.

- Assistance to maintain and develop friendships and social networks in the local community.
- Assistance to go to appointments such as to the doctors, dentists, community health services, etc.

The Karden Support Services team strive to create customised services for all the people we support. An important part of our work is to also work with the local community to help them to understand that a person with disability is primarily that – a person first.

The five key elements of our service that make it attractive to our clients are flexibility, innovation, responsiveness, individuality and locally based management team. We understand that we exist because of our clients and that our service is intrinsic to their quality of life. We truly understand that whilst our job is a job for us, the impact of our service delivery can be life changing for our clients.

Our individualised flexible support service enables people to access their community or receive the support they require at home, or both.

Our belief in the importance of self-directed supports and genuine capacity to place the individual in the driver's seat of their own support has been the hallmark of our services.

Whether the person is supported through funding for independent living, day or individualised support, we take an individualised approach, tailoring our responses to the needs and wishes of the person.

Talk to us about a tailored package of support for you or your family member on 03 5331 7924

Getting Started – The First Step

If you are considering using our services, please book a free consultation with one of our intake staff who can undertake an assessment of your needs. During this session we will work with you to determine what your goals are, explain the services we have on offer and how these can assist you in achieving your goals.

To book your free consultation to discuss your needs, please call 5331 7924.

Funding Your Participation

If you identify as having an impairment or disability, we are a registered NDIS provider so your participation with our services can be funded in this way. Discuss with your planner your eligibility for receiving funding for services and incorporate this cost into your funding package.

At present, whilst NDIS rolls out, use of ISP funding is recommended. To discuss this matter further, please contact your DHS case manager, funding agency or Karden.

For more information on costs, see the “Schedule of Service Fees & Charges” below.

Effective November 2016

Form#:

Review Date:

Version#: 1

Status: Active

Service	Individual Support Packages and NDIS Participant	Fee for Service (Ex GST)	Fee for Service (Incl GST)
Core Supports (please see NDIS prescribed costs for Capacity and Capital support rates, quotes to be provided upon request)			
Personal Support (Weekdays) 7am – 10pm	as per prescribed cost	\$47.00	\$51.70
Personal Support (Weekends) 7am – 10pm	as per prescribed cost	\$57.80	\$63.58
Active Support - Night Hours (Weekdays) 10pm – 7am	as per prescribed cost	\$55.80	\$61.38
Active Support - Night Hours (Weekends) 10pm – 7am	as per prescribed cost	\$69.20	\$76.12
Sleepover Shift 10pm – 7am Inactive Support	as per prescribed cost	\$122.00 only	\$134.20
Travel – Use of Vehicle	as per prescribed cost	\$1.20 per Kilometer	\$1.32
Public Holidays	as per prescribed cost	\$94.00 per hour	\$103.40
ONE OFF/EMERGENCY SUPPORT ON PUBLIC HOLIDAYS			
One-off/Emergency Personal Support 12am – 12am	as per prescribed cost	\$94.00 per hour	\$103.40

Service	Individual Support Packages and NDIS Participant	Fee for Service (Ex GST)	Fee for Service (Incl GST)
SHORT TERM & CRISIS MANAGEMENT PROGRAM			
(EMERGENCY SUPPORT REQUEST - STAFF MEMBER CALL-OUTS WILL INCUR A MINIMUM 3 HOUR CHARGE – RELEVANT TO THE TIME OF DAY)			
Co-Ordination Fee for Operator's time	as per prescribed cost	\$45.40 per hour (15 minute increments)	\$49.94
Emergency Personal Support (Weekdays) 7am – 10pm	as per prescribed cost	\$45.40 (min 3 hours)	\$49.94
Emergency Personal Support (Saturdays) 7am – 10pm	as per prescribed cost	\$68.10 (min 3 hours)	\$74.91
Emergency Personal Support (Sundays) 7am – 10pm	as per prescribed cost	\$90.80 (min 3 hours)	\$99.88
Emergency Active Support - Night Hours (Weekdays) 10pm – 7am	as per prescribed cost	\$45.40 (min 3 hours)	\$49.94
Emergency Active Support - Night Hours (Saturdays) 10pm – 7am	as per prescribed cost	\$68.10 (min 3 hours)	\$74.91
Emergency Active Support - Night Hours (Saturdays) 10pm – 7am	as per prescribed cost	\$90.80 (min 3 hours)	\$99.88
Cancellation Charge -Full Cost of Service (see below)			

- Karden Disability Support Foundation requires a minimum of 24 hours' notice of shift cancellation. If the required minimum notice is not given the shift cancelled will be invoiced at the full rate. This practice applies to NDIS participants for a maximum of 8 late notice shift cancellations per year.
- Service user to commit to minimum of 1 term – Invoices sent in 10 week Blocks at the beginning of each term. Fee paid in advance covers term dates and cannot be rolled over. (Relevant to some Creative and Therapeutic Programs)
- A detailed description of services can be provided by contacting Karden Support Services on 5331 7924.

CONTACT DETAILS

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