



Onsite Shared Support

AT SPRING SQUARE BANKSTOWN



afea
Caring for people you love

 **AccessAccom**
Home is where your independence begins

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Vibrant Living

AccessAccom's purpose-built Specialist Disability Accommodation combines vibrant living with Afea Care Services' compassionate support.

Living in this SDA gives you access to Onsite Shared Support. This means you can live more independently knowing there are supports available onsite 24/7 for unplanned needs and emergencies.

This onsite shared support at your apartment is provided by Afea Care Services.

With more than 15 years' experience in the industry, Afea are experts in providing complex care support.

Our skilled and compassionate Carers will be onsite 24/7 and available to help you with the unexpected tasks that come up in everyday life.

We will work closely with you to design an arrangement that is flexible and provides a solution for your specific needs.

Beyond the onsite shared support, you are welcome to make your own independent formal support arrangements, referred to as **Planned Support**.

Please keep reading to understand the difference between onsite shared support and Planned Support.



Onsite Shared Support

The NDIS recognises your living arrangement as “living alone with onsite shared support”. That is, AccessAccom residents in this building each have their own apartment but share support services with others in the complex for a limited number of hours per day.

You may have regular individual planned support in place but there are instances you need to call the onsite shared support because you need ad-hoc assistance.

SCENARIO

Mary lives alone in a single bedroom specialist disability accommodation apartment building which has onsite support available. Other participants also live in the building and can use the onsite support. Mary has an active social life and enjoys catching up with friends whenever she can.

Mary needs help each day to complete most of her daily activities. A support worker helps her at the same times each day to get in and out of bed, into her powered wheelchair, prepare meals and with other household tasks. These tasks are planned and scheduled at specific times, so she cannot use the onsite shared support for them.

There are times when Mary doesn't need regular support and she spends time in her apartment alone. If Mary's friends call unexpectedly to catch up for a coffee, she can ask the onsite support to help. The onsite support worker can help Mary get into her wheelchair for her catch up with friends.

If Mary later accidentally spills her tea and needs assistance mopping the floor, she can rely on the onsite shared support worker to help.

Mary can call the Afea onsite support worker. They will let Mary know if they can help her straight away or if she'll need to wait for a short time.

EXAMPLES OF ONSITE SHARED SUPPORT

This support item provides access to 24/7 assistance for unplanned supports that are not part of a participant's routine daily activities. It includes ad-hoc support to a participant where incidental or unplanned assistance is required within the SDA dwelling.

The NDIS has introduced a new line item for unplanned onsite shared supports and has outlined that support should not exceed 2.5 hours of direct person-to-person supports per day.

A participant must be able to wait up to one hour for unplanned assistance, however, all requests for support are triaged so emergencies and urgent calls are prioritised.

Examples include but are not limited to:

- ▶ Urgent/emergency supports e.g. falls, injuries, health event etc
- ▶ Support with mobility
- ▶ Cleaning a spill
- ▶ Making a coffee and snack
- ▶ Writing a shopping list
- ▶ Laundering: including washing, ironing or folding clothes
- ▶ Loading or emptying dishwasher or dryer
- ▶ Assisting with pet care
- ▶ Washing floors
- ▶ Ensuring sliding door tracks are free of leaf-litter to ensure smooth operation
- ▶ Picking up dropped pieces of cutlery or other items



SERVICE AGREEMENTS

You will have your own service agreement with Afea Care Services for the onsite shared support.

This service agreement is separate to any individual 1:1 planned supports you may have, whether with Afea or another service provider. You have full discretion to decide who you would like to deliver your planned supports.

BUDGET LINE ITEM

Onsite Shared Support is a dedicated Item in NDIS Pricing Arrangements. It falls under:

01_066_0115_1_1 - Unplanned onsite shared supports in Specialist Disability Accommodation

This line item was recently introduced by the NDIS in October 2022 so you may not have this specific item stated in your current plan. As such, you may still be eligible to use funding from your core budget to pay for Onsite Shared Support.

If you do not have the 01-066-0115-1-11 line item in your plan, Afea will work with you and your Support Coordinator to utilise your existing funding for onsite shared support and your needs.

During your next plan reassessment, it is recommended you request additional funding for the Onsite Shared Support line item, which your Support Coordinator or Afea Care Services can assist you to do.



It is our commitment to always be clear about what you will be required to contribute to Onsite Shared Support. If you have any worries or questions about the charges, we kindly ask you to reach out to Afea Care Services. We will collaborate with you to address and discuss your concerns.

ONSITE SHARED SUPPORT PRICE GUIDE

If you have the 01-066-0115-1-11 line item in your plan, you will be charged \$1,438.03 per week as per the 2023/24 NDIS Pricing Limits below.

Item Number	Item Name and Notes	Unit	National	Remote	Very Remote
01_066_0115_1_1	Unplanned onsite shared supports in Specialist Disability Accommodation	Week	\$1,438.03	\$2,013.24	\$2,157.04

If you **do not** have the 01-066-0115-1-11 line item in your plan, you will be charged \$1,433.74 per week, which equates to 18 hours across the below breakdown.

