



Community Services
Group

We give but never give up

SERVICES GUIDE



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Community Services
Group

We give but never give up



COMMUNITY
SERVICES GROUP

COMMUNITY SERVICES GROUP

Who we are

Community Services Group brings together an international family of organisations that are passionately committed to supporting and enhancing the quality of life of some of the most vulnerable.

Our organisations include:

- Ability Care (Disability Services)
- Flexible Living (Aged Care Services)
- Foundations Care (Out-of-Home Care, Relationship and Therapeutic Services)
- Community Services Australia.

Innovative, responsive and flexible in our approach, we understand that every client is unique and work collaboratively with clients and families to support, and advocate in a way that gives and never gives up.

What we do

Provide the best possible outcomes for our clients.

- Disability Services
- Aged care Services
- Volunteer Services
- Out-of-Home Placement Services
- Therapeutic Services
- Relationship Services
- Business Consultancy Services
- Employee Assistance Program



Our Values

- **Compassion:** Confronted by clients' distress and needs, our response is compassion-based, action-oriented, and grounded in practice wisdom and research.
- **Respect:** We believe in the intrinsic dignity and worth of every client, and their right to feel safe, valued and respected.
- **Acceptance:** We value everyone as they are, and for their capacity to make a positive contribution to their family and community.
- **Striving for excellence:** We maintain a focus on continual learning through reflection, training, feedback and consultation; and

seek to be innovative, creative and flexible to develop services that make a real difference.

- Integrity: We uphold ethical practices based on established values of being fair, just, non-partisan, trustworthy, transparent and honest in our dealings with clients, and stewardship of resources.

Our Philosophy

Our philosophy is simple: We give but never give up.

Our People

If there was one word to describe our people it would undoubtedly be 'passionate'. When you have hundreds of staff and volunteers collectively living and breathing our values, vision and mission; what you get is something truly special; a team that will give but never give up.

Diverse in skills, experience and perspectives; our people are united in our desire to provide the best possible outcomes for our clients.



Our Family



Our Government Partners

Innovative, flexible and collaborative in our approach, the Community Services Group, and the family of organisations it brings together, enjoy a strong and cohesive working relationship with our funding bodies.

Our Government partners provide the funding required to ensure some of the most vulnerable individuals, families and communities can achieve their potential.

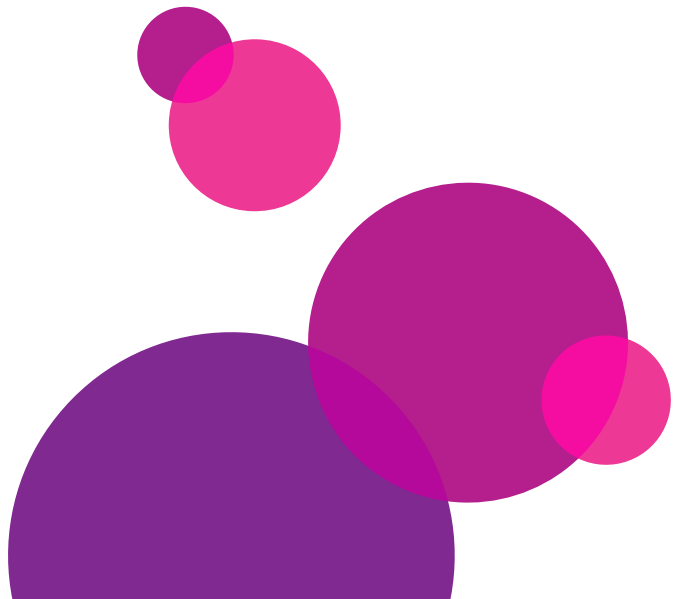
We are committed to:

- Providing the best possible outcomes for our clients
- Achieving value for money in our service agreements
- Accurately determining community needs
- Striving for clear and consistent agreements on outcomes, outputs and quality
- Supporting innovation and excellence in service delivery
- Cultivating relationships with our funders, clients and other organisations within the community sector to develop the most appropriate services and service mix on the basis of identified need

Benefits

Partnering with Community Services Group achieves:

- Value for money
- Fairness, integrity and transparency
- Cooperation
- Diversity
- Consistency
- Coordination
- Probity
- Evidence-based approach
- Positive outcomes
- Accountability
- Respect
- Inclusiveness





Ability Care
We give but never give up



ABILITY CARE

ABILITY CARE

Who we are

Ability Care are committed to enhancing the quality of life of adults and children with an intellectual, physical and/or sensory disability through individualised services and programs that enhance, teach and strengthen each person allowing them to live the life they want.

