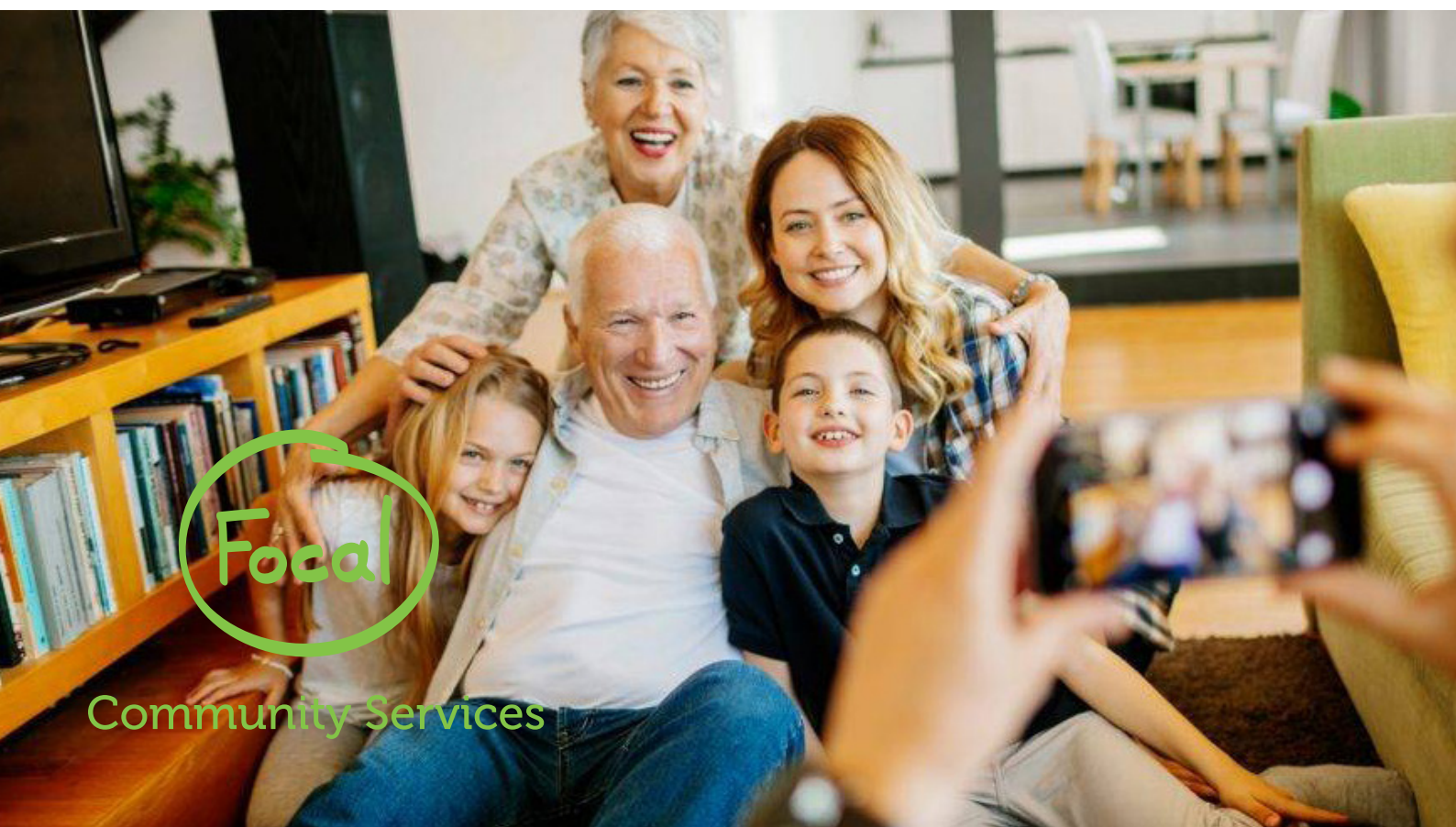




2018-2019 ANNUAL GENERAL REPORT



Focal

Community Services

FOCAL Community Living Inc
(t/a Focal Community Services)
2018-2019 ANNUAL
GENERAL REPORT





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Chair and CEO Report

2018-2019 was a year of growth at Focal in our second year of the implementation of the National Disability Insurance Scheme (NDIS). Focal saw a steep increase in clients asking for support due to the roll-out of NDIS through South East Queensland (SEQ). Indeed, Focal has seen new communities and individuals asking to be supported, not only in the greater Ipswich area but also as far north as Northlakes and the Gold Coast.

For most of Focal's clients, this was the year of the first review of their NDIS plan and this meant we spent more time working with you and your loved ones to ensure you get what you can expect from the NDIS process and planning.

One sure thing is that the NDIS has been a steep learning curve for everybody but overall, we at Focal have seen a big increase in the support available to the community. The NDIS has certainly changed the way we interact by instating a more transactional relationship where Focal had always been proud of the transformational nature of the relationships we developed. In the future it will be more important than ever to work together to ensure we strengthen the connection which makes Focal services unique.



