



# Service Catalogue

## 2022 – 2023

*Everyday life Changing: Helping people live independent lives since 1984*



# Hello and welcome

**Thank you for considering using our services for you and your loved ones. We are passionate about providing everyday life changing experiences that promote the independence of people with psychosocial and mental health concerns.**

# About Us

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ICLA was first established in 1984 to aid a group of boarding house residents in Bondi who were facing eviction. "Rotorua" was a privately-operated boarding house for more than ten years, providing secure, supported accommodation for up to 29 people with psychosocial disabilities. When the property was put up for sale, the residents again faced the insecure tenancy and lack of support often experienced by people living with complex mental illnesses.

A group of local community health workers, students and family members formed the Independent Community Living Association and were able to negotiate with the NSW Department of Housing to secure appropriate alternative accommodation. Its mission was to promote acceptance, interaction and participation in the wider community for people with psychosocial disabilities and to support them to avoid homelessness, institutionalisation, hospitalisation or living in sub-standard homes.

Today, the mission of Independent Community Living Australia (ICLA) is to deliver personalised support enabling individual choice to improve people's lives. We are a not-for-profit, NDIS registered, Australian company, limited by guarantee. Our team deliver mental health and psychosocial disability services and supports across NSW and virtual peer support Australia-wide.

# Our Values

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## **Respect for all**

We are respectful and caring in all we do. We admire the achievements of the people we support and never lose sight of their big picture. We value and welcome diversity.

## **Integrity in all we do**

We believe that integrity, truth, reliability, honesty and ethical conduct must guide everything we do. Having integrity means doing the right thing in a reliable way

## **Results for those we serve**

Our practice is person centred and recovery oriented. We listen to those we support and together we strive to achieve their vision. Their success is our success, we believe that we can make a real and valuable difference in the lives of those we support.

## **Accountable in all we do**

We hold ourselves and each other accountable for actions and results. Accountability ensures that every person regardless of their needs has a life of possibility and opportunity.



# Our Services

At ICLA we understand that recovery is a personal process which includes stable housing, supports to live independently and opportunities to learn new recovery-oriented behaviours. Depending on where you are on your recovery journey, ICLA can offer you support in a number of areas, including:

## Homes and housing

Having somewhere safe to live is critical in stabilising mental health and supporting your recovery journey.

## Peer Support programs

Provides an opportunity for you to connect with peer workers who have a lived experience of mental health recovery.

## NDIS funded supports

Helps you access Supported Independent Living, NDIS Core Supports and Support Coordination.

## Psychosocial recovery programs

Support you in your mental health recovery.

## Our Services: In detail

We have the following programs and supports available:

**Supported Independent Living (SIL):** Long term accommodation and support for everyday life for people living with psychosocial disabilities.

**NDIS Core Supports:** A service that provides personalised and skill-based support to people living in our SIL homes to promote their independence and help them gain access to the community.

**Support Coordination:** A service that provides personalised support to people to manage and fully utilise their NDIS funding package to ensure that they get all the support they need.

**Embark:** An outreach program that supports people experiencing homelessness and a psychosocial disability to access NDIS-funded services.

**Pathways:** Short-term transitional accommodation for people who are living with mental health issues and are at risk of homelessness to stabilise their recovery and work towards living independently.

**eFriend:** eFriend is a peer support program enabling people feeling low, lonely or isolated to access virtual peer support sessions via video call, phone call or chat. Our Peer Support Workers have their own lived experience of recovery from mental health challenges and utilise this experience to provide a sense of empathy, connection and hope.

**Prevention and Recovery Centre (PARC):** PARC supports people who wish to focus on their mental health recovery with a short stay in a homely environment with the support of a team of people with lived experience and mental health nurses.



## Supported Independent Living (SIL)

### How we can help

We understand how important a home where you feel safe, cared for and able to express yourself is for your positive wellbeing. We take the time to understand who you are as a person, which includes your interests, what you hope for your future and what support you might need to achieve your goals.

Our Supported Independent Living (SIL) Program is shared housing for adults with psychosocial disabilities and / or mental health conditions. We aim to create an environment that will feel like your home and which encourages you to live independently.

