

Family and Carers

Supporting your loved one.



ICLA

Independent Community
Living Australia
Everyday life changing

Welcome

We recognise that there are many important things to consider when deciding whether accommodation through the Supported Independent Living (SIL) programme provided for by the National Disability Insurance Scheme (NDIS) is the right choice for you and your family.

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

We believe everyone deserves a place to call their own and understand that for you, this isn't just about finding somewhere to live, this is about living your best life, and so, for us, it is about providing a house that truly feels like a home and a support team that is genuinely passionate about the work they do and the happiness of the people they support.





Why

ICLA?

We will work hard to assess your unique strengths, support needs and compatibility with other NDIS participants to ensure that we provide the best possible living arrangement that perfectly suits your needs and preferences.

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

We understand that leaving the family home and settling into a new place can sometimes be difficult and we will take things as slowly as need be, beginning with just a few hours, an overnight stay, a weekend – we want you to be comfortable when you join us full-time.

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 – you will be able to call, drop by or meet up whenever you wish.

We have a lived experience team 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. We consider all our residents to be part of a community at ICLA and frequently arrange outings and events that everyone can enjoy together.

Referring to Carers and Family Networks

As a family member or carer, you may benefit from connecting with other individuals with lived experience. Here are some ways to refer to carers and family networks:



NDIS Support Coordination: The NDIS offers support coordination services, which can assist you in connecting with local carer support groups and networks.



Online Resources: Explore online platforms and forums dedicated to carers and families of individuals with disabilities. These platforms provide opportunities to share experiences, seek advice, and access relevant resources.



Local Community Services: ICLA can assist you to reach out to local community organisations and disability support services. They may offer workshops, support groups, and networking events specifically tailored to carers and families in your area.



Consumer Engagement lead @ ICLA: Remember you are not alone on this journey. Connecting with other carers and families can provide invaluable support and resources to navigate any upcoming challenges and celebrate the successes of people in their journey towards independent living.

Your role as a Family Member or Carer

Your support and involvement are crucial in helping your family member transition to ICLA SIL arrangements. Here's how you can partner with us:



Understanding SIL: Take the time to learn about what SIL entails and how it can benefit the people living with us. You can find relevant information [here](#). We are here for you to answer any questions you might have.



Communicate Needs: Support us by sharing any relevant information about preferences, routines, and specific support needs with us. With your insights we can better tailor the support plan to best suit their requirements.



Collaborate in Planning: Participate in meetings with us to discuss and plan the support arrangements. Your input is valuable in ensuring the plan aligns with the goals and aspirations of the people living with ICLA.



Provide Emotional Support: Moving to SIL arrangements is a significant change for all people involved. Offer encouragement, reassurance, and emotional support throughout the transition process.

There are additional services and Agencies that can support your journey to supporting your loved one to live independently:



Being NSW is the independent, state-wide peak organisation for people with a lived/living experience of mental health issues (consumers). They work with consumers to achieve and support systemic change.

☎ info@being.org.au

@ 1300 234 640.

✉ 108 Cathedral St, Woolloomooloo, 2011



Carers NSW Provides information, education and training, resources and referrals to support carers.

☎ contact@carersnsw.org.au

@ 02 9280 4744

✉ Level 10/213 Miller Street, North Sydney NSW 2060



Australian Government
Department of Social Services

DSS provides information and links to a range of services available locally and across Australia, including services for people with disability and those who provide care.

You can find more information on the DSS website about these topics:

- [Disability and Carers](#)
- [Programs and Services](#)
- [Supporting Carers](#)



Carer Gateway is an Australian Government initiative delivering in-person, online and phone-based support and services to unpaid carers. Anyone who provides support to a family member or friend with disability, a medical condition, mental illness or who is frail due to age can get support through Carer Gateway.

Carer Gateway service providers deliver the services free of charge to all carers no matter where they live in Australia.

Services and support include:

- in-person and [phone-based counselling](#)
- in-person and [online peer support](#)
- [emergency respite](#)
- financial support through [Carer Directed Support Packages](#)
- [online skills courses](#)
- [online self-guided coaching](#)

You can talk to a Carer Gateway service provider by calling 1800 422 737, Monday - Friday, 8am to 5pm local time. Carer Gateway staff will talk through what you need and help you to find services and support.

You can also find more information, including the online services, to support you as a carer by visiting the [Carer Gateway website](#)





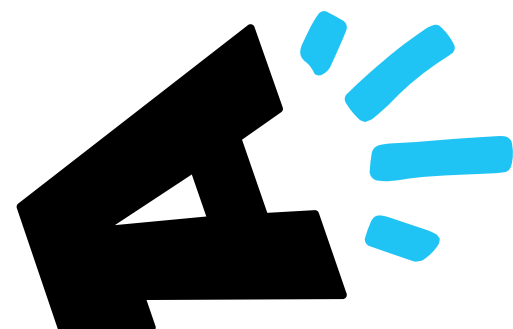
Carers Australia is a national organisation that supports Australia's carers. They work to improve the health, wellbeing, resilience and financial security of carers.

- You can find more information on the [Carers Australia website](#)



[Services Australia](#) have payments and services available to help carers and the person they're caring for. You can find more information on the Services Australia website about:

- [caring for someone](#)
- [services and payments for carers](#)
- [other support](#)
- [getting support](#) if you're living with disability.



In a nutshell

Your role as a family member or carer is essential in supporting your family member with complex mental health and psychosocial disability in transitioning to Supported Independent Living (SIL) arrangements. By partnering with ICLA and accessing support networks, you can be part of ensuring the best possible outcomes for your loved one's independence and well-being.



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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