

CIVIC DISABILITY SERVICES

CONCIERGE SUPPORT



human
potential,
realised

CIVIC

HUMAN POTENTIAL, REALISED



In Australia today, more than 6,000 younger people are forced to live in aged care. One of the main reasons is the lack of housing options for people living with disability.

But today, thanks to innovative partnerships with like-minded housing developers, an increasing number of high quality living opportunities are becoming available for those inappropriately placed in, or at risk of admission to, residential aged care. Opportunities that afford those with complex support needs more freedom and independence; which allow individuals to live a life they want, surrounded by friends and family; and which enhance health, wellbeing and participation in the community.

I am extremely proud of the impact Civic has already had in this area and invite you to discover more about Concierge support by Civic.

annie doyle

CHIEF EXECUTIVE OFFICER



WHAT IS CONCIERGE SUPPORT?



Specialist Disability Accommodation (SDA)

Some people living with disability are eligible to receive financial support from the National Disability Insurance Agency (NDIA) for Specialist Disability Accommodation (SDA). This funding allows housing developers to build specialist housing solutions, designed for those with extreme functional impairment or very high support needs. SDA funding does not, however, pay for the supports delivered within the home, which is typically covered by other funding streams.

Often, a number of SDA apartments may be built within a larger, mainstream residential development. Where this is the case, a concierge support team is on hand, 24/7, to provide unplanned supports to those living within the SDA apartments.

Concierge Support by Civic

Our Concierge Support Service is a 24/7, on-call service, shared by a number of people living within the same building, that provides unplanned support if you need it in your new home. A member of staff is on-site, day and night, discreetly located but offering you the peace of mind support is there should it be needed.

Choice and Control

Concierge Support runs separately and complimentary to your Individual Support services, giving you even more choice and control over who provides your in-home supports. Of course, if you love the Civic difference, we are on hand to provide in-home supports as well as Concierge Support, if you choose.

HOW WE WORK WITH YOU

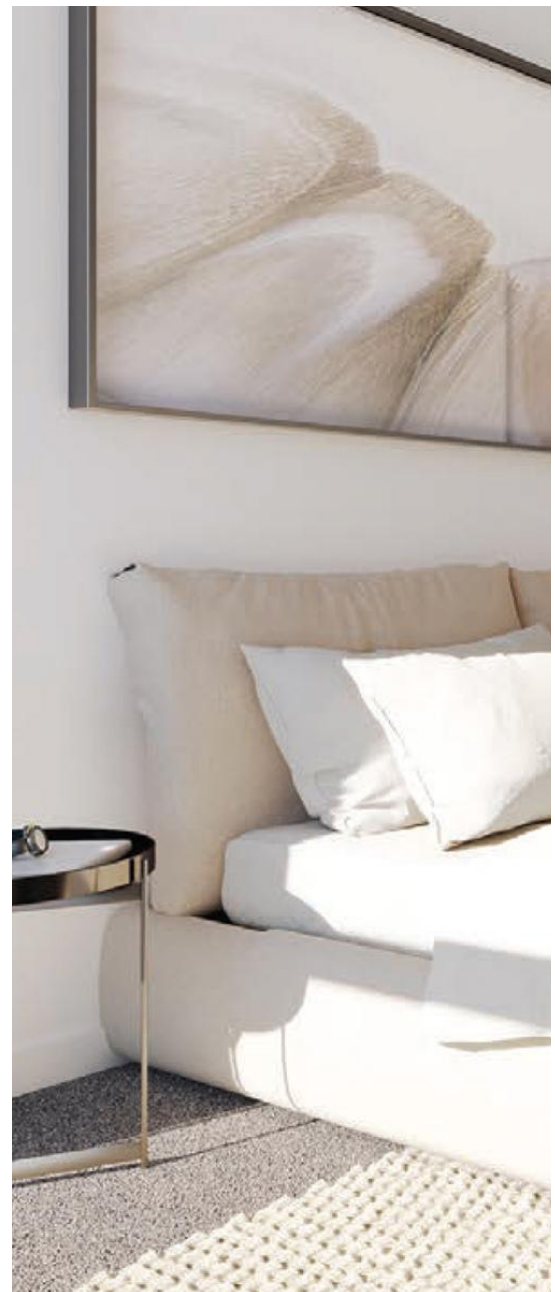


Our commitment to client engagement and consultation ensures we always consult with and actively involve the person to whom we will be providing service, their families and carers in the decision-making process about services and programs that directly affect or concern them.

Our accommodation support starts before you move in to your new home. We'll work alongside you to help you prepare for your move and, together, agree on an overall plan that works for you.

