

# *St Jude's*

Disability Services

*With us, it's possible!*

## Information Booklet

*Supporting people with disability since 1982*



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*I have worked with many team members at St Jude's and each and every one of them has been amazing. Knowledgeable within their respective fields and work well together as a team providing all round care and support for my children.*

**Joanne**

Mother of Allied Health Clients





## Everything is Possible

At St Jude's, you will receive personal support tailored to your individual needs. No matter what your level of ability, you can trust us to respect the decisions you make. We specialise in supporting and assisting people to take control of how they choose to live their lives. You can trust us to put your needs first, every time.

Since 1982, St Jude's has been providing both adults and children with support services that really make a difference. Our Philosophy is that "we do not provide any service to you that is not of a high enough standard for ourselves or our family".

Our caring ethos and strong values combined with the dedication of our experienced, long-serving staff allow us to cater to your specific needs and enables us to be flexible in delivering care that suits you best. We pride ourselves on our range of quality, diverse services, each of which is designed around empowering the people we support.

## Why Choose St Jude's?

**Our purpose is to "maximise the health, enjoyment and quality of life of people seeking support in our community".**

We focus on your opportunities when developing tailored service plans. We recognise your individual strengths and the goals that are important to you. We'll work with you, helping you to cultivate meaningful skills by coordinating activities that allow you to achieve greater independence. Your goals will always stay at the centre of our relationship. It is our utmost priority that you continue to have choice and control in any decision making.

**We're flexible.** Anything is possible when you are supported with St Jude's.

We provide services tailored to your precise needs at locations that work best for you – whether that's close to home, family, friends, or your workplace. We can also assist with accommodation, support at home or in the community, therapy and allied health services or support coordination.

**We understand mental health.** The dedicated and friendly team at St Jude's are ready to provide individual care for psychosocial disability. You are in the safest of hands with our competent staff. Contact our friendly team today to find out how we can help you achieve your goals the way you choose to achieve them.





## Our Values



## NDIS

The National Disability Insurance Scheme (NDIS) provides support to over 500,000 Australians with disability.

This includes eligible people with intellectual, physical, sensory, cognitive and psychosocial disability. Early intervention assistance can also be provided for eligible people with disability or children with developmental delay.

As a registered NDIS provider, St Jude's will work with you to deliver the individually tailored support services you're seeking.

There's no minimum NDIS funding or waiting period required, we can commence providing the services you need immediately.

If you're living with disability and don't have an NDIS plan, contact us to learn about your eligibility for support and how we can provide expert assistance to guide you through the application process.

Consistency of support is an important St Jude's point of difference, this is why you will be allocated designated team members to know you as an individual and be at your side when you need help with any NDIS services.

### Registered NDIS Provider

## Our Services

St Jude's supports NDIS-funded participants by providing accommodation, home and community care, therapy and allied health services, psychosocial recovery coaching, and support coordination. Our flexible, client-centred service model allows us to work within your home, at work, in the community or at one of our partnered facilities.



## Housing & Accommodation

Our carefully designed flexible service model supports both independent and shared living options for NDIS-funded participants.

At St Jude's, we recognise that it may be necessary to adjust your current living arrangements to give you a greater degree of self-sufficiency and independence. We work closely with you and your support network to source suitable accommodation that allows you to achieve greater independence and that, most importantly, feels like home.

We offer accommodation support with the key purpose of providing you with a genuine sense of place, a strong connection with your community, an increased sense of belonging and enjoyment of a safe and supportive lifestyle, driven by you.

Our rapidly growing portfolio caters to your preferences and needs, ensuring you have choice around where you live, how you live and who you live with.



## Permanent Accommodation Options

### Supported Independent Living (SIL)

Our range of SIL options are ideal if you're looking to live in a shared environment, with support to attend to daily tasks. Our SIL accommodation can offer between 1-5 people sharing and 1-2 support staff onsite 24/7, depending on the needs of the residents.

We provide all the support you need, including meals, personal care, medication and access to appointments, paired with the freedom of independent living. With SIL, you can enjoy access to a range of activities, welcome visitors and keep loving pets. You can even choose between smoking and non-smoking facilities.

### Individualised Living Options (ILO)

Our ILO model offers you an alternative, more independent living arrangement with informal support that focuses on your individual needs and preferences.

ILO gives you the option of living alone or with someone such as a partner, friend, family member, support worker or host family.

### Drop-In Support

St Jude's provide a unique Drop-in Support model whereby clients can choose to stay in one of our properties while receiving flexible support that promotes a greater degree of independence. This service is the perfect solution when you don't require support 24/7 and if your current living arrangement is not suitable.

We offer individual accommodation in multiple dwellings (villas or units) in a well laid-out complex with a support person nearby to call on when you need, any time night or day.