Focal has seen new communities and individuals asking to be supported, not only in the greater Ipswich area but also as far north as Northlakes and the Gold Coast. ”

So, what happened in 2018-2019:

As current clients and new clients wanted more support, Focal has recruited an additional 30+ staff. All that extra work has certainly had an impact and Focal recognises that less communication has been shared with you and newsletters are few and far between. However, we trust that all the new systems and new staff we have put in place have enabled you to receive seamless services to continue achieving your goals for your specific journey. We would like to take this opportunity to thank you all for your patience and continuous support.

2018-2019 was a year of growth and also the year where Focal returned to a surplus position after two years of investments into a new model of funding and support. A surplus of \$300,000 comes to partially offset \$500,000 that has been invested since 2016 to support the organisation and the community to adapt to the NDIS. This very positive outcome is a credit to the hard work of the Focal team and the continuous confidence and support from the local communities we work with.

Some of this surplus has already been re-invested toward purchasing new vehicles to offer you transport solutions, maintaining the Canning Street Hub with new Air Conditioning as well as delivering more training in Medication Management and Manual Handling to the Focal Team.

So, what is next for 2019-2020

This year is all about finalising the transformation which started three years ago. Also, building on the foundations which have been laid out together since 2016. This means focusing on local service delivery with the implementation of local Hubs similar to the one Focal operates in Ipswich at Canning Street to pursue Focal support of local communities in the areas of Logan and Brisbane. This will see Focal running more group and individual support for you locally.

Following the development of a successful Independent Living model (SIL) called ShareM8®, Focal is working with a range of stakeholders to deliver more needed accommodation solutions. This is inclusive of further development of the multidisciplinary team announced last year to support clients with more complex needs.

In addition, in 2019-2020, Focal will be audited under the new NDIS Quality and Safeguards Commission Standards. This provides a unique opportunity for the team to review all Focal services and focus on quality improvement while developing more new services which match your needs and those of your love ones.

Last but not the least, Focal will be implementing new positions to better support you. This is the introduction of an Operations Manager and the recruitment of additional Service Officers, Team Leaders and Trainers. These new roles will ensure Focal can maintain an individual and personal touch, that services delivered are on par with your expectations and that Focal continues staff development to better support you.

We look forward to continuing to work with you and your loved one. From all of us at Focal, we thank you for your ongoing involvement and support.

Focal Strategic Plan Horizon 2022

With an increase in the support Focal has been asked to provide, it is expected the organisation will double in size in the next two years. To ensure Focal does not lose sight of its purpose and value “Supporting the community in general and people living with a disability in particular in South East Queensland”, the organisation has developed a strategic plan called Focal Horizon 2022.

This plan is aimed at:

- Providing clarity of purpose
- For Focal to be intentional in setting the right culture
- Maintaining Focals values
- Continuing the good work which is done with the different communities we are now part of.

This plan is based on three premises:

- Continuing to support the community where and when we are called
- Creating sustainability for the organisation to be here for all its clients in the future
- Improving the quality and breath of services Focal offers

To ensure these objectives are delivered, Focal will continue to work on financial sustainability and delivering a surplus which is then reinvested for the profit of the community. This will also mean further geographic growth as Focal is being called by clients in areas where needs are not met. In particular this would see further

development of Focal teams in the areas of Brisbane North and Logan with considerations for service delivery as far as the Gold Coast and Sunshine Coast.

An increase in the number of clients to support also means an increase in staff with Focal reaching over 150 staff in SEQ with an expected 200 by 2020. With an increasing workforce, there will be a need for more training and management support. This will ensure you still have one personalised point of contact, a trusted Officer of Focal.

Some of what Focal wants to achieve include:

- Delivering more housing solutions and supporting more clients through independent living (SIL)
- Developing more local service offers for groups and individuals through the launch of local Hubs
- Continuing work on training for all out teams
- Maintaining continuity of your support at all times

As part of our community engagement, Focal welcomes your input and suggestions to ensure the organisation stays relevant to address your needs. For this purpose, Focal will hold extensive community consultations and an invitation will be sent to you soon.

We look forward to continuing working with you to design and deliver more services which address your needs and those of your loved ones.



Overview of Focal's Services

Focal continues to work with you and the community at large to build new services and deliver local solutions such as:

Support to young people

Focal continues to deliver services to young people focusing on community access and peer support. This is achieved through our FAB Focal club aimed at 6+ year olds to go out and about and our After School Support and Vacation Services. This year, Focal has continued working with you to develop more innovative services. In particular, a team of support staff who can work with your young loved ones in a 1:1 setting. Further ongoing work with other organisations will offer more support for school leavers in 2020. We also thank the Sunnybank Special School which has enabled us to work with the Sunnybank Community to deliver services already available to the community in Ipswich.

