

Exploring and Engaging

**ICLA NDIS Supported
Accommodation Services**

ICLA 
Independent Community
Living Australia
Everyday life changing

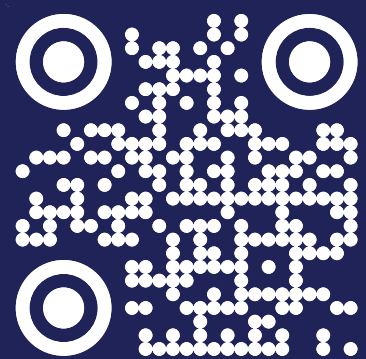


Welcome



There are many things to consider when deciding what type of Supported accommodation service is right for you or a person you support. With this overview, we aim at providing you with more clarity and make this decision easier.

Scan the QR code
to find out more



What does ICLA offer?

ICLA specialises in supporting people with complex mental health needs and psychosocial disabilities. In homes located across Sydney, our experienced, trained and caring support workers provide residents with best-practice in-home support 24 hours, 7 days a week.

ICLA services span across three key areas all associated with supporting people who experience complex mental health and housing needs. These are:



Housing and homes - including our NDIS Supported independent Living (SIL), Short Term Accommodation (STA), and Independent Living Options (ILO), as well as our transitional and affordable housing programs.



Connection and coordination - through our NDIS In Home Services and Community Support Workers, Recovery Coaches and Support Coordinators.



Lived experience recovery services - our Peer Support services, consisting of our virtual eFriend program and our 28-day residential Prevention and Recovery Centre (PARC) in Bondi.

For full details of all our services please see www.icla.org.au.

Our holistic services provide comprehensive solutions for individuals as they are navigating personal journeys of recovery and establishing a home.



Why 

ICLA?

We understand that selecting and trusting a service provider is extremely important for people who may be at a very vulnerable stage of their lives.

ICLA is always guided by individual choice and control, with a focus on recovery and enhancing independence.

We will partner with you to understand your unique strengths and support needs to provide the best possible living arrangement that suit your needs and preferences. This includes living with other NDIS participants with similar profiles, interests and needs.



What to expect when getting in touch with ICLA?

At ICLA, we are keen to establish and maintain a trusting professional relationship with you and the person you support. Having clarity about what to expect from the outset is critical. The below is an outline of the different stages we will walk alongside you exploring our services.

1

Making an initial enquiry:

You can call us or send an email, no matter how you decide to get in touch, our friendly people will provide you with general information about any ICLA program and services, availability, location and vacancies. You will receive the details of a contact person who will be provided as well as links to our website where you will have access to relevant information.

The appropriate contact person for the program or service, will contact you to discuss about progressing your query to a referral and whether ICLA can assist your needs and its right for you.

2

Submitting a referral:

Our Home and Living Engagement Manager will manage your referral and be your main point of contact through the rest of the journey. They will make sure we have all relevant information from you to understand your needs, such as accommodation preferences, current living situation, support needs and details of key people & services involved in providing support and care for you or the person you support.

They will use this information to review ICLA's current vacancies and identify options for you to explore.

3

Assessment:

Once a potential placement has been identified, we will work with you to collect formal documentation as follows:

- Medical & allied health assessment/ documents/ reports.
- Details of financial capabilities such as Disability Support Pension.
- A copy of the NDIS plan and funded services.

Additional documents may also assist in the preparation and identification of the right services for you such as:

- Details of other supports and community-based services outside of the NDIS.
- Dietary restrictions
- Any religious, language, communication or cultural needs.

Please note: Your privacy and confidentiality are important to us. As a Service provider working with the NDIS we take our responsibility to protect your personal information very seriously. By understanding your rights and staying informed, you can be confident that your privacy is being respected while receiving the support you need.