Ability Care, is a part of an international family of organisations (Community Services Group) collectively committed to supporting and enhancing the quality of life of some of the most vulnerable.

Our Services



Our focus is on the empowerment of the individual through respecting decisions and choice making, promoting dignity, developing skills, encouraging independence, integration into the community and respecting rights and roles of all human beings.

Accommodation Support

Adult Accommodation - Accommodation houses have been set up with the purpose of providing support and services to adult individuals to allow them to live as independently as possible within a home of their own.

Accommodation services are based on holistic – 24/7 support models.

Each house consists of 2 to 4 clients within a co-tenancy arrangement. Staff are provided accommodation & office space within each co-tenancy arrangement.

The supports within each home vary depending on the needs of each individual. Individual personal plans and specific management plans are developed to ensure all support offered is designed specifically for each person.

Supports and services offered by Ability Care will promote the inclusion of each individual in the life of their local community. Inclusion is not just about living in the community – it is about being included and taking part in everyday life in meaningful ways.

Individuals contribute to their home environment (to the best of their ability) both physically & financially through their income/ pension.

What we do:

- Maintain and/or build on the skill-set of each individual & improve their ability to live a rich & meaningful life.
- Encourage clients to be self-reliant in all aspects of their lives – as much as possible.
- Take a holistic approach within each home and assist and support all aspects of each person's life.
- Support individuals to make informed decisions.
- Ensure the personal dignity of each individual is upheld by ensuring the privacy and confidentiality of all who reside within the home.
- Ensure that all client voices are heard and rights upheld
- Empower individuals by ensuring they have the appropriate skills to undertake chosen tasks – the development of clients self-esteem and sense of self-worth is a primary goal.
- Staff interaction with clients will promote equal participation, rather than dependency.

Transitional Accommodation - Assists young people to transition from out-of-home care to disability supported accommodation. The aim of the program is to support our clients to access community life and develop and maintain community living arrangements.

Some young people may receive a combination of ongoing and one-off support, while others may only require time-limited support to help them transition to adult independent community life.

Ability Care support our clients to:

- Live at home and manage the household
- Participate in recreation and leisure activities
- Live within an accommodation co-tenancy arrangement
- Strengthen personal and family relationships and networks

Emergency and Crisis

Emergency and Crisis Program - This program is specifically designed for individuals in crisis and require emergency accommodation

situations until permanent accommodation solutions can be sought.

Emergency support is strictly time-limited and does not represent a commitment to recurrent funds for ongoing support being made available.

Emergency Response Funding - Allows for in home/out of home respite or equipment.

Host Family - This program provides individuals with accommodation with an alternative family placement.

The Host Family are responsible for meeting the individual's daily care needs, as well as facilitating access to social and recreational activities within the community.

Respite

For a family caring for a relative with a disability, the demands of caring can be greater than for other families. Parents, brothers and sisters of a person with a disability need the same opportunities for relaxation as anyone else. Yet these families often have difficulty finding someone to care for their relative while they have time out, spend time with other children, or carry out other responsibilities.

Ability Care have an extensive range of respite options for children and adults ensuring families have that much needed break so they can carry on in the caring role for longer.

Adult Respite

Centre Based Respite - Flexible respite for Adults aged between 18-65 years. Offering day/overnight respite, weekend camps and emergency respite. Contribution for food and lodgings required.

Aging Carer Respite - Respite options are available for people whose primary carer is over the age of 60 years and indigenous carers over 45 years old. Respite consists of 3 days and 2 nights - on a bimonthly roster or as negotiated with families.



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Children's Respite

Centre Based Respite - Flexible respite for children aged between 6-18. Offering day/overnight and emergency respite to families in need. Contribution for food and lodgings required.

Vacation Care - Day and overnight respite and camps for school aged children during the school vacation period. Contribution for food and lodgings required.

Children's Flexible Respite - Flexible respite options for children aged between 0-12 years.

The service provides opportunities for children to develop skills for academic achievement, promote their participation, and assist with skills and support to thrive in mainstream care and education settings such as child care, health services, kindergarten, prep, and school. Contribution for food and lodgings required.

Emergency Respite

The service provides temporary accommodation for people in crisis situations until permanent accommodation solutions can be sought. Contribution for food and lodgings required.