Complex behavior support

The new multidisciplinary team announced last year has continued to grow and pending new training need to meet new legal requirement set up by the NDIS Commission in July 2019. The team will be able to further support you with complex behavior support, training and planning.

Support towards independent Living (SIL)

The Focal model or ShareM8® for Supported independent living has been further tested and feedback from the community is very positive. Focal is currently working with multiple stakeholders to offer more housing options in South East Queensland under SIL and SDA.

Focal main services, either one-on-one or in groups, have continued to grow as follows:

Group Support

Leisure Services	Personal Growth and Independence
<p>Our traditional Stepping Out and Handyman services are still being provided on a weekly basis while the list of our Dailies have increased.</p> <p>Dailies are one day activities offered regularly at Focal or on demand. They include our Signature Art Cookies, Fish and Tips, GenX Out and About, Films and Movies, Dance with The Stars.</p> <p>Please let us know what makes you tick and Focal will try to make it work.</p>	<p>Our Pathways service is undertaking a year long review to ensure it continues serving you by providing support around finding and accessing employment, feeling more confident to travel around/ using public transport, finance and how to manage your money, making friends and interacting with others.</p> <p>There are a lot of other topics and support we would like to redesign and look forward to continue working with you.</p>

For those of you who live in Brisbane and Logan, do not despair as all our services will finally be available to you early 2020.

With Teams growing in South East Queensland, if you have particular needs and ideas, please get in touch with our Service Managers Heidi and Kerri who will support you.

Supported Independent Living (SIL)

What is Supported Independent Living (SIL)?

Supported Independent Living (SIL) is an opportunity to live independently at the place you call home. This option is possible through funding made available by the the National Disability Insurance Scheme (NDIS).

Focal Model of Support

At Focal, SIL means building individual capacity and fostering quality of life by providing individual support which meets your personal needs. This also means you live independently with the level of support you want and need.

Focal works on a model of empowerment and human rights where clients are mentored towards achieving their individual goals. This means you are supported to do things on your own terms.

How the Support is Set

Support is set individually by, and with each client. This is individual, with the amount of shared support agreed between you and the NDIA.

How to find a place to live

- You may already own a house and want to share with others
- You have found a place you would like to rent
- The Department of Housing has offered you a place to call home
- From time to time, Focal may be able to access accommodation and will send out Expressions of Interest

SIL Process at Focal

Focal has developed a unique process to ensure individuals develop strong social connections and can choose who to live with. The process is personalised with following steps:

- You discuss SIL with your NDIS Planner
- You express interest in receiving SIL from Focal
- Focal organises a social introduction and interactions with other clients and their families
- Focal works with you and your loved ones to select who you want to live with you
- Focal works with you and the NDIS to develop a SIL quote;
- The SIL quote is approved by NDIS
- You sign a rental agreement
- A trial period (3-6 months) is commenced to ensure you have found the right place with the right sharemates
- A life chart is developed with all tenants to set house rules
- A Memorandum of Understanding (MOU) is developed with you and your support network to ensure Focal delivers optimal services
- Support is reviewed with you on an ongoing basis



Group and Individual Support

Report from Heidi Crittenden - Service Manager

This year has been a very busy time with quite a few changes to service delivery. Indeed, Focal promoted existing staff to mentoring and training roles to assist new and existing employees with the development of their practice. This will focus energy on continuity and quality of services being delivered. Focal has also onboarded new team leaders to work with services delivered in groups with the aim of improving and redesigning to ensure relevance, that the right support is offered and excitement is created for all.



Focal also has a commitment to its Support Workers and is supporting them to develop relevant skill sets and a strong practice. To this extent, Focal has provided training to more than 80 staff in the area of Medication Management and Manual Handling. The roll out of NDIS has certainly had some challenges however positive outcomes have come from changing the way we support our clients in a model of empowerment and promoting choice and control. Focal has continued to provide individual services both in home and in the community. In addition to these services Focal has continued with group services with a few new additions which are proving to be a success.



- **Horizons Group Services:** Aimed at supporting Individuals with more complex needs this is an activity-based service operating from the Focal Hub at Canning Street. Some of the group's activities include arts and crafts, music and disco, cooking physical recreation, and community activities and linking.
- **Stepping out Mens and Ladies Group Services:** Part of the Focal leisure suite of services, these groups see clients socially interacting and building strong friendships through participation in activities of their choice.
- **Pathways:** Part of the Life Skills suite of Focal services, the Pathways group focus on maintaining social inclusion and skill building. This is achieved through experienced-based learning such as utilizing public transport and travel training to access the community, job search/resume writing and cooking in a supportive environment. Clients are supported in searching community events for their planner to ensure activities and ideas are shared. In those groups, focus can also be on supporting the transition of young adults out of school.
- **Handyman Service:** In this group environment, clients explore skills development through DIY activities and woodwork in particular. In a socially inclusive environment facilitating connections, the group works on many projects throughout the year while sharing the food they prepare each day.
- **Dance with the Stars:** This new service is all about dance. Focal has dance enthusiastic staff who guide clients through self-expressions and more choreographic activities. Clients have the opportunity to show-off their talent at community events where they are invited to perform locally.
- **Fish n Tips:** This service has seen participants fishing in various locations in the Ipswich and greater region. Please book in advance as the groups fill up quickly. Clients are always excited to show their catches of the day.
- **Gen X:** This group services an older age bracket of individuals and provide them with a space to interact with peers of a similar age.
- **Art Cookie:** Clients work on projects of choice from drawing and painting, sculpting to community art projects. Participants have showcased their work at the Ipswich show with many winning awards. The classes are led by a local artist whom is a member of staff.