This is a flexible and personal service model that can be delivered quickly across a variety of accommodation options. Drop-in Support is unique to St Jude's and there is no wait list. Because it can be accessed from Core Funding, it doesn't require an NDIS SIL quote for approval, so it can be accessed easily and promptly.

### Specialist Disability Accommodation (SDA)

St Jude's can provide specialist housing solutions beyond those offered by mainstream housing services, with specific design and characteristics to meet your exact needs. Our SDA designs may feature modifications, assistive technology or SIL support to help meet your individual needs.

## Short Term & Respite Care

Are you leaving hospital shortly and need support during your recovery? Or maybe you're experiencing an accommodation crisis? Perhaps you need short, medium-term or respite care while your usual caregiver is not available?

We can help. St Jude's offers a variety of emergency care arrangement options including individual and share home options. There's no minimum duration, you may just require as little as a few hours, we can remain flexible and available to your needs. We also offer quality holiday accommodation and will be happy to coordinate the support you may require surrounding your stay whether you choose something close to home or interstate.

No matter where you decide to stay, you'll have access to our experienced team of caring support staff who can provide assistance with all your daily needs. Personal care, nursing, meals, transport, therapy and allied health, and community and social participation are just some of the ways we can assist. Support can be provided 24/7 or on a drop-in basis, whatever suits your needs.



***I love the support staff in the SIL accommodation supporting my daughter. I feel they genuinely have her interests and wellbeing at heart.***

**Amanda**

Mother of Accommodation Client

# Community Participation & In-Home Support

St Jude's offers flexible, personal Core Support to assist you with your daily living at home and within your community. You will be matched with compatible support staff who can provide various support including:



**COMMUNITY  
PARTICIPATION**



**PERSONAL  
CARE**



**TRANSPORTATION**



**DOMESTIC  
ASSISTANCE**

## In-Home Support

St Jude's In-home Support services are designed to build your independence through assistance and support attending to your day-to-day tasks.

You'll have designated St Jude's team members to support you, providing you consistently high-quality service from the same friendly faces.

We'll work with you to identify your goals and provide a customised support plan. Some of the many ways we assist our clients can include:

- Personal care and support with showering, dressing, toileting, grooming
- Personal administration such as budgeting and paperwork
- Everyday Domestic Assistance
- Nursing services to support continence needs, wound care, and medication management
- Grocery shopping and meal preparation

In-home Support helps you build on your existing personal strengths, while cultivating further skills that align with your goals and plan. Our flexible service means we can provide you with as little or as much support as required. It's entirely up to you.





## Community Participation

We understand how important community participation is in providing a greater sense of physical and mental wellbeing, independence and inclusion.

St Jude's will support you to create a plan that is full of activities of your choosing. Whether you'd like to learn new skills or attend the movies, our team will be dedicated in supporting you to continue doing what you love and discovering new things to enjoy.

We can connect you to local organisations so you can participate in a whole range of activities which may include:

- Training and education
- Recreation and sports
- Arts, crafts and library services
- Social events including group meet ups
- Personal development skills
- Preparation for employment
- Transport, assisted travel and travel aids
- Additional services such as in-home care, accommodation, therapy and allied health services and support coordination

St Jude's can assist you too, by providing transport support. From direct transportation using our accessible vehicles, assisted travel using public transport or the coordination of transport-related aids or equipment, we're here and ready to help make your journey easy and enjoyable.

“

***The supports that I have  
in place are amazing.  
They help me  
understand a lot and it  
enables me to continue  
to live the best life I can.***

**Tara**  
Community Services Client





## Therapy and Allied Health Services

St Jude's is proud to offer a broad variety of quality NDIS-registered therapeutic services, each of which can help you to live more independently and achieve your goals.

Our services include:



**PHYSIOTHERAPY**



**OCCUPATIONAL  
THERAPY**



**SPEECH  
PATHOLOGY**



**PSYCHOLOGY AND  
COUNSELLING**



**POSITIVE  
BEHAVIOUR**



**NURSING**



**DIETETICS**





## Physiotherapy

Our physiotherapy services are designed to help you achieve optimal physical health and well-being. Our team of skilled physiotherapists provides personalised support. We offer a range of interventions, including tailored exercise programs, assistive technology recommendations, hydrotherapy, and patient education, aimed at improving mobility, managing pain, and fostering independence.

Using a holistic approach includes ongoing assessment and adjustment of intervention plans to ensure the best possible outcomes. We are here to support your journey towards greater mobility and a higher quality of life.

## Occupational Therapy

The St Jude's occupational therapy team will support you to develop and maintain the skills needed to perform your day-to-day activities, such as personal care, hobbies, attending work or school and participating in the community. By improving your skills, we can help you achieve the outcomes you've identified in your NDIS plan and assist you in living your life with greater independence.