Day Services

Independent Living Skills - Developed to increase, maintain and enhance daily living skills and develop a greater level of independence within all aspects of life.

Community Access - Includes a range of recreational and social activities, integration and participation within the wider community.

Gardening - Designed to encourage physical participation, sensory activities and practical knowledge of gardening for food and fun.

Work Experience - Individuals participate in work experience placements within the greater community. This assists with skill building, developing basic work ethics, work skills and socialisation.

Sensory Programs - Designed to assist individuals who have high and complex support needs through specific programs. It encourages language development, cognitive stimulation and awareness and identification of the environment and its surroundings.

Peer and Social Networking/Community Inclusion - Activities designed to assist individuals to engage meaningfully with socially valued activities in the community.

Locations

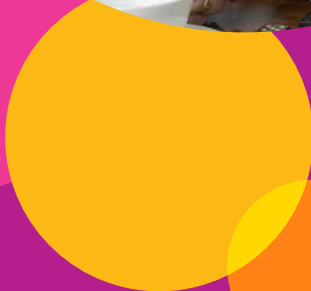
Please visit www.abilitycare.org.au to find the nearest centre to you.



Flexible Living
We give but never give up



FLEXIBLE LIVING



FLEXIBLE LIVING

Who we are

Flexible Living is committed to providing responsive and flexible support services that enhance the quality of life of the elderly, people with a disability, and their carers. Our services enable people to be a part of their community and maintain their independence for as long as possible.

Whether it is help to go shopping, assistance with paying bills, assistance with personal care, keeping the home tidy and clean, home and garden maintenance, somewhere to go to make new friends, or someone to take care of a loved one, the caring staff at Flexible Living will be there to assist in any way we can.

Innovative, responsive and flexible in our approach, we understand that every client is unique and we work collaboratively with our clients and their family to support and

advocate in a way that gives but never gives up.

Flexible Living, is a part of an international family of organisations (Community Services Group) collectively committed to supporting and enhancing the quality of life of some of the most vulnerable.

Our Services

Our focus is on the empowerment of the individual through respecting decisions and choice making, promoting dignity, developing skills, encouraging independence, integration into the community and respecting rights and roles of all human beings.

Centre Based Services

The Respite Program - The aim of this program is to encourage social inclusion and to provide carers with a break from the caring role, preventing premature, permanent placement in long term / permanent residential care.

The Saturday Program - Provides quality recreation opportunities for young people with a disability, enabling carers to have some time out so they can continue in the caring role for longer.

In the Community

Allied Health - Services offered include podiatry, dietary advice and occupational therapy. We also offer a variety of workshops such as nutritional cooking and gentle exercise programs. We also have a social



worker at the centre.

Home Based Services

Social Support - Offered to people who are unable to meet appointments due to lack of transport or support. Social Support is also offered to people who are geographically and socially isolated and need to leave their home environment to interact with and belong to their local community.

Personal Care - Offered to people who are finding it difficult to maintain their personal hygiene due to illness, frailty or other circumstances. This program is developed to maintain independence. Our staff are friendly caring people, who will at all times respect the modesty and dignity of all our clients.

In-Home Respite - A program that is designed to allow the carer a break from the caring role, whilst still maintaining the client's daily routine within their own home. Our staff are friendly and are fully qualified to provide quality care respite services.

Domestic Assistance - Offered to people who are finding it difficult to fulfil the daily chores within the household. This includes shopping, preparation of the evening meal and cleaning duties. This program is designed to maintain independence and prevent premature entry into residential care.

Veteran Services

Veterans Home Care is a program that provides low level home care services to eligible Veterans and war widows/widowers in their own homes.

Domestic Assistance - Includes assistance with domestic chores, such as household cleaning, dishwashing, bed making, clothes washing, ironing, shopping for the Veteran and bill paying. Domestic assistance may include help with meal preparation if this service is not being provided separately. In rural and remote areas, domestic assistance may also include activities such as collecting firewood.

Personal Care - Includes assistance with daily self-care tasks, such as eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house.

Respite Care - Designed to provide relief for a carer who has the responsibility for a person requiring ongoing care, attention or support and may be used in times of unavailability of the carer for any reason. It gives the regular carer a chance for some much needed rest and relaxation.

Respite Care may be provided in different ways depending on the individual situation. Care may be provided in-home; in an Australian Government-funded aged care home; or as emergency respite care in the home.