Item Number	Day 6am-8pm	Evening 8pm-12am	Night 12am-6am	Saturday	Sunday	Weekly Total
Afea will work with you and your Support Coordinator to utilise your existing core funding.	7.5 hours \$498.38	2.5 hours \$183.03	3.2 hours \$238.59	2.4 hours \$224.40	2.4 hours \$289.34	18 hours \$1,433.74



MANAGING ONSITE SHARED SUPPORT REQUESTS

Because of the ad-hoc nature of Onsite Shared Support, Afea exercises a rigorous triage system to prioritise service requests based on the urgency of the participants' needs.

Our Support Workers are trained to assess each request by promptly gathering important details and using this information to categorise services into different priority levels.

By triaging support requests into a traffic light system, Afea can allocate resources and provide care more effectively.

Participants with more critical needs will receive immediate attention, while those with non-emergencies may have to wait longer. In general, a participant must be able to wait up to one hour for non-critical unplanned assistance.



ASSESSMENT OF URGENCY

Emergency, requires urgent attention

- Fire
- Safety concern
- Medical Emergency
- Incident has occurred
- Participant has fallen
- Participant feels unwell

01
IMMEDIATE SUPPORT

Not critical, however requires staff follow up

- Medication prompts
- Emotional support and loneliness
- Personal care or transfers
- Maintenance and repairs
- Assistance with moving equipment
- Attending to spills
- Attending to identified hazards

02
WAIT UP TO ONE HOUR

Not urgent, attend to when available

- Meal prep
- Domestic assistance
- Keep a participant company
- Social support
- Online shopping

03
WAIT UP TO ONE HOUR



THE AFEA HUB

The Afea Hub is a dedicated apartment in your building where our Support Workers who provide Onsite Shared Support are based.

The space can also be used as a place where residents can meet or have service meetings.

WHAT ARE THE BENEFITS OF ONSITE SHARED SUPPORT?

We believe the benefits of an onsite shared support model to be:

- ▶ Increased independence
- ▶ Flexibility of support
- ▶ Quick responses to emergencies or urgent support need
- ▶ Safeguard to manage any risks to your safety, health and wellbeing
- ▶ Support to connect you with other residents, should you be interested
- ▶ On-call assistance to access and contribute to the local community
- ▶ Increased choice and control in daily life



Planned Support

To live your best life, you may need regular supports to assist with activities that cannot be attended to ad-hoc. Therefore, these services should not be relied on through the Onsite Shared Support.

These type of care services that are time-bound are considered **planned supports** as you pre-plan by rostering support workers at specific times to perform certain activities on shift.

Some examples of planned support include but are not limited to:

- ▶ Showering
- ▶ Personal care
- ▶ Medication routines
- ▶ Cooking routines
- ▶ Community access

Planned supports are specifically for you and your individual needs. They are designed to help you carry out daily tasks that will enable you to live as independently as possible and be an active participant in your community.

While you have the right to choose who provides your planned support, many residents choose Afea so they can seamlessly blend their Onsite Shared Support and Planned Support services.

Any additional planned support hours will be quoted separately from your Onsite Shared Support Service Agreement, and will be drawn from your core budget funding.

These planned supports will be rostered outside of the Onsite Shared Support with a dedicated Afea Support Worker.

USING YOUR CORE BUDGET FOR PLANNED SUPPORT

Onsite Shared Support is specific to one line item (01_066_0115_1_1 - *Unplanned onsite shared supports in Specialist Disability Accommodation*) and capped at approximately 2.5 hours per day. On the other hand, your access to planned support and how you allocate your core budget is extremely flexible.

Funding for Core Supports is provided as a single lump sum, however, budgets are flexible across the four categories below. This means you can choose how to spend your funding, as long as it is used to pay for an item that falls under the category.

How much or how little you choose to spend under each category is up to you and you have complete control over your budget.

For example, you may choose to spend all your budget on assistance with daily living or allocate certain portions of it to paying for consumables and community participation. You also have the option of setting aside funds for a specific purpose, such as additional transport needs.

Because the NDIS is designed to be flexible, as your needs or circumstances change, you can reduce the amount you spend under each category accordingly. For example, you may decide to reduce the amount of one-on-one support you receive getting ready for work and use the extra funding to attend recreational swimming once a week.



Assistance with Daily Life

Support under this category aims to empower you to make decisions about how to manage your home and living arrangements. This could include helping you with cooking, cleaning, and general household management or assisting you with personal care.



Consumables

This refers to items you may need and use on a continuing daily basis to improve your independence and mobility. Examples include continence products and low-cost technology and equipment.



Assistance with Social and Community Participation

Support that enables you to participate in activities that help you socialise and connect with others. Examples include art classes, sports and activities that have capacity building, mentoring, peer support or an individual skills development component.



Transport

This helps cover transport costs associated with activities such as getting to and from school or other education programs, work, and participating in other community or recreational activities.