We'll listen to you as you tell us the kind of staff you're looking for – what shared interests you'd like them to have – and what equipment and support you'll need both during your move and while you're settling in.

We want to know what will allow you to live your best life in your new apartment, and we'll check in regularly to review, discuss and check the accommodation support we're providing is on track.





MICHAEL'S STORY

Michael* was just 55 years old, with an active mind and a wide variety of interests, when he found himself living in an aged-care facility with residents 20 to 30 years his senior.

Just four months prior to this, he had led an active social life, and worked in a high-pressure environment, leading a team of highly qualified professional staff. He also shared custody of two teenage children when illness left him with complex physical support needs.

Michael's vision had deteriorated, to the point he was legally blind. He lost the ability to control his muscles, and his speech became guttural, slurred and difficult to understand. Today, he is unable to stand unassisted, and requires support with daily activities and personal care, while his intellectual capacity remains unaffected by his illness.

When he left hospital, Michael became one of more than 6,000 younger people in Australia forced to live in aged care – where the majority of residents are in their eighties – due to a lack of housing options for people living with disability.

"I cannot fault the staff or the facilities at the aged care residence, but here I was, a mentally competent man, with good

hearing, living in a place designed for frail and cognitively impaired residents, of which I was neither. The noise, the rules, the lack of personal space – it was less than ideal," says Michael.

"My sleep was regularly disturbed by other residents, and while the activities would have probably appealed to my own parents, they were of no interest to me. My needs were vastly different from what was essentially end-of-life care."

Keen to preserve his independence and enjoy more privacy, Michael embarked on a four-year journey to find a place to live that better suited his needs.

After the nursing home, I rented unsuitable commercial units for two years," he says. "Then my NDIS planner suggested I approach Summer Housing about Specialist Disability Accommodation (SDA). It took 18 months from my application – there were a number of set-backs – before I finally moved in to one of their new, high-end, accessible apartments in South East Sydney."

Since then, Michael's independence and quality of life have improved significantly.



"I couldn't be happier; the place is excellent, and I finally have the freedom to do what I want, when I want," he says. "Friends and family can call in and stay whenever I like."

Designed for individuals with high physical support needs, the apartments developed by Summer Housing are fully accessible, featuring customisable design and integration of technology.

As the on-site SIL provider, selected by the tenants themselves, Civic Disability Services provides unplanned, concierge support to those living in the apartments, in between tenants' scheduled, in-home supports.

"While my support needs are intensive for those times where I am 'doing' anything – eating, using the bathroom, dressing, attending appointments and so on, at all other times, stand-by assistance is all I require most of the time," explains Michael. "The 'on-call' service provided by Civic suits me perfectly," he adds.

"In the four years I spent living in the nursing home, I never once needed to call for assistance at night, but knowing I can call on someone at any time of the day or night is of great comfort. Safety is also of great importance to me. I am unable to defend myself, and this new place gives me the security I desire."

*For privacy reasons, the name has been changed.

OUR PARTNERS

We work with a number of SDA Housing Providers to deliver Concierge Support. These include:

Summer Housing
summerhousing.org.au

Enliven Housing
enlivenhousing.com.au

WHY CHOOSE CIVIC?

THE CIVIC DIFFERENCE

Experience. Not only have we been delivering disability support services for more than 60 years, we've been delivering concierge support services on the ground since this model was conceived. As such, Civic are one of the most established providers in this new model of service delivery. We know the ins and outs, and how to make this service work successfully to meet your individual needs.

SIL and funding experts. Overnight Concierge support is typically funded by SIL, although other providers such as iCare can fund this service. We can help you navigate the funding requirements, working with your Support Coordinator and support team to ensure you have the documentation you need to secure the relevant funding. Ask us for a copy of 'SIL at Civic' for more information.

Qualified, experienced and trained team. Our team are trained and dedicated to the site, ensuring they understand your needs and that you have consistency with your on-site team.

Commitment to client engagement. We're committed to involving you in any decision affecting the services and programs that directly affect or concern you. Ask us for a copy of our engagement protocols.

A personal experience. We'll get to know you before you move in. It's critical to ensure we can deliver the right support for you. Plus, with a dedicated team on-site, you'll really get to know those providing Concierge Support services.

Access to a team of Registered Nurses. Civic has a team of nurses to support our staff to make sure they have the knowledge and training required to support your health and wellbeing. This team helps us to deliver the very best service to you.

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Ready to learn more?

Call us on 1300 692 484 or email
enquiries@civic.org.au



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