You will have support 24 hours a day 7 days a week. The type of support will vary depending on what you need and when you need it but can include help with cooking meals and daily tasks or supporting you to access the community.

**The service given by ICLA [is] both life giving and life affirming. Its supportive environment enables me to maintain the activities that give my life meaning including going to church, connecting with my family. Having the care of staff relieves me [of the] many burdens which could become too difficult for me in everyday life. I find the staff competent, approachable and friendly. – SIL Resident**

### **How it works?**

- To move in to one of our SIL homes you need to have a psychosocial disability or mental health condition, be aged between 18 and 64 years of age and be eligible or have approval for NDIS SIL funding.
- Each house has a House Leader who, together with the support staff, will work with you (and your housemates) to create a positive home environment. There is a staff member at each house 24/7. Sometimes during the day there may be more staff in the house depending on what is needed.
- We consider the dynamics in each house when we look at moving new people in to ensure that a positive environment is maintained, and that new residents are well supported with the transition.
- Our team at each house will work with you and the other housemates to create meal plans for the week and a weekly plan of activities that you want to do, both at home and when you're out.

To find out more about our vacancies or make an enquiry

[www.icla.org.au](http://www.icla.org.au)

[02 9281 3338](tel:0292813338)

### **The benefits for you**

- We provide a safe place to live that will be your home, as well as the support you need to maintain your independence in and out of the house.
- You have an opportunity to live with other people and develop friendships, companionship and peer support.
- You get access to personalised support on your recovery journey. This includes being able to talk to the team at the house, who understand different mental health conditions, getting support from your housemates, who are also on a recovery journey, as well as practical support, like getting to appointments.

### **Cost of services**

There is a fortnightly Service fee component (rent, utilities etc.) as well as NDIS funding for the support staff that will work with you. You will need to have or be eligible to get SIL funding from the NDIS in your NDIS plan to be able to stay with us in our SIL homes. We will work with the NDIS to work out how much SIL funding you will need to support you. We do this by completing a thorough assessment of your needs and developing a Roster of Care to match.



## NDIS Core Supports

### How we can help

Whilst you are staying with us in our SIL properties we are committed to ensuring your independence and we understand that you might need support to achieve this.

Whilst your SIL funding provides assistance with daily living, such as help with preparing meals, showering or dressing, NDIS Core Support funding is designed provide help with other things you need to live your daily life, such as support to be involved in social and recreational activities.

Connections beyond where you live are also important and we will encourage and support you to be part of your local community, maintain friendships with friends and family as well as well as explore your interests and passions.



**Staff encourage and support me to give things a go and believe in myself. – SIL Resident**



### How it works?

- To have your NDIS Core Supports provided by an ICLA Support Worker you need to be living in one of our SIL properties. You need to talk to your Support Coordinator to let them know you would like ICLA to deliver your Core Supports. We will work with the Support Coordinator to make sure that all the paperwork is organised.
- Once all the paperwork is finalised we will work to understand what you want to achieve and your need for support so we can make sure we have the right staff working with you when you need it.
- We can be creative and want to make sure you are doing things that build your independence and help you to connect with what is important to you like friends, family, interests and activities.

### The benefits for you

- Core Supports help you with everyday activities, your current disability-related needs and to work towards your goals. Your Core Supports budget is the most flexible, and in most cases, you can use your funding to support with assistance for daily living, assistance with social and community participation, transport and consumables which are everyday items you may need (eg continence products or low-cost assistive technology and equipment to improve your independence and/or mobility).

- While you can have Core Supports provided to you by another provider, even if you live in an ICLA home, you already know us and we know you. It is more than likely that you will have already met the ICLA support worker who will support in your home, having them also support you with the NDIS Core Support funding means that you don't need to learn about another organisation or meet new workers,
- Our team at ICLA are experienced supporting people with a range of mental health conditions and work to ensure people are as independent as possible.

### Cost of services

You will need to have NDIS Social Community and Civic Participation in your NDIS plan. The amount of funding you have in your plan will determine how much support can be provided. Your Support Coordinator will be able to let you know what you have in your plan under this category and how much funding you have left.

