



# Tailor Made

One size does not fit all

A living well resource kit for adults living with disability and their supporters.



**Founded in 1952, ACH Group believes that growing older is a journey, not a destination. We think of it as turning a new page.**

**Our 1700 specialist staff and hundreds of volunteers share the belief that everyone should be valued and respected, connected to their communities and in control of their lives.**

**We are here to listen to what is important to you, so that we can help you navigate the range of opportunities available. We offer advice, and support you to choose the life you want to live, where you want to live it.**

**What is Tailor Made about? ..... 4**

How to use the resource kit

What is Tailor Made and how is it different?

What is the living well approach and how can I benefit?

When might I need support?

**How can Tailor Made services be provided? ..... 10**

**M**ap your options for support

**A**ssess what you need

**D**esign the support you need

**E**xperience the support you want

Support Checklist: How to plan, ask for and review what you need

**What do you need to live well ..... 22**

What do you need to live well?

**Useful Contacts ..... 24**

Where to get advice and assistance

# What is Tailor Made about?

---

## How to use the resource kit

The Tailor Made resource kit is a practical guide with information and guidance on how to access support to live well. Whether you need information or more formal support, services are available: you just need to know how to access them.

The resource kit seeks to support you to live your life your way, to identify what you need, find support and design a service that meets your needs and preferences.

The resource kit is divided with different tabs, each tab providing information on the principles of Tailor Made as well as practical tips and tools. You can read the kit from beginning to end, or go to specific tabs depending on the information you need at the time.

While the Tailor Made kit is developed for you, when accessing support from an NDIS registered service, it can be a handy reference guide to prompt discussion and planning.

This kit is available as an online flipbook at [achgroup.org.au](http://achgroup.org.au)

## What is Tailor Made?

Tailor Made is a model of 'living well' specifically developed with and for adults living with disability under the age of 65, their family and support networks.

Tailor Made brings together consumers and service providers to co-design a new way of offering services that supports people to continue living with meaning and purpose. Tailor Made seeks to challenge the way that traditional support can be provided, to remain physically active, mentally stimulated and socially connected in ways that are tailored to a person's abilities and interests.

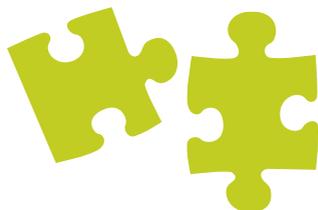
There is still a lot of living to do and you can be supported to do it your way!

## **Why is Tailor Made different?**

The National Disability Insurance Scheme (NDIS) has designed a new set of service and support options based on living an “ordinary life” through enhancing capability and creating new opportunities for people. Tailor Made aims to provide more options for people under the age of 65, to find services and support that are age and lifestyle appropriate.

The model and resource kit can support you to understand what is possible. Tailor Made also seeks to encourage service providers to rethink the way they support people and their family members either one to one or in small groups.

Engaging with services and support should be a positive experience for both the person and their family members. The role of organisations is to provide guidance and information, with services providing positive and meaningful experiences for everyone. This also affords the family member time away from their support role, which enhances their quality of life. Tailored support is proven to make a difference.



## Living well approach

---

### **Support services or respite care is about 'living well'.**

There are many misconceptions about support services or what 'respite care' is. While respite care is a service, we believe that a sense of wellbeing from a service should also be the outcome – to 'live well'. Research tells us that it is possible to live well beyond significant health or life changes.

Support services don't have to be one size fits all and can be customised to fit your lifestyle, work, family and support can be provided in various ways.

Support can be:

- ✓ Information and assistance to discover your options.
- ✓ Continuing to do the things you've always done or to enhance your opportunities and learn new skills.
- ✓ Accessing services and opportunities to maintain your independence and existing abilities and strengths.
- ✓ Informal support, where a friend or family member can provide their time and support.
- ✓ Services provided by organisations who offer a range of support options.

## What are the benefits?

Support services can benefit the person as well as their family members and supporters. A person can be supported to continue or take up new interests, remain in or regain employment, learn new skills, or form new relationships. Family members can take up the option to have some time to themselves to pursue their own interests or to get some rest.