Home and Garden Maintenance - Designed to minimise environmental health and safety hazards that impact on the Veteran. It may involve minor maintenance or repair work, which may be carried out by a handyman, but that does not require a qualified tradesperson. Tasks may include changing light bulbs and tap washers, installing batteries in smoke alarms, gutter or window cleaning, general yard clean up where a safety hazard presents, clearing of debris following natural disasters, or other tasks within the approved hours of service.

Coordinated Veterans' Care (CVC) Social Assistance - CVC social assistance is a short-term intensive service which is designed to engage or re-engage participants in community based activities and to meet a Veteran's or war widow/widower's need for social contact and/or accompaniment to a social activity in order to participate in community life. To arrange an assessment or to enquire if you are eligible for VHC services, contact the VHC assessment agency on 1300 550 450.

Volunteer Services

Volunteer Placements - We help people find suitable volunteer positions within HACC funded aged care and disability organisations.

Volunteer Training - We provide on-going skill based training and support to volunteers to enhance their skills, knowledge and confidence

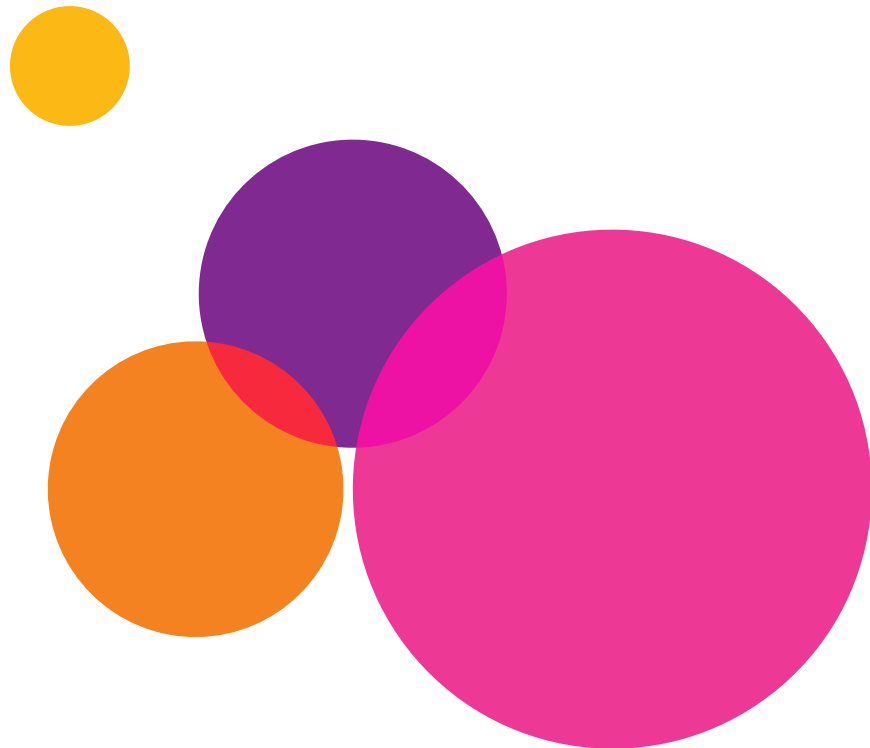


when volunteering in the aged care and disability sector.

HACC Funded Organisations - We help HACC Funded Organisations, that support elderly and people with a disability, to find volunteers to support them in delivering their mission.

Locations

Please visit www.flexiliving.org.au to find the nearest centre to you.





Foundations Care

We give but never give up



FOUNDATIONS CARE



FOUNDATIONS CARE

Who we are



Foundations Care is committed to providing responsive and flexible support services that enhance the quality of life of children and families.

Innovative, responsive and flexible in our approach, we understand that each client is unique and has different needs. We work collaboratively with our clients and their family to support and advocate in a way that gives but never gives up.

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Our Services

Out-of-Home Care

Foundations Care is an organisation that really understands the reality of foster care and what is needed to make the experience a rewarding one for both the foster child and the foster family.

We recruit, assess, train and support foster carers for children who can no longer live at home because their family is unable to look after them or they may be at risk of harm.

Generalist Foster Care - Offering placements and support for children and young people in out-of-home care.

Intensive Foster Care - Offering placements and intensive support for children and young people in out-of-home care who require therapeutic support for complex and extreme levels of need. This may include challenging behaviours and/or disabilities.