To find out more about our vacancies or make an enquiry

[www.icla.org.au](http://www.icla.org.au)

[02 9281 3338](tel:0292813338)



## Support Coordination

### How we can help

ICLA can help you get the best out of your NDIS plan. The role of our Support Coordinators is to help you understand what support services you need to reach your goals, review your NDIS funding and budget the required frequency of supports. If you don't have services in place, they can assist you by linking you with providers, assist with completing paperwork and monitor the effectiveness of the providers supporting you.

Support Coordinators can also help when you need a change in your NDIS funding. They can compile the necessary reports and write supporting documents to help the NDIS fund you more appropriately.

Our Support Coordinators are experienced working with people who have mental health concerns and psychosocial disabilities and are skilled at supporting people to utilise their NDIS funding effectively to support their recovery goals. Your Support Coordinator will work to understand your goals and interests and link you a range of services and providers that will help you to live the life you want to live.

**[My Support Coordinator] is extremely respectful and clear, she has excellent boundaries and never oversteps. She engages the capacity that you have at all the varying moments in your life, which in my case can range from almost none to quite functional. I never feel ashamed if I can't bring my best self to our appointments, as I know [she] will meet me where I am. .... With her gentle support and encouragement, I have learnt how to articulate my needs and understand my capacities so that I can build a more realistic, functional and fulfilling life on my own terms. – Support Coordination Participant**

### How it works?

- We work together to build your understanding of the NDIS and how you can use your plan to pursue your goals. We will work to build your confidence and skills so that you are able to use and coordinate your supports. You can discuss your NDIS plan with us and we'll come up with a personalised Support Coordination plan with you.
- You can select your preferred service provider and we'll connect you with them. If you don't have someone you prefer, we will provide you with options so that you can make an informed choice.
- Whilst we support the connection with your chosen service provider you still make all the decisions, we help with this connection to make it a bit easier for you.
- You have peace of mind as we create and monitor your budget to ensure that there is no overspend or funding errors.

### The benefits for you

- We are specialised in supporting people with psychosocial disabilities and mental health conditions which means that we understand and can support you on your recovery journey.

- ICLA will allocate an individual Support Coordinator to work with you and we limit the number of clients any one Support Coordinator has. This means that you have one point of contact, with someone who understands you and your requirements and who has the time to ensure that you get the best possible outcomes.
- You will be connected to service providers within and beyond the NDIS pool of options.
- You will have more time to do the things you enjoy and which are important to you as we manage all the paperwork and administration.
- We will teach and empower you to manage your NDIS funds efficiently.
- We will assist you with difficult situations such as ending a service with a provider or negotiating services and pricing on your behalf.

### Cost of services

You will need to have Support Coordination in your NDIS plan. The amount of funding you have in your plan will determine how much support can be provided.

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## EMBARK Access

### How we can help

We recognise that if you have a mental illness and are experiencing or are at risk of homelessness that it can be difficult to access the supports you might need. That's why we have Embark, which can support you to access the NDIS.

We can explain and assess your eligibility for the NDIS, gather supporting evidence for a NDIS Access Request Form as well as facilitate appointments with GP's and other services to help you get the evidence you need for a NDIS Access Request Form.

The NDIS make the decision as to whether they believe you are eligible for the scheme once they have reviewed your Access Request Form. If you are eligible, we can help you prepare and provide support during a NDIS first plan meeting, obtaining a NDIS plan and putting your NDIS supports into place.

We have had a great success rate but if for some reason your access request is denied we can support you through the process of making an appeal.

“  
Thanks so much for the information. I think [the NDIS] is a bit overwhelming and I appreciate your support in understanding what is happening. – Embark Participant  
”

### How it works?

- If you are aged between 18 and 64, are located and linked to services in metropolitan Sydney, have a mental health condition and are experiencing or are at risk of homelessness then you are eligible for the program.
- You can refer yourself or someone you know through our website. We need you to complete the Embark Consent Agreement Form which is on the website. This needs to be included with your referral.
- We will review your referral to make sure that we are the best service to support you. If we are then we will work with you and your supports to gather the information needed to submit a NDIS Access Request Form. It can take time to get all the information together, but we aim to have Access Request Forms submitted to the NDIS within two weeks.