Support can be accessed every now and then or on a regular basis, from a few hours to a few weeks.

Support can:

- ✓ Provide enjoyment and pleasure through social activities.
- ✓ Keep you in touch with friends and the local community.
- ✓ Help maintain and grow skills, abilities and independence.
- ✓ Increase confidence and wellbeing.
- ✓ Provide more control in your life.
- ✓ Reduce boredom or depression.
- ✓ Help you connect to take up new roles, volunteering and work.



To access further information and support - see Useful Contacts on **pg. 24**

## When might you need support?

Changes to relationships and lifestyle can be challenging. Taking up the option of help can be hard but trying out services early often helps maintain health and wellbeing. While there is no right or wrong time to access support, building a relationship with a service may make it easier in the future.

Accessing social support to keep engaged in the community can be a good place to start.

Services can provide opportunities to socialise, go to the gym, get to appointments and continue to do things you like or have always wanted to do.

When you need more support, community, day and overnight respite are other options that are available.

<b>Accessing social activities with additional support, learning, creative or sporting activities:</b>	<b>Accessing support in your home when you need more focused or one to one care:</b>
<ul style="list-style-type: none"> <li>- Golf</li> <li>- Walking</li> <li>- Fishing</li> <li>- Computing</li> <li>- Art and photography</li> <li>- Singing in a choir</li> <li>- Going to the football</li> </ul> <p>Good for you and good for your family.</p>	<ul style="list-style-type: none"> <li>- Support with housework</li> <li>- Support with meal preparation</li> <li>- Support with garden and home maintenance</li> <li>- Support with transport</li> <li>- Support for personal care needs</li> <li>- Support to organise paperwork or photos</li> </ul> <p>To free up quality time together.</p>

# How can Tailor Made services be provided?

---

## **4 Steps to support you to 'live well'**

If you are wanting to review a support service before trying it or if you have decided that you may need more support, the Tailor Made model explains how you can find the information you need, how services can be tailored and focuses on quality, individualised support.

The Tailor Made model is made up of four key steps, each supported by practical strategies that make it achievable to implement the approach. A support checklist reinforces each step.

## **M**ap

Help me to understand my support choices to stay in control.

## **A**ssess

Support me to clearly state my needs, and those of my supporters.

## **D**esign

Design services with me that are flexible and responsive to my needs and those of my supporters, and focus on my wellbeing and quality of life.

## **E**xperience

Provide services for me that are age, gender and culturally appropriate, engage me in the community and enhance my sense of purpose and belonging.

## 4 Steps to get support

---

### **M**ap

Help me to understand my support choices to stay in control.

Most of us don't know what's available or possible to support both us and our families. It can be difficult to find local services and to understand how the wider system works. Support is available; you just need to know how to access it.

Services need to be clear with you about what is available, what steps are involved so you can make decisions about care including the timing and type of care.

### **A**ssess

Support me to clearly state my needs and those of my supporters so they can be understood.

Everyone's story and needs are different. Your needs should be heard and understood. You can ask for services that fit with your own values and lifestyle and ask for appropriate activities that appeal to your age, background and interests. Services need to treat you as unique, take the time to get to know your story, your background, your likes and dislikes and your cultural and language needs. Services need to provide ongoing opportunities to listen to your needs, review your options and provide care that is flexible enough to adjust with life changes.

## **D**esign

Design services with me that are flexible and responsive to my needs and those of my supporters, and focus on my wellbeing and quality of life.

A service should respond flexibly to your goals, aspirations and plans. Whether provided in your own home, in the community through social activities or outings, or centre based or home environments, the focus of the service should be all about you, your life, health and wellbeing. Providers need to listen and deliver services that are flexible and consider your needs and abilities, the physical environment, local services, access to transport, flexible hours (including weekends), safety and the right support staff.

## **E**xperience

Provide services for me that are age, gender and culturally appropriate, engage me in the community and enhance my sense of purpose and belonging.

Services need to prioritise your wellbeing, likes, dislikes and wants and not be about 'filling time' or fitting in with an existing menu of options that don't fulfil or engage you. Every opportunity to engage in the community and to develop appropriate activities that appeal to your age, background and interests should be taken.