4

Onboarding:

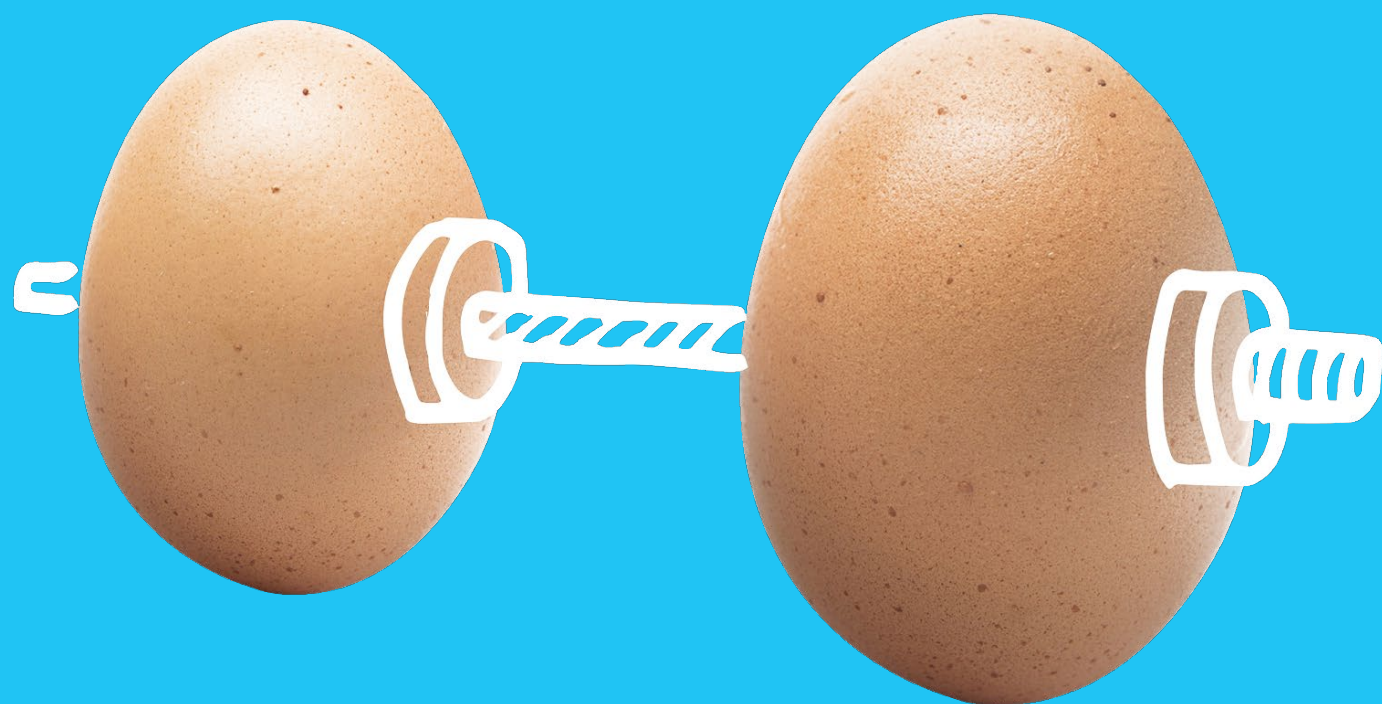
Once we have reviewed the above information and you are comfortable with the options explored, we are ready to onboard you and commence accommodation services, starting with the signing of a services agreement with ICLA.

During onboarding you or the person you support can spend time within the designated home and meet fellow participants who will be sharing the home, as well as the House Leader, Support Workers and other support staff associated with the care and support provided by ICLA.

Whilst our support team will manage day to day requirements, we understand the importance of friends and family in the lives of the people we care for – family and carers can call, drop by or meet up whenever you wish, and we will collaborate with them to deliver the best care possible.

Our team is focused on broadening horizons and emotional well-being working closely with our support teams, residents and family exploring every option to create new possibilities for you to enjoy & new things to learn. All our residents are part of a community at ICLA and we frequently arrange outings and events that everyone can enjoy together.





In a nutshell

ENQUIRY

www.icla.org.au - (02) 9281 3338
Senior Administration Officer

REFERRAL

Completion of Forms and Submission of Documentation
www.icla.org.au/sil - (02) 9281 3338
Home and Living Engagement Manager

ASSESSMENT

Consultation and review, site visit
and compatability assessment
Home and Living Engagement Manager

ONBOARDING

Service agreement completed, goals and behaviour
plan finalised and welcome pack
Regional Manager & House Leaders

By partnering with ICLA and accessing support networks, we can ensure the best possible outcomes for your loved one's independence and well-being together with you.

Reach out

ICLA offers services that are targeted at supporting individuals to achieve their personal goals, increase their confidence, independence and opportunity for social and community connection.

How you can reach us:



(02) 9281 3338



info@icla.org.au



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