Services to Young People

Report from Kerri Siebenhausen - Service Manager

It has been a great year for the Out of Hours School Care Services. Children and staff have been engaging in a variety of activities throughout the programs which support the children to develop social skills, community access skills and skills in self-care in a safe and fun environment.

After School Services

The After-School Care group have taken pride in their responsibility of completing the weekly grocery shopping. They find this activity fantastic as they get to choose the food they are buying for the week. They create the grocery list as a group, walk to the local shops, complete the shopping together and use the self-serve checkout to pay for their purchases. In addition to this, every Thursday the children now go on a community access outing. They choose their planned outings for a month and create a timetable. Outings have included bush walking, water parks, the library, art gallery, swimming, and their favourite, fishing and wood work.

Vacation Services

This year there has been an increase in community access outing throughout the service. The families and children love this new addition to the service. Children have participated in trips to the library, art gallery, local parks, swimming, cinemas, mini golf Railway Workshop museum, petting zoos, and their favourite activity, bowling. At the centre children have enjoyed engaging in sensory play, outdoor play, movies, cooking, exploring fire trucks, jumping castles, construction and much more.

After School Services with Focal at Sunnybank Special School

We extended our service operations to the grounds of Sunnybank Special School in the beginning of August 2019. Currently, our after school care service provides support to four children of varying ages attending two different schools. We are expecting growth in the expression of interests for the upcoming vacation care service commencing in December 2019.

The service and activities at after school, are tailored according to the interests, goals and feedback of our clients and their parents. The common goals highlighted among our attendees are building social skills, learning, and personal development. All of these areas are facilitated through our interaction with the children and numerous activities. These include outdoor/sports play, arts

& craft and cooking activities. Overall, the children have engaged and responded positively to these programs.

Plans for the school holiday activities commencing in December are currently underway. As this is the first time Focal is offering a service of this kind in the area, we plan to take a holistic approach in its development to sufficiently cater to the likes and abilities of potential clients. Further formal discussions and processes in regards to budgeting and school-resource sharing are pending.



Support Coordination

2018/2019 has seen the Focal Support Coordination Team continue to expand and exceed expectations and meet goals.

The team now consists of six full-time Coordinators, being Sharon MacKinney (Manager), Stratos Efstratiou, Patricia (Patty) Hitchenor, Mick Neil, Prue Waters and Paul Wain.

Originally servicing the greater Ipswich area, the team now supports Participants in Logan, all areas of Brisbane, the Bayside and the Gold Coast.

A brief overview of the achievements by the team in the past year include:

- A successful negotiation between the Public Trust and NDIA for the purchase of a new vehicle for a Participant and necessary modifications.
- Patty successfully transitioned a Young Person in Care (and her Participant) from an Aged Care Facility into Supported Independent Living (SIL) accommodation, named Dovetree. This facility has enabled the Participant to build new relationships with peers of a similar age and engage in different activities.
- Thanks to the collaborative work of Stratos and the NDIS, a Participant has finally received a new wheelchair, enabling him to go into the community and partake in activities of his choice.
- Sharon adeptly enabled a Participant to leave his familial environment for the first time to co-tenant with another individual. Since the transition, the Participant has built capacity in all facets of independent living and is enjoying a positive and socially inclusive life.

Overall, the last financial year has seen a significant growth in both Support Coordination and the Focal Support Coordination Team. This has enabled the team to empower Participants to meet the Goals outlined in their NDIS Plans, in addition to the identification of new and diverse opportunities.

The Role of Support Coordinator

Support Coordinators can support and coach you to reach your goals. It is all about building your individual capacity to navigate choices. We work alongside you to implement all supports in your plan, including informal, mainstream, community, formal and funded supports.