### The benefits for you

- The NDIS can fund the supports you need to live an independent life, achieve your goals and support you on your recovery journey. It can be an overwhelming and confusing system and it can be hard to know where or how to start, which is why we have the Embark program.

- We are experienced with supporting people with mental health conditions who are also experiencing /at risk of homelessness to access the NDIS. We know that you may not always have a fixed address or that this may change, but we make sure that we continue to connect with you wherever you are to support you to access the NDIS.
- Our team will support you to get a better understanding of the NDIS, the process to access the scheme and whether you might be eligible. This will help you make an informed choice as to whether you would like to apply to access the NDIS.
- We are here to work with you and your supports to bring the relevant information together for the NDIS Access Request form.

### Cost of services

There is no cost for this service to you. It is fully government funded.

To make a referral for yourself or someone else  
[www.icla.org.au](http://www.icla.org.au) [02 9281 3338](tel:0292813338)



## Pathways

### How we can help

We know that having a safe and stable place to live is important in the recovery process and that it can be hard to break into the private rental market.

We have transitional homes for people with mental health condition(s). Our accommodation is transitional which means that you can stay for up to 18 months and we will provide tenancy support so that you can move to alternative (and hopefully more long-term) accommodation.

Pathways is a stepping-stone to stable housing. It provides an opportunity for you to focus on your recovery, connecting and strengthening your support system and increase your understanding of your rights, responsibilities and obligations as a tenant.

The [Pathways} program gave me hope and helped me to get out of a really difficult situation. It tied me over while waiting for housing and helped me to pass time. The property was in a lovely location, and I like that I got to know the Bondi area better. – Pathways Resident

### How it works?

- Pathways supports people aged 18 to 64 years who are experiencing mental health issues and are linked to a treating health professional (which could be a GP, psychiatrist, psychologist or Community Mental Health). You also need to meet the Social Housing Eligibility Criteria. If you are unsure whether you meet this or not, you can talk to our team.
- We have homes in Bondi Beach, Bondi Junction and Woolloomooloo. These are two bedroom and three-bedroom flats and four-bedroom terraces houses. You can have a tour of the properties so that you can work out what might work best for you.
- We have places where you can live on your own as well as shared living. Where you will be living with a housemate(s) you will get to meet them before you move in, so that you can make an informed choice as to who you would like to live with. We want everyone to have a positive experience of living together so we think about everyone, considering factors like age, gender, interests and living skills.

### The benefits for you

- Having a safe and secure place to stay to support you on your mental health recovery journey is important. You can focus on your recovery as we will provide a safe furnished home and support to understand your goals regarding future housing.

- We set up a regular automatic payment of the rent and fee through Centrelink which takes the pressure and stress out of remembering to pay this on a fortnightly basis.
- You can live somewhere safe and secure whilst working with community supports and our team to prepare for longer term accommodation.

### Cost of services

- The rent is calculated in accordance with the Social Housing Guidelines as 25% of your fortnightly income, plus any applicable rent assistance and energy supplements. Talk to the team to understand what this will mean for you and your circumstances.
- There is a Service fee of \$50 a fortnight. For this fee we will provide you with a furnished home with WIFI and electricity. We will look after minor repairs and maintenance (including pest control). You will also have ad hoc support from our Pathways team, who will help you adjust to moving into your new place, will show you around the property, make sure you have the furnishings you need, orient you to the neighbourhood as well as explore and support you with your long-term housing goals.

To make a referral for yourself or someone else  
[www.icla.org.au](http://www.icla.org.au) [02 9281 3338](tel:0292813338)



## eFriend

### How we can help

You might be feeling lonely, stressed, isolated or down about the current state of the world. COVID 19 has changed so much about the way we live and how we understand our world and you might be feeling isolated and scared for the future. Talking to someone who understands and has had similar experience and feelings can be helpful to feel less alone and to find a way through.

eFriend is a peer support program enabling people feeling low, lonely or isolated to access virtual peer support sessions via video call, phone call or chat. You connect to Peer Support Workers who can empathise because of their own lived experience.

Our Peer Support Workers are people who have their own lived experience of struggling with mental health and navigating the recovery journey. Whilst their lived experience is an essential qualification for their job they are also trained in Trauma Informed Care, Applied Suicide Intervention Skills and Intentional Peer Support.