Therapeutic Residential Home - Residential accommodation for children and young people with multiple and complex needs aimed at actively facilitating healing and recovery from the effects of abuse, neglect and separation from family. The service provides a structured group home environment to stabilise behaviour and increase placement options, facilitate family, community and cultural connections, and actively input into the identification and engagement of a suitable longer term placement.

Relationship Services

Parenting Orders Program - Helps separated parents to start moving forward, away from conflict and toward a more cooperative co-parenting relationship.

This program has been designed to enable children's rights to feel safe and secure, and to have an ongoing, loving relationship with both parents.

Children's Contact Service - Provides safe, neutral and child-focused venues for supervised visits and changeovers to occur between children and their parents and other significant persons in the child's life.

Children's Contact Services (CCS) aim to minimise a child's exposure to conflict or unsafe situations when parents are separating or have separated.

CCS also work with families to encourage positive interaction between children and their parents and to support the strengthening of these relationships.

Therapeutic Services

Foundations Care provide therapeutic services including:

Supervised Contact - The provision of a trained and tertiary qualified worker to ensure that contact between a child(ren)/ young person and their parents/ family is safe and designed to meet the needs of the child/ young person. Tasks involved may include liaising with a case worker, advising and supporting the child/ young person and family, managing tension and conflict; identifying ways to enhance child/ parent interaction, monitoring and recording interactions between parent and child/ren; assessing the impact of contact on child/ren and making recommendations to improve the quality and/or changing the frequency of contact; and providing a report on the contact session.

Arrangements around supervised contact in regard to issues such as location and frequency will be identified as part of the child/young person's case plan.

Youth Work Support (including mentoring)-

Comprises a range of services provided by trained and tertiary qualified workers to assist a young person with issues that may be affecting their placement, education, relationships and social development.

Services will be identified through the young person's case plan and may include: information and advice, support, advocacy,



"Nothing great in the world has ever been accomplished without passion."

Georg Wilhelm Friedrich Hegel

counselling, mediation, mentoring and skills development aimed at increasing the child or young person's practical and social skills.

Behaviour Support - Can include services provided directly to assist children/ young people with difficult and/ or challenging behaviours as well as specialist supports to help service providers working with clients who have complex and high risk behaviours. Services will be identified through the young person's case plan. Services provided directly to children/young people may include one-on-one intensive support focussing on confidence building, anger management, effective communication and skills development. Specialist supports may include psychological assessment, client profiling, protective behaviours and the development of behavioural management plans to identify agreed strategies or interventions needed to manage or alter the behaviour of an individual child or young person.

Behaviour management plans are documented in case plans and subject to regular review.

Kinship and Relative Carer Assessments -

Relative care is provided by an extended family member, friends or persons of significance to the child or young person, whose relationship is defined by Part 2, clause 5 of the Regulation. Relative care also includes private arrangements between family members where Community Services does not facilitate the placement, but agrees to provide financial support via an allowance.

Kinship Care is care with a person who is not a relative of a child or young person, but who shares a cultural, tribal and community connection that is recognised by that child or young person's family and community. Appropriately trained and tertiary qualified staff to undertake thorough assessments of prospective relative and kinship carers and make recommendations for authorisation to Community Services in accordance with employment screening provisions in Part 7 of the Commission for Children and Young People Act 1998 and foster care provisions in the Children and Young Persons (Care and Protection) Act 1998 and the Children and Young Persons (Care and Protection) Regulation 2000.

Service providers utilise an assessment format such as the Step by Step, a competency based resource for assessing potential foster carers that focuses on carers' competencies.

Therapeutic camps - Provide supervised support programs for children and young people in a range of locations. Camps focus on developing self-esteem, communication and interpersonal skills and can be designed to address particular issues such as young people transitioning from care, or to develop interests

and skills eg; art, music. They can include weekend and school holiday camps.

Services provided will be identified through the child/ young person's case plan.



Locations

Please visit www.foundcarekids.org.au to find the nearest centre to you.





Community Services
Australia

We give but never give up



COMMUNITY
SERVICES
AUSTRALIA

COMMUNITY SERVICES AUSTRALIA

Who we are

Community Services Australia provides mediation, employee assistance programs and business consultancy services.

Innovative, responsive and flexible in our approach, we understand that every client is unique and has different needs. We work with our clients in a collaborative and flexible way that gives but never gives up.

Community Services Australia is a part of an international family of organisations (Community Services Group) collectively committed to supporting and enhancing the quality of life of some of the most vulnerable.



Our