As well as the provision of ongoing services, St Jude's can also provide Functional Capacity Assessments (FCA). An FCA considers an individual's needs in all areas of their life, makes recommendations surrounding treatment and the need for equipment, therapy, home modifications and other capacity building measures.

## Speech Pathology

Our team of speech pathologists supports children and adults to overcome communication challenges such as speech, social use of language, understanding and pre-literacy skills. We're also equipped to offer support with alternative systems such as communication devices or Key Word Sign.

Speech pathology services mean we can also help you to develop social skills and explore ways to assist you in overcoming any difficulties with swallowing or chewing food safely.

## Psychology & Counselling

St Jude's team of psychologists and counsellors are committed to improving the overall mental health and well being of people with disability. We work closely with you and your support network to understand your needs and challenges to identify and implement strategies to improve your quality of life.

Our psychologists are well versed in assisting clients who are experiencing depression, anxiety, and addiction, or are going through anger management and relationship management.

## Positive Behavior Support Practitioners

Our team of positive behaviour support (PBS) practitioners are highly experienced in managing challenging behaviors. Circumstances of which may be putting a person's health, supports, relationships and/or lifestyle at risk and are compliant with the Rules of the NDIS guidelines.

Our PBS team includes registered behaviour support practitioners, experienced in using, designing and implementing person centered, evidence based approaches. Strategies may include skills development, making changes in a person's environment, training others in the person's life such as family or support workers and developing routines.

## Nursing and Clinical Care

Here at St Jude's, we have a dedicated team of both clinical and registered nurses, who are available to provide care and support to clients in the comfort of their own home. Our nurses can manage wound care, conduct continence assessments, provide medical administration, and complex nursing care among various other NDIS nursing services. We are proud to offer experienced support services for people with disability or complex health needs.

At-home nursing care can make a significant difference for someone with disability. Our team offers mobile services and flexible appointment times. Our Registered Nurses are available for immediate assistance, without any waitlists – and we do not require a minimum amount of NDIS funding.

## Dietetics

St Jude's dietitians provide personalised nutrition support to help people with disability improve their health, reach their goals, and enjoy mealtimes with greater confidence.

We work with individuals experiencing disability-related health needs that impact eating, swallowing, weight management, and overall well-being, delivering tailored advice and ongoing care that aligns with their NDIS plan and personal goals.

## Support Coordination

There are so many possibilities available with an NDIS plan, that it can be difficult to know where to start. We empower you to exercise your choice and control by educating you about the NDIS and working with service providers to ensure you are continually satisfied with your services and that they always meet your individual needs. Ensuring consistency of support is vital and is a St Jude's point of difference.

A designated Support Coordinator from our Support Coordination team will get to know you and help you understand and make the most of your plan. They will also be with you when you need assistance with any NDIS services. The Support Coordinator's role is to connect you to the most appropriate service providers and ensure you remain on track to achieve your identified outcomes.

We provide all types of support coordination services, including:

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***My sons support coordinator has been on the ball since the day I met her. She actions my requests in a timely manner and keeps in contact with me. I am very happy with the service.***

**Paul**

Father of Support  
Coordination Services Client



**SUPPORT  
CONNECTION**



**SUPPORT  
COORDINATION**



**SPECIALIST  
SUPPORT  
COORDINATION**



**PSYCHOSOCIAL  
RECOVERY  
COACHING**



## Recovery Coach

Through engaging with one of our Psychosocial Recovery Coach team members you will build a relationship based on trust between you and your Recovery Coach, as well as your family and friends. Our Recovery Coaches work with you and your support team to improve your decision making process and management of complex challenges presented in your daily life.

A Recovery Coach is not there to provide core supports, so you will continue to have access and assistance from support staff. A Recovery Coach will be funded in NDIS plans for people with psychosocial needs, please talk to our friendly staff who can assist in your application for this funding.

## How can Support Coordinators help you?

We specialise in working with you as an individual. We'll not only identify, recommend and establish which supports will help you achieve your goals, we'll coach you to build your capacity and maintain resilience in your network of formal and informal supports.

