

Contact Us

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Community Participation Program: **Sydney Region**



Who are House With No Steps?

We are one of Australia's leading service providers to people with a disability, offering employment, education, training and community support services to over 3000 people with a disability each week

We support a wide range of people with a disability whether intellectual, physical, sensory or psychiatric. Our focus is on people's abilities rather than their disabilities.

Sydney Community Participation Program Locations

Our Sydney Region runs the Community Participation Program in 4 areas:

- Nepean Area (Kingswood)
- South East Sydney (Bexley)
- Northern Sydney (Belrose)
- Inner West (Burwood)

Community Participation FAQ

Will I be involved in deciding what I do in my program?

Participation in any activity will be based on your individual choice and need for skills development.

We will help you to develop an individual plan together with yourself, your family, and anyone else important to you.

Through this process we will help you to identify future goals, skill building opportunities and choose activities and programs to assist with your personal development.

Your participation in programs and activities will depend on availability of resources to meet your support needs and compatibility with other participants.

How will House With No Steps support me to participate in activities?

We provide an appropriate staff to client ratio to ensure suitable support, generally falling within the range of one staff member per 2-5 clients.

Our staff support you to participate in the program based on your individual support needs and plan. For example, more direct support may be offered for a person who is non-verbal to assist with expressing choice at the beginning of the program, but less support once the activity commences.

Individual programs, such as literacy difficulty support, will be offered where identified as appropriate during the Individual Planning process, particularly where a person has identified high support needs.

Will there be opportunities to meet new people my own age?

Through a wide variety of both community and centre-based programs, you will have the opportunity to build friendships with people your own age and increase your participation in the wider community.

To increase community participation and inclusion, where possible we utilise existing community venues and resources such as:

- Tennis courts, gym and swimming pool
- Community environments: cafes, restaurants and shops
- Local sporting and youth groups
- Library resource access



What range of activities does your program offer?

We focus on a range of both centre and community based activities that develop individual skills, create social opportunities and promote choice.



How does the service support me to achieve what I want to do?

We offer you the choice of a variety of programs dependent upon your preferences and what you want to learn. We will work with you to develop the skills you need to meet your goals and increase your independence and community participation.



We focus on age appropriate adult learning principles including:

- A structure that understands that all people are capable of learning throughout their lives
- Structured, supervised development of life, social and independent skills
- Access to mainstream community resources
- Access to alternate further education when suitable
- Support to transition to alternate services (eg. Transition To Work) if support needs change
- Involvement of all stakeholders in planning and implementation stages
- Competent and appropriate staff to provide support

How many hours of support will I receive each week?

This will depend on what funding band you have been assessed at. This will be provided by the Department of Ageing Disability and Home Care.

Funding options:

- Moderate: 24hrs/4 days per week
- High: 24hr/4 days per week
- Very High: 30hrs/5 days per week
- Exceptional: 30hrs/5 days per week

Our Community Participation Program operates between 9am – 3pm Monday to Friday.

How will my service respond to my cultural background?

In working with service users from CALD (Culturally and Linguistically Diverse) communities, we ensure that cultural differences are respected and accommodated. It is understood that customs vary and it is necessary to work with the local community of each individual client.

During the individual planning process, preferences and activities specific to a person's culture and local community are identified. Our staff are provided with training on cultural diversity issues.

Additionally, we are able to provide information in a format that will reach all clients and if necessary provide professional language services for clients in need.



Who will help me with my personal care needs?

All our staff are trained to ensure they support your individual needs. We ensure all staff participate in continual development programs to enhance skills in working with clients who have special needs or challenging behaviours and maintain knowledge of best practice of service delivery.

How will the staff be trained to support me?

We recruit high quality Disability Support Staff following a minimum criterion of qualifications and skills to ensure highly developed skills and current expertise.

All Direct Care Staff will either have, or will acquire within 12 months of commencement, Certificate III in Disability Work as well as have strong experience working with people with intellectual and other associated disability.

All staff are committed to utilising positive strategies for behaviour development, have strong communication skills, are able to meet the physical requirements of the position and possess a Senior First Aid Certificate.

Can the service get me any equipment I need?

If you require specific equipment to meet your individual needs, the service can apply to DADHC for additional funding to purchase the equipment or make modifications to the service.

If I am not happy with the service what do I do?

Every person is free to raise and have resolved any complaint or dispute they may have with the service. We offer a 'Grievance Procedure' in picture format, identifying the steps you may follow.

You will be listened to, encouraged and supported to try to resolve any problem you may have with the service, staff or other clients.

What fees do I have to pay?

House With No Steps charges \$5 per day of service. This cost is payable in advance upon arrival at the service on a daily/weekly/monthly basis.

Depending on the activity there may be an activity cost such as spending money when visiting a cafe or to cover the cost of entry to a bowling alley etc. Where possible, these costs are kept to a minimum.

When do holidays and client free days occur?

Our service closes for 4 weeks holiday per year. Typically this is 1 week in the July school holidays, and 3 weeks over the Christmas/New Year period.

Our service is funded for 5 client free days per year to allow us to complete mandatory training and staff development. These days will be made known to you with at least 4 weeks notice



Examples of Community Participation Programs offered:

Community access: Including local attractions, museums, art galleries, picnic areas etc

Art and craft: Express your creativity and fine motor skills. Enjoy sculpting, paper craft, painting and pottery

Sensory room: For those who enjoy sensory input, including relaxation, stimulatory and sensory programs

Independent living skills: Tailored to each Individual, we focus on daily living skills such as personal hygiene, money skills and food preparation

Ten pin bowling: Use a frame or learn to do it by yourself

Communication: We can design individual programs to focus on verbal or visual communication, including sign language, Compics, Boardmaker etc

Morning tea/cafes: Visit cafes in the local area to enjoy a coffee with friends

Social skills and interactions: Participate in our daily meeting program to increase interaction, promote active listening and learn other social skills

Health and fitness: Learn about your body, access the gym and get fit

Swimming: Participate in hydro-therapy and enjoy gentle exercise or simply relax in the water

Bushwalking: Walk historical tracks and learn local history, while enjoying the natural beauty of the outdoors

Computers: Learn basic skills, write letters, surf the net, e-mail or play games. For the more advanced we may be able offer Cert I – IT

Music therapy: Express yourself, participate and jam to the latest songs

Cooking: Learn healthy eating, food preparation, safety and using appliances. Not to mention eat the yummy food

Shopping: With a focus on independence and monetary value, make selections or purchases with support

Travel training: Learn travel from home to our service or job sites. Staff support provided until the journey is completed 5 times independently

Budgeting and money skills: Learn money and budget skills

Literacy: Improving literacy skills and applying them to real world situations

Sport: Join a team, learn a new sport and improve hand eye coordination. with a wide range of activities such as soccer, cricket, lawn bowls and tennis

Library: Browse magazines and newspapers and borrow books

Putt putt golf: Try your skills over 18 holes or improve your swing at the driving range (where available)