**I want to make special reference to the eFriend [peer worker] I had. She was amazing and supportive. Through these tough times she was a voice of hope.” – eFriend Resident**

### **How it works?**

- eFriend offers up to 15 virtual peer support sessions – choose from phone call or video call. After the introductory call, each session is held with the same eFriend peer, so you won't have to re-tell your story each time.
- eFriend sessions are 30 minutes each, offering a safe space for you to connect with your eFriend peer. They are usually scheduled weekly, but you can also choose to schedule your sessions fortnightly or monthly.
- We can act as a sounding board, talk through ideas and concerns that you have, and provide information about accessing other services/referral options that are available to support you. Our eFriend peers are there to listen. We do not provide crisis support, counselling or mental health treatment.

To find out more or book your first call

[www.icla.org.au](http://www.icla.org.au)

### **The benefits for you**

- Connecting to someone who can empathise with your experience because they have their own lived experience can help you to feel less alone and isolated. Your peer worker will listen and explore other ways of thinking and taking action to support you to feel more hopeful about the future.
- eFriend is a virtual service which means you can access eFriend from anywhere (within Australia) which means that it is accessible to people who have limited mobility, live regionally, or who prefer to access their support at home due to other pressures.
- You and your story will be heard and understood by people who have a similar shared experience. Being heard is a powerful part of recovery.

### **Cost of services**

There is no cost of this service to you. It is fully funded by the Commonwealth government.



## Prevention and Recovery Centre (PARC)

### How we can help

[Our Prevention and Recovery Centre \(PARC\) is a welcoming and safe place to support your mental health recovery and independence. PARC is a short-term residential environment where you can stay up to four weeks.](#)

Bondi PARC aims to provide support for people in their mental health recovery journey that will reduce their need to be in hospital. We offer a step up in support for people who are at risk of being admitted to hospital. It may be appropriate for some people to stay at Bondi PARC to support their recovery rather than have a hospital admission. We also offer a step down in support for people leaving hospital who may need a bit of extra support before going home.

“  
**Amazing place with caring workers. So much better than hospital. Workers really care about guests wellbeing and are there if you need it. Great activities and safety planning. The best place I have been to help with Mental Health. Felt safe and supported in a great location.”** – PARC Guest  
”

### How it works?

- If you are aged between 18 and 64 and have a South East Sydney Local Health District Care Coordinator or Case Manager who is supporting you with a mental health related issue then you may be eligible for the program. Please refer to our website for more information about PARC's eligibility criteria.
- To ensure that your stay is as positive, meaningful and engaging an experience as possible, our team will work with you and your Care Coordinator or Case Manager to understand what your goals for your stay are and what support you will need whilst you are with us.
- PARC is a warm and inviting house, only a short walk from Bondi Beach. There is a large living space, dining space and kitchen which are communal areas. There are never more than 8 guests staying at one time, so there is plenty of room in the house, and your single bedroom is a quiet place for you to retreat and have the space you need when you need it.
- As a peer-centred service, most of the PARC staff are Peer Support Workers. Our peer workers have their own lived experience of mental health challenges and recovery who may be able to relate to your experiences and share ideas to support your recovery. Talking to someone who understands and has had similar experiences and feelings can be helpful to feel less alone and to find a way through.

- In addition to Peer Support Workers, you will also be supported by our Clinical Nurse Specialists and Mental Health Support Workers. Our PARC team are trained in Trauma Informed Care, Applied Suicide Intervention Skills, and Intentional Peer Support.

### The benefits for you

- We hope that a stay with us at PARC will assist to support you on your recovery journey building your resilience and confidence to manage your own mental health. This will then support you to have greater successes with managing your mental health when you are home, reducing both the frequency of mental health episodes and the likelihood of more hospital admissions.
- You can learn new recovery-oriented strategies and behaviours in a safe and supported environment from people who share a lived experience of mental health concerns – the peer workers and the other people staying at PARC.

### Cost of services

- There is no cost to you. You can stay at the PARC for up to 28 days which includes your accommodation, meals and access to 24-hour support and recovery programs.

To make a referral for yourself or someone else

[www.icla.org.au](http://www.icla.org.au)

[02 9281 3338](tel:0292813338)

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