Our Support Coordinators are Qualified Experts

Areas of expertise include:

- Child Safety, and child protection (including, out of home care)
- People under 65 years old living in residential care
- SIL, People living in Supported accommodation
- People experiencing homeless, with mental health or disability issues
- Working with people from Culturally and Linguistically Diverse backgrounds (refugees/asylum seekers/ migrants)
- Working with people of Indigenous and Torres Strait Islander background
- Working with people who have complex needs and or, dual diagnosis cases

What We Do:

- Transportation
- Plan financial management
- Staff visits & advocacy
- Social and community access



Community Support

Throughout the year, Focal continued its mandate to engage with the Broader Community. Focal continued its work in the Ipswich region but extended its reach through utilising community centres at Sherwood and Redland to provide face to face support to the community within those areas. In particular, the team was still extensively involved in supporting families and individuals to access or delivering information about the NDIS. While the NDIA has provided extensive community meetings, some families are still looking for more information and turn to local and trusted community partners such as Focal for help. Focal still continues to engage with all to ensure everybody maximises their individual outcomes.

Focal pursued working with the community through three main services:

My Time Men's Group

My Time Men's group provides a Peer Support Group for male family members who have a loved one who lives with a disability. The group meets monthly in the evening for a meal, a drink or simply to relax in a friendly environment. This space provides members of the group with time off from their ongoing caring role while also allowing for individuals to share experiences and provide support to each other. The group has a regular attendance of 6 to 8 people. Focal would like to acknowledge Ben Harrison's ongoing work with the group.

Please contact admin@focal.org.au if you would like more information.

Sibling Network

Focal continued providing support to the Sibling Network which is an Ipswich based service supporting families of young individuals who have sibling living with a disability. Focal is involved in the planning committee and engaged in activities to deliver events such as games to Broncos, BBQs to raise funds for the group and more. These activities offer opportunities for young individuals to network and enjoy some fun through a broad range of activities.



Fresh Future Markets

Focal has also continued its involvement with the Ipswich and now Brisbane Fresh Future Markets committees. Through those interactions, Focal can share information with young people in transition and their families

This year, Focal also received funding to deliver information to families about Restrictive Practice and Positive Behaviour Support. As such, Focal provided additional training to its staff as well as running 3 community held workshops which were well attended and provided more information to all participants.

Through the year, Stratos, Focal dedicated Community Manager continued working with local groups, in particular those over 65 to deliver information and presentations about Support Coordination, Aged Care and overall support available for the community. As always, the team submitted numerous grant application for funding social enterprise projects, community development and the Focal traditional Christmas in the Park.

Overall, the Focal team continues to be involved with different networks to represent our community such as the Interagency Disability Network (IDIN) Meetings and the Seniors Network Meeting for the West Moreton region.

Next year, the Team aims to provide even more touch points locally for you all.

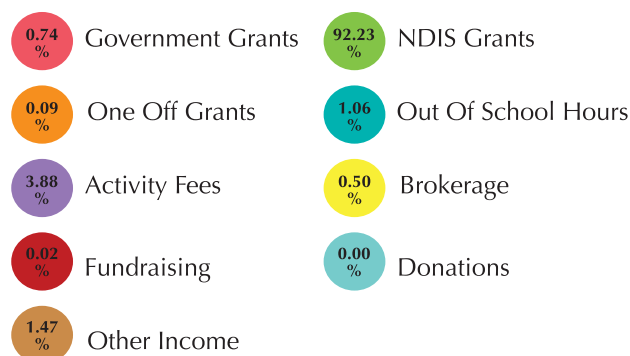
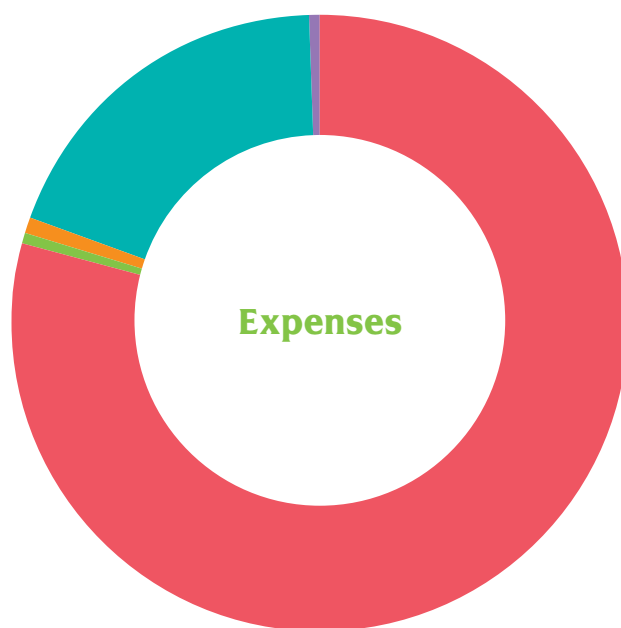
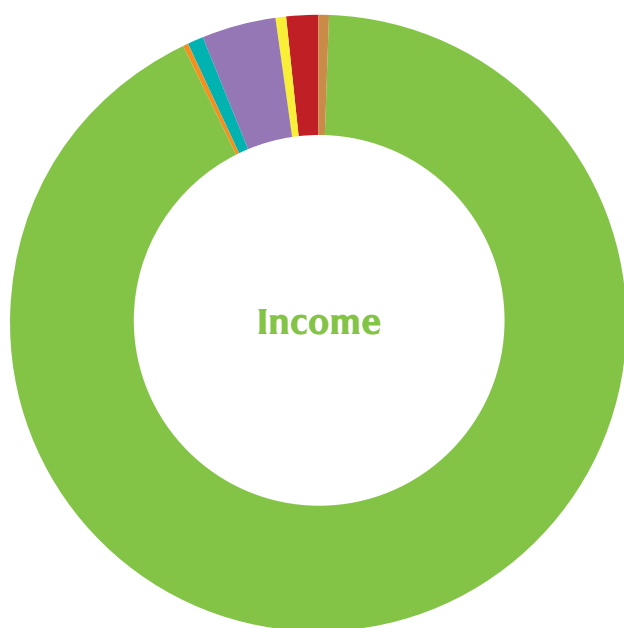
Treasurer and Operations Manager's Report