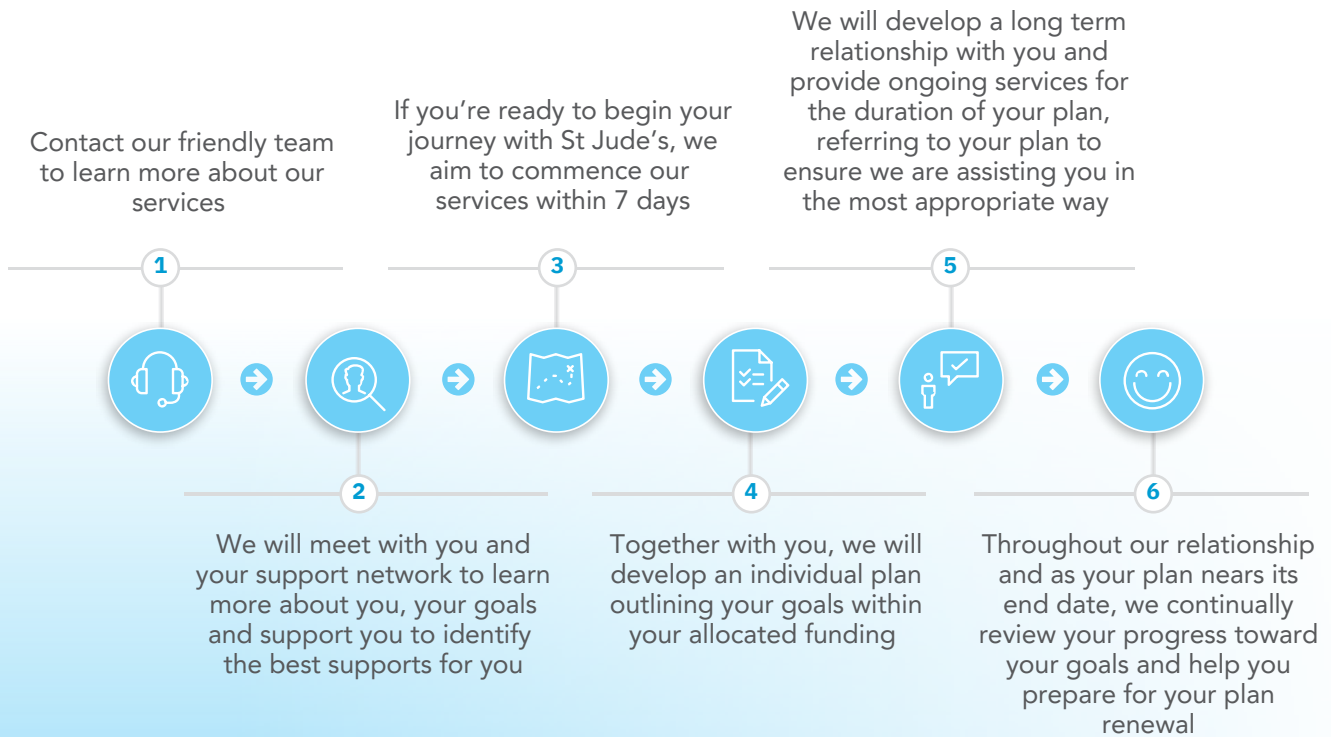
We develop long-term relationships with our clients. You'll be supported by the same St Jude's team members, who will provide ongoing assistance throughout all stages of your plan. Our focus will be on increasing your ability to maintain relationships, manage supports and participate more fully in the community.



- 1 Learn about you, your interests and needs to identify the support services you require
- 2 Help you and those around you understand your NDIS plan and the choice and control you have surrounding your allocated funding
- 3 Assist you to find the most compatible service providers, supports and activities
- 4 Negotiate and obtain quotes from providers for their services
- 5 Create and set up service agreements with providers
- 6 Review your individual goals and assist you to prepare for NDIS plan reviews
- 7 Provide assessments and report back to the NDIA
- 8 Support in times of crisis or provide support during key life transitions
- 9 Facilitate feedback and assist you to switch providers when desired
- 10 Check your progress with providers, monitor fund utilisation and continually ensure you're getting the most out of your funded support

## Joining Us

Understanding the NDIS, your funding and choosing the right service provider can be an overwhelming process. At St Jude's, we pride ourselves on tending to all enquiries in a timely fashion. Our dedicated team is available to meet with you, discuss your individual circumstances and commence services – often within just one week.





## NDIS Code of Conduct

The NDIS Code of Conduct promotes and drives a nationally consistent approach to improving the quality of services to those living with disability.

St Jude's continues to commit to uphold these standards across all service areas, focusing on the rights and safety of those we support and the quality of services that we provide.



1. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions



2. Respect the privacy of people with disability



3. Provide supports and services in a safe and competent manner with care and skill



4. Act with integrity, honesty, and transparency



5. Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability



6. Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability



7. Take all reasonable steps to prevent and respond to sexual misconduct



8. Without a valid reason, not represent or charge a higher price for goods supplied to a NDIS participant that is higher than the price that would be supplied or charged to a person who is not a NDIS participant

***“ I couldn't get by without the support I get with St Jude's. It's life changing, and I feel ok to have bad days amongst the good. I'm learning to love myself more and know that there is always someone to turn to at St Jude's.***

**Amy**

Disability Services Client

# St Jude's

Disability Services

*With us, it's possible!*



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