Summary

ONSITE SHARED SUPPORT	PLANNED SUPPORT
For ad-hoc and unplanned assistance	For planned and specific activities
Capped at 2.5 hours per day	Flexible and can be utilised at your discretion (within your budget).
Available to all participants in the building	Individual support solely for you
Access to 24/7 on-call service, however may need to wait up to one hour for non-urgent request.	Coordinate your preferred time to receive support from your rostered shift
A participant must be able to wait up to 1 hour for unplanned assistance	Support will arrive as per their rostered schedule
Drawn from your NDIS Core Support budget AND/OR Item number 01_066_0115_1_1 Unplanned onsite shared supports in Specialist Disability Accommodation*	Drawn from your NDIS Core Support Budget. Item number dependent on the day, time and nature of service.
Provided by Afea Care Services	You may elect Afea Care Services, or a provider of your choice.
Recommended activities include cleaning, tidying, laundry, ironing, making beds, etc.	Recommended activities include bathing, showering, dressing, grooming, assisting with toileting and hygiene, supporting mobility and transferring, etc.
The following activities may fall under either category, dependent on requirements and should be discussed with Afea: Medication prompting, social support, meal preparation	

*If you do not have the 01-066-0115-1-11 line item in your plan (noting this is a new line item introduced by the NDIS in late 2022), Afea will work with you and your SC to utilise your existing funding for onsite shared support and your needs.



Important Notes

- ▶ We recognise that some services may be considered for both Onsite Shared Support and Planned Support. If you do not wish certain services to be potentially interrupted by requests from other participants in the building, it is recommended these services should be separate 1:1 Planned Support through your core funding.
- ▶ Should you require additional supports or flexibility, or if you have any concerns about the suggested supports, please contact Afea Care Services and we will work with you to best accommodate your needs.
- ▶ You will have your own service agreement and schedule of supports with Afea Care Services, so you can negotiate what supports will be provided to you.
- ▶ For any 1:1 core Planned Supports, you have full choice and control as to who will provide these services. Afea Care Services can also provide your Onsite Shared Support as well as your Planned Support to ensure efficiency.
- ▶ If you have any worries or questions about the charges, we kindly ask you to reach out to Afea Care Services. We will work closely with you to discuss and address your concerns.

FAQS

What funding do I have and where does it go?

This can be explained further by your Support Coordinator, but to summarise:

- Your SDA funding is included under the Capital support category. This covers the upkeep and modifications of your apartment handled by AccessAccom.
- Your onsite shared support services provided by Afea are paid from your Core funding. The NDIS calls this line item, Unplanned onsite shared supports in Specialist Disability Accommodation.
- You can arrange additional 1:1 planned supports with Afea, which will be paid from your Core funding

What support will I receive from Afea?

- Onsite shared support: This is available within the building and provided by Afea. You will be required to pay for the onsite shared support (OSS) using the OSS line item or your core budget (if you don't have this line item). As your onsite care provider, Afea can:
 - Provide additional support to you with your initial transition into your new home
 - Provide support with unplanned assistance (see examples on page 7)
 - Provide support which may include any problems or situations related to the following:
 1. emergencies (medical, physical, emotional, fire, disaster, etc);
 2. learning and using the assistive technology; and
 3. problem solving 'in the moment' for novel situations related to moving into your SDA apartment (see pages 10-11 regarding triaging service requests)
 - Proactively assist you with using available technology to support your capacity to live independently
 - 1:1 Supports: For your individual 1:1 supports, you can choose to work with Afea or another provider to deliver the services. This will be quoted separately from your shared supports and covered by a separate Service Agreement.
 - Afea can provide you all your supports in your new home.

What if I don't use up the onsite shared support each day?

To access shared support, you will be required to pay from the Onsite Shared Support budget line item or (if you don't have this line item) your core budget in your plan.

It's similar to insurance and all SDA residents will be making the same contribution. So although you may not need help today, in case of unforeseen events, a support worker will always be close at hand.

This arrangement means you can have both independence and support where you live.

You can enjoy assistance when you need it, while paying less for reliable care services onsite 24/7.

What happens when I am away from the property?

There are times when you may be visiting family, in hospital, or on a holiday. It is essential that you still make contributions as outlined in the Onsite Shared Support agreement. We can undertake reasonable domestic activities in your absence, or if you order groceries whilst away, we can put these away for you, ready for your return home.

I want showering and personal care support regularly but I don't necessarily need it to be a planned support. Can I include this as part of my Onsite Shared Support hours?

Certainly! Afea, will always work closely with you to ensure the Onsite Shared Support arrangements meet your needs.

While certain 'Assistance with Daily Life activities' such as showering and personal care can be included in Onsite Shared Support, it is important to remember that if another participant in the building calls with an emergency request, their service will be prioritised first.

Should you require additional supports or flexibility, or if you have any concerns about the suggested supports, please contact Afea Care Services to review your care plan and help find a solution.

Key Contacts



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