We have completed our second full financial year under the NDIS, and as we expected, our client numbers have continued to grow. NDIS has continued to test our resilience for another year, but once again, we have stood up to every challenge that it has thrown at us.

Our primary goal is still focused on improving processes fully utilising the organisational resources in a more efficient manner to ensure the continued financial sustainability of Focal as it operates under the NDIS framework.

In the 2019 Financial Year - Income increased by 26.18% and Expenditure increased by 16.80% Focal will re-invest the \$300,000.00 surplus noted on the 2018/2019 Financial Reports into further development and training for our staff, additional resources and IT solutions to further enhance the services provided to our clients. Focal will continue to invest and develop strategies for growth and sustainability and source alternative income streams.

The Financial results for the 2018/19 Financial Year are summarised below:



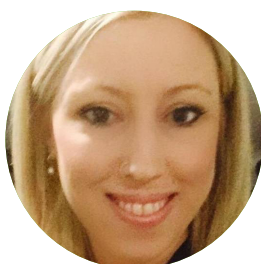
Focal People

One of the things that makes Focal great is our Focal people. Managers, staff and volunteers work together to put the client at the centre of everything we do.

Meet our Team



Mickael Blanc
CEO



Heidi Crittenden
Service Manager



Kerri Siebenhausen
Service Manager



Stratos Efstratiou
Support Coordinator



Deborah Thomas
Operations Manager



Sharon MacKinney
Support Coordination
Manager



Russell Swinton
Treasurer & Volunteer



Sonya Mataia
Service Officer



Uttara Singh
Service Officer



David Parry
Service Officer



Elise Carlisle
Service Officer



Andrew Clark
Board Member



Patrick Albina
Chair of the Board



Megan Williams
Rostering Officer



Karyn Stieler
Rostering Officer



Chris Ketley
Administration Officer



Patricia Hitchenor
Support Coordinator



Jennifer Williams
NDIS Support Officer



Janelle Lind
Team Leader



Emma Harris
Finance Officer



Sharon Wang
Board Secretary



Individual Support

Lifelong learning and skills

Focal believes that everyone should have access to learning and skill development. We offer individuals a range of learning and development opportunities.

In-home services

Focal provides a range of tailored in-home support options to help you feel confident in your home. We can help with domestic assistance, medication support, personal care, meal preparation and more.



Independent living

Focal knows that independence, choice and control are important values for anyone. We design the supports that you need to achieve your goals.

Community access

Focal's experienced staff help you connect with your community in a meaningful way, by facilitating community access and developing strong relationships.



Recreational activities

Focal customers love our group activities, both in-centre and out in the community. We focus on skill development, social interaction and fun for young people transitioning from school.

Support work

Focal proudly supports individuals to find work, or to be better supported at work. Our support extends to both the employer and employee, to ensure a mutual collaboration exists between the two parties.

Economic participation

Focal wants you to enjoy doing what is meaningful for you, by empowering you to be active in society. We support people to volunteer, share their knowledge and give their time.

Vacation and After-School Care

Focal's Vacation and After-School Care Services aim to offer affordable out-of-school care for children with disability. We run a safe, well respected service from Ipswich Special School.



Complex behaviour support

Focal recognises the importance of supporting individuals with complex behaviours and their families and carers. We provide innovative services to support people with complex behaviours.



Community Services



Call us on 07 3812 2014



@FocalCommunityServices

Group Support



Community Access

Focal can help you connect with your community in a meaningful way, by facilitating community access and developing strong relationships. Our experienced staff will assist you with whatever you want to do - whether it's volunteering, shopping, or watching the Brisbane Broncos. Community access guides individuals towards a life of choice and independence.



Recreational Activities

Our clients love our group activities - both in-centre and in the community. The focus is on skill development, social interaction and fun. Groups supported include young people at school, young adults and over 35. Our activities are flexible and centred around what you want to do.