## MAP your options for support

Complete the following checklist to identify your individual support needs, the type of service you want, or to review the fit of a service that you may already be using.

### Help me to understand my support choices to stay in control.

I understand the benefits that support can give to me

I understand the timing of support and when I can access it

I understand the types of respite and supports that are available

I understand what government and private funded services I am eligible for

I understand what services I can access in my local area

I have help to or feel supported to navigate the service system

I understand the pathways and processes involved in accessing support

I feel informed enough to make a decision about accessing a service

I feel in control of my choices

I have had the opportunity to visit a service, program or activity

I know where to go if I need more help



## ASSESS and identify what you need

Complete the following checklist to identify your individual support needs, the type of service you want, or to review the fit of a service that you may already be using.

### Support me to clearly state my needs and those of my supporters so they can be understood.

The organisation gives me the opportunity to explain my situation and express what I need

The organisation has disability specific services

The organisation acknowledges and respects my cultural needs including assistance with language, spiritual needs or food customs

I feel that I have developed a good relationship with my organisation

I feel involved in the decisions about my support

The organisation tries to understand my needs and works to tailor a service to meet my needs

I have confidence and trust in the organisation to provide the service I need

I have the opportunity to provide feedback and discuss other support options if my circumstances change

I am able to ask for changes to the service that is provided

	YES	PARTLY	NO	<b>If no, what action is needed?</b> Eg. You can speak to a service provider about you needs or to review the service you may already be using.

## DESIGN and tailor the support you need

Complete the following checklist to identify your individual support needs, the type of service you want, or to review the fit of a service that you may already be using.

### **Design services with me that are flexible and responsive to my needs and those of my supporters, and focus on my wellbeing and quality of life.**

The organisation is adaptable, it listens to my needs and tries to tailor the service to meet my needs

The organisation has disability specific services

The organisation involves me in the design and planning of the service

The organisation provides a range of formats that suit me; one to one or groups, in-home or in the community

The organisation provides opening hours, days and times that suit me

The organisation is available in my local area and provides transport

The physical environment meets my needs

The organisation adapts what is provided as my needs change

The organisation has staff that are trained in supporting disabilities and provides consistency

The service tries to match the staff member/s to my interests and abilities

The service gives me a sense of freedom and independence



## EXPERIENCE the support you want

Complete the following checklist to identify your individual support needs, the type of service you want, or to review the fit of a service that you may already be using.

### **Provide services for me that are age, gender and culturally appropriate, engage me in the community and enhance my sense of purpose and belonging.**

I have the opportunity to interact with people my own age and gender

I am supported to develop new friendships

The organisation supports me to continue to keep in touch with friends and family

I have the opportunity to do things for myself

I have the opportunity to learn something new

I have the opportunity to be out in the community

I have the opportunity to do activities that match my level of fitness.

The organisation supports me to tailor activities that suit my own interests

The organisation supports me to do activities I have always wanted to do or maintain an existing skill or hobby

The organisation provides services that meet my cultural needs

The activities give me a sense of purpose and belonging

	YES	PARTLY	NO	<b>If no, what action is needed?</b> Eg. You can speak to a service provider about you needs or to review the service you may already be using.

# What do you need to live well?

---

While the Tailor Made Project and the living well approach focuses on service access and development, there is much more to living well that involves the individual and the wider community.

People, their families and supporters have told us loud and clear what is important to them.

## Freedom, Power and Control of Choice

- Opportunities to explore/ learn new things
- Recognition of dignity to take risks
- Continuing what the person wants to do

## Recognition as an Individual

- Impact of the condition
- Financial situation
- Cultural Diversity
- Talk to the person
- Employment
- Family commitment
- Spiritual beliefs

## Love and Belonging

- To empower confidence, self-esteem and purpose
- Connection to community
- Friend support
- Family support

## Support for Family

- Financial support
- Respite
- Grief Counselling
- Support groups/ programs

### Staff Education

- Doing with not for
- Awareness of service agreement
- Specific disability training

### Awareness in Society

- Appropriate language
- Reduce stigma
- Increase in knowledge base
- Promotion of disability friendly communities

### Accessibility

- Resource list of available services
- Respite funding for people living alone
- Care plan
- Authentic rehab
- Housing options
- Technology

### Life Areas

- Maintaining the home
- Hobbies/interests
- Fitness/exercise
- Family caring role
- Volunteering/paid work
- Social participation
- Self care
- Advocacy/education

If you would like more information about Tailor Made and how we can support you to live well, please contact the NDIS Team at ACH Group on 1300 22 44 77.

# Useful Contacts

---

## NDIS Support

### **NDIS Australia**

Tel: 1800 800 110  
website: [ndis.gov.au](http://ndis.gov.au)

### **Local Area Coordinators (LACS)**

Local Area Coordinators are agencies who have partnered with the NDIS to help you develop, implement and monitor your NDIS plan, link you to information and support services, and work with your local community to make sure it is more welcoming and inclusive of people with disability.

Agencies in South Australia are:

**Feros Care**, provides coordination of services in Northern Adelaide, Barossa, Light and Lower North areas.

Tel: 1300 986 970  
Email: [lacinfo@feroscare.com.au](mailto:lacinfo@feroscare.com.au)

**Baptcare**, provides coordination services in Eastern Adelaide, Western Adelaide and Yorke mid north.

Tel: 132 278

**Mission Australia**, provides coordination of services in Southern Adelaide, Limestone Coast, Murray and Mallee, Eyre and West Far North, Adelaide Hills, Fleurieu and Kangaroo Island.

Tel: 1800 88 88 68

## Information and Support

### **Carers SA**

Support to carers, advice, respite and counselling.

Tel: 1800 242 636

Website: [carers-sa.asn.au](http://carers-sa.asn.au)

### **Carer Support**

Provides services to make it easier for carers to care; we listen to your personal situation and tailor appropriate services to your needs.

Tel: (08) 8379 5777 (Glandore)

Tel: (08) 8206 0777 (Campbelltown)

Tel: (08) 8329 5888 (Morphett Vale)

Website: [carersupport.org.au](http://carersupport.org.au)

### **Carer and Disability Link**

A unique community-based organisation supporting family carers across the Adelaide Hills and Alexandrina area, providing direct services to people.

Tel: (08) 8562 4000

Website: [carersanddisabilitylink.support](http://carersanddisabilitylink.support)

### **Northern Carers Network**

Support to carers living in Adelaide's Northern region, providing assistance to people caring for a friend or family member in the home environment.

Carers are supported in their caring role, through counselling, information, support, advocacy, respite and linking to appropriate services in their local community.

Tel: (08) 8284 0388

Website: [ncnw.org.au](http://ncnw.org.au)

Email: [office@ncnw.org.au](mailto:office@ncnw.org.au)

## Transport Services

### Transport Services can be accessed through:

- Commonwealth government services (if over 65)
- State, territory or local government health or transport departments
- Local councils
- Not-for-profit community transport providers (e.g. aged care providers like ACH Group or the Red Cross).

### Companion Card & Plus One Free Companion Card

The Companion Card is a card issued for people who require attendant care support, which allows a companion to enter free of charge to participating venues and activities.

Tel: 1800 667 110

Website: [sa.companioncard.asn.au](http://sa.companioncard.asn.au)

Email: [companion.card@sa.gov.au](mailto:companion.card@sa.gov.au)

### South Australian Transport Subsidy Scheme (SATSS)

People with permanent disabilities can apply for either the Plus One free Companion Card or the Companion Card. Holders are able to travel on all Adelaide Metro bus, train and tram services throughout metropolitan Adelaide accompanied by a carer. While the Plus One Free Companion Card holder must be in possession of a valid Metrocard, single or day trip ticket and concession card (if applicable), the companion/carers can travel free of charge.

The cards have different eligibility criteria and application processes.

Website: [sa.gov.au/topics/driving-and-transport](http://sa.gov.au/topics/driving-and-transport)

## Funding Options

### **State and Commonwealth Subsidised Programs:**

There are a small number of funding streams available to people aged under 65 years with an aged related permanent disability, or under the age of 50 for Aboriginal and Torres Strait Islander people. Funding responsibility sits with the States and Territories and with the National Disability Insurance Scheme (NDIS).

### **National Disability Insurance Scheme (NDIS)**

The NDIS is a new way to help people under 65 years with a disability. The NDIS helps families and carers with funding and information about services to support people. The NDIS is being introduced in stages and from July 2017, adults aged 18 to 64 years of age will begin to enter the NDIS based on where they live.

Tel: 1800 800 110

Website: [ndis.gov.au](http://ndis.gov.au)

### **Commonwealth Carelink and Respite Centres (CCRC)**

Short term emergency residential and in-home respite and non-emergency occasional respite is funded through the CCRC. For residential emergency respite, you will require an ACAT referral. The CCRC can support you to find facilities with vacancies. For in home emergency respite, they coordinate brokerage for care with an agency.

Tel: 1800 052 222

### **Private Services – Fee for Service**

If you are not eligible for some of the State or Commonwealth Programs you can pay privately for a service through a 'fee for service' arrangement (see the Carers Gateway link in Using Services on pg. 30)

## Using Services

National Disability Insurance Scheme (NDIS) the NDIS has a provider list for each state or territory that is updated every three months. You can access this list by calling the NDIS on 1800 800 110 or via their website [ndis.gov.au](http://ndis.gov.au)

### **ACH Group - NDIS Team**

ACH Group can provide support to access the NDIS, pre-plan for your NDIS Planning meeting, implement and deliver supports.

Tel: 1300 22 44 77

Website: [achgroup.org.au](http://achgroup.org.au)

### **Carer Gateway**

Carer Gateway is a national online and phone service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services in their area.

Tel: 1800 422 737

Website: [carergateway.gov.au](http://carergateway.gov.au)

### **JFA Purple Orange**

Is the social policy agency of the Julia Farr Association Inc. Conducts research and engages in dialogue with people with lived experience of disability to develop policy and practice.

Tel: (08) 8373 8333

Website: [purpleorange.org.au](http://purpleorange.org.au)

### **Centre for Disability Health**

CDIT in Modbury provides general medical and specialised services to eligible people with disability. It is managed by SA Health.

Tel: (08) 8397 8100

### **Carer Support**

Respite and support services are available for carers in metropolitan Adelaide:

#### **Carer Support Campbelltown Centre Respite**

Tel: (08) 8206 0777

Tel: 1800 052 222 (free call)

### **Carer Support Glandore Centre**

Tel: (08) 8379 5777

Email: [enquiries@carersupport.org.au](mailto:enquiries@carersupport.org.au)

### **Councils in your local area**

Some councils are funded to provide services for people under 65 in their local area including social support programs, and home help. Check with your council to see what is available. A list of council websites is available through the Local Government Association (LGA).

Website: [lga.sa.gov.au](http://lga.sa.gov.au)

### **NDIS Appeals**

Has been set up to ensure that all people with a disability, and other people affected by reviewable decisions of the National Disability Insurance Agency (NDIA), have access to support when seeking review of those decisions in the Administrative Appeals Tribunal (AAT).

SA Providers include;

### **Advocacy for Disability Access and Inclusion Inc.**

Tel: (08) 8340 4450

Website: [advocacyfordisability.org.au](http://advocacyfordisability.org.au)

### **Brain Injury SA**

Tel: (08) 8217 7600

Website: [braininjurysa.org.au](http://braininjurysa.org.au)

### **Disability Advocacy and Complaints Service of South Australia Incorporated**

Tel: (08) 7122 6030

Website: [dacssa.org.au](http://dacssa.org.au)

### **Disability Rights Advocacy Service Incorporated**

Tel: (08) 8351 9500

Website: [dras.com.au](http://dras.com.au)

### **NPY Women's Council (service area APY lands)**

Tel: (08) 8958 2345

Website: [npywc.org.au](http://npywc.org.au)

## Aboriginal and Torres Strait Islander (ATSI) Specific

### **InComPro Salisbury North**

A range of support services are provided for indigenous people and other people from culturally diverse backgrounds.

Tel: (08) 7324 5072

Website: incompro.com.au

### **Aboriginal Home care**

There are a range of services that can be accessed through the Commonwealth Home Support Program and Commonwealth Government Home Care Packages.

Level 1, 65 Henley Beach Road,  
Mile End SA 5031

Tel: (08) 8346 9155

Email: [homecare@aboriginalccsa.org.au](mailto:homecare@aboriginalccsa.org.au)

Website: [aboriginalccsa.org.au](http://aboriginalccsa.org.au)

**A guide to accessing services can be found at:**

Tel: (08) 8346 9155

Website: [aboriginalccsa.org.au/home-care-how-to-get-services](http://aboriginalccsa.org.au/home-care-how-to-get-services)

Email: [homecare@aboriginalccsa.org.au](mailto:homecare@aboriginalccsa.org.au)

## Lesbian, Gay, Bi-sexual, Transgender and Intersex (LGBTI) Specific Services

### **Gay and Lesbian Community Services South Australia**

A not for profit, community based organisation providing support, information and resources to the gay and lesbian community in South Australia.

Website: [glcssa.org.au](http://glcssa.org.au)

### **National LGBTI Health Alliance**

Is the national peak health organisation in Australia for organisations and individuals that provide health-related programs, services and research focused on LGBTI and other sexuality, gender, and bodily diverse people and communities.

Website: [lgbtihealth.org.au](http://lgbtihealth.org.au)

## Culturally and Linguistically Diverse (CALD) Specific Services

### **National Ethnic Disability Alliance (NEDA)**

Advocates federally for the human rights of people with disability, and their families, from culturally and linguistically diverse and non-English speaking backgrounds.

Tel: (02) 6262 6867

Website: [neda.org.au](http://neda.org.au)

### **Federation of Ethnic Communities Councils of Australia (FECCA)**

Peak, national body representing Australians from culturally and linguistically diverse backgrounds.

Tel: (02) 6282 5755

Website: [fecca.org.au](http://fecca.org.au)

### **Mind Australia**

Mind Australia is one of the country's leading community-managed specialist mental health service providers.

Service Information: 1300 286 463

Carer Helpline: 1300 554 660

Website: [mindaustralia.org.au](http://mindaustralia.org.au)

### **Multicultural Community Council of SA (MCCSA)**

The peak organisation has services, empowers and advocates for cultural and linguistically diverse (CALD) communities in South Australia.

Tel: (08) 8346 9155

Website: [mccsa.org.au](http://mccsa.org.au)

### **Skylight**

Skylight offers programs and services for carers and families of people with mental illness.

Tel: (08) 8378 4100

Website: [skylight.org.au](http://skylight.org.au)

We would like to extend our thanks to the Tailor Made Reference Group for their keen insights and valuable contribution to the development of the Tailor Made model of care and resource kit.

\*Anyone in close association with the person with disability can be regarded as a 'family member' or supporter regardless of whether or not they are related.



Funded by the National Disability Insurance Agency

Copyright 2018 ACH Group. Reviewed May 2018

All rights reserved. Except under the conditions described in the Copyright Act 1968 of Australia and subsequent amendments, no part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior permission of the copyright owner.

Whilst every effort has been made to ensure the accuracy of this resource kit, the author cannot accept or assume any responsibility or legal liability for its use, including liability for negligence, for errors or oversights in the information provided. This material is general in nature and gives an overview of respite options and issues for younger people with a disability and their families and will not provide ALL the information needed on this topic. Independent professional advice should be sought about specific issues. The project team is Danelle Maher-Norris, NDIS Senior Consultant, ACH Group, Ivy Diegmann, Head of Service Design and Product Innovation, ACH Group. Produced and Printed in South Australia.

Founded in 1952, ACH Group is a not-for-profit community organisation promoting opportunities and services to support good lives.

Let's talk **1300 22 44 77** Visit **[achgroup.org.au](http://achgroup.org.au)**

Join the conversation      #goodlives #achgroup