Community Shed

Focal can support you to access our machines and work on your own projects with wood and metal. Did you know that Focal can also facilitate groups to work at your local community sheds?

Complex Needs Group Support

At Focal we recognise that everybody should have fun and opportunities to get out and about. Focal has developed small groups services to support you to learn and have fun both at the Focal Hub and out in the community. The group provides a stimulating opportunity to be involved in sensory rich activities and join the community.

Small groups meet at our Hub which provides a safe base from which to explore. An emphasis is put on maintaining and developing existing skills, as well as introducing new concepts.

We build strong friendships within the group and enjoy each other's company.

Handyman Group

Individuals come together at the Focal Community Hub to work on different projects. Meet others and work on your own projects or come to do some woodwork, gardening and cooking. New members are always welcome.



Social Circles

Focal Social circles provide opportunities for older clients. This service suits anyone who wants to be active in the community and is interested in meeting like minded individuals. Some activities include day trips to museums and art centers, lunches, arts & crafts and game days. From time to time, the groups also invite guest speakers to cover a topic of interest or engage in activities fostering health and well being. Note Focal can also support you through the provision of assistive technology.



Community Services



Endless opportunities for all.
Care, support, empower.

focal.org.au

 Call us on 07 3812 2014

 @FocalCommunityServices

Focal Fishing Club 'Fish & Tips'



BOOK TODAY - 'Fish and Tips'

Focal invites you to register your interest for our fishing sessions.

These sessions will focus on skills to learn or enhance chances of catching fish. The group will be learning about – Types of fish, rods & reels, hooks, baits, different fishing spots, choosing bait, casting skills, knife and filleting skills – and much more!!

Our goal is for everyone to have fun and acquire the knowledge and the skill to be able to fish anytime. Keep a look out for more exciting sessions to come

SPOTS ARE LIMITED!

To learn more, please contact Focal today!

Brought to you by:



Endless opportunities for all

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What you need to know

When:
Fridays
Where:
Meet at 6 Canning Street

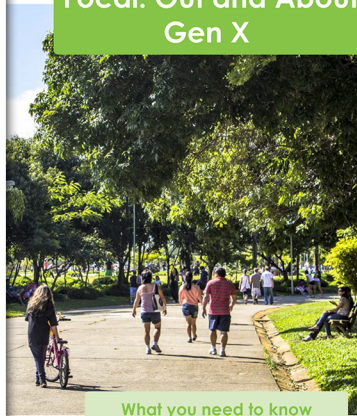
Cost:
\$10 per session – This covers bait, mileage and a light afternoon tea

Time:
1pm till 5pm
The group will meet at Focal at 1pm head out to different fishing spots and will return at Focal at 5pm Fridays

Bookings & Enquiries
Phone: 3812 2014
Email: admin@focal.org.au

Further Information
We want to hear your ideas on how we can make these sessions unforgettable!

Focal: Out and About Gen X



What you need to know

When:
Tuesday 12pm – 4pm
Where:
Meet at 6 Canning Street, Horizon Building. All activities are community based.

Cost:
Assistance with social and community participation at 1:2 ratio. (See price guide)
Activity Fee - \$10 per Session – to cover for travel.
Additional cost per activity as planned by the group.

What to Bring:
Bring afternoon Tea, Go/Companion and Concession Cards. Sunscreen, hat and water bottle.

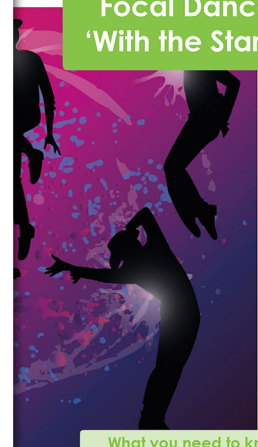
Bookings & Enquiries
Phone: 3812 2014
Email: Uffaras@focal.org.au

Further Information
We also want to hear your ideas on how we can make these sessions the best that they can be!

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Focal Dance 'With the Stars'



What you need to know

When:
Wednesdays 4:30pm – 6:30pm.

Where:
Meet at 6 Canning Street.

Cost:
• NDIS Support - Assistance with social and community participation at 1:2 ratio. (See price guide) +
• \$5 to cover for activity costs

What to Bring:
Water bottle and comfortable clothing.

Bookings & Enquiries
Phone: Uffaras on 3812 2014
Email: Uffaras@focal.org.au

Further Information
We also want to hear your ideas! If you have something you would like to learn or teach others, don't be shy @

Care, support, empower.

Focal.org.au
focal.org.au

Support Coordination



The Role of Support Coordinator

Support Coordinators can support and coach you to reach your goals. It is all about building your individual capacity to navigate choices. We work alongside you to implement all supports in your plan, including informal, mainstream, community, formal and funded supports.

What We Do - How We Support

- **Understand your NDIS Plan** and funding breakdown
- Decide on what actions to take to **achieve your goals**
- Find and **choose providers** who offer services under the NDIS
- **Negotiate** services and prices to get value for money
- **Link** to mainstream or community activities (i.e. sporting clubs, hobbies) and agencies
- **Strengthen and enhance** your capacity to coordinate and manage supports, self-direct and participate in the community
- **Resolve problems** or issues that arise
- Understand your responsibilities under service agreements
- Commence, change or cease a service agreement or services under NDIS funding
- Improve living arrangements
- **Life transition** planning and improve life choices
- Register for and use the **MyPlace Portal**
- Support you through scheduled and unscheduled **Plan reviews**
- Get ready for your Plan review by:
 - assess whether you achieved your goals and received value for money
 - identify solutions to problems experienced in implementing the Plan
 - consider new goal/actions to your next Plan

Brought to you by:



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Care, support, empower.

Our Support Coordinators are Qualified Experts

Areas of experience include:

- Child Safety, and child protection (including, out of home care)
- People under 65 years old living in residential care
- SIL, People living in Supported accommodation
- People experiencing homelessness, with mental health or disability issues
- working with people from Culturally and Linguistically Diverse background (refugees/asylum seekers/ migrants)
- working with people of Indigenous and Torres Strait Islander background
- working with people who have complex needs and/or, dual diagnosis cases

What we do not do

- transportation
- Plan financial management
- staff visits & advocacy
- social and community access

For more information contact:
Phone: Focal admin - 3812 2014
Email: admin@focal.org.au
www.focal.org.au:

Supported Independent Living (SIL)



SIL Process at Focal

Focal has developed a unique process to ensure individuals develop strong social connections and can choose who to live with. The process is personalised with following steps:

- You discuss SIL with your NDIS Planner;
- You express interest in receiving SIL from Focal;
- Focal organises a social introduction and interactions with other clients and their families;
- Focal works with you and your loved ones to select those you want to live with you;
- Focal works with you and the NDIS to develop an SIL quote;
- The SIL quote is approved by NDIS;
- You sign a rental agreement;
- A trial period (3-6 months) is commenced to ensure you have found the right place with the right sharemates;
- A life chart is developed with all tenants to set house rules;
- A Memorandum of Understanding (MOU) is developed with you and your support network to ensure Focal delivers optimal services;
- Support is reviewed with you on an ongoing basis.

For more information and Expressions of Interest contact:
Phone: Focal admin - 3812 2014
Email: admin@focal.org.au
www.focal.org.au:

What is Supported Independent Living (SIL)?

Supported Independent Living (SIL) is an opportunity to live independently at the place you call home. This option is possible through funding made available by the National Disability Insurance Scheme (NDIS).

Focal Model of Support

At Focal, SIL means building individual capacity and fostering quality of life by providing individual support which meets your personal needs. This also means you live independently with the level of support you want and need.

Focal works on a model of empowerment and human rights where clients are mentored towards achieving their individual goals. This means you are supported to do things on your own terms.

How the Support is Set

Support is set individually by, and with each client. This is individual, with the amount of shared support agreed between you and the NDIA.

How to find a place to live

- You may already own a house and want to share with others;
- You have found a place you would like to rent;
- The Department of Housing has offered you a place to call home;
- From time to time, Focal may be able to access accommodation and will send Expressions of Interest.

Brought to you by:



Endless opportunities for all.

Care, support, empower.

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Focal Supporters

As always, Focal welcomes your help and support and we have multiple stakeholders to thank.

In particular this year, Focal would like to acknowledge the work and support delivered by all its employees. Your ability to go further than the call is what makes the experience you provide unique.

Focal would also like to thank families, carers and individuals who continuously support us. We also thank all the volunteers and family members who contributed to our work this year.

Special thanks to:

- **Our clients and their families/ carers** for ensuring Focal keeps up with its values and commitments to the community
- **Ulysses Motorcycle Club (Lockyer branch)** for their ongoing support and attendance at our Community Christmas event
- **The Ipswich and Sunnybank Special school** for the use of their facilities for our services to young individuals
- **Real Care Training** for the training and continuous support to our staff
- **The Ipswich City Council** for the financial assistance toward organising community events

Last but not the least, Focal would like to acknowledge the implementation of the National Disability Insurance Quality and Safeguard Commission which oversees the quality and control of the NDIS. Please note that as of the 1 July in QLD, you can get in touch with the Commission regarding NDIS and the quality of services you receive.

As always, Focal values your feedback and we need to hear from you as your feedback helps us deliver better services.

You can get in touch at any time by contacting us directly using the details below.

Mickael Blanc, CEO at ceo@focal.org.au

Provide more extensive feedback to your Service Manager/ Officer

Have your say using our client survey <https://www.surveymonkey.com/r/3DVXK2L>

Creating endless opportunities for all. Care, support, empower.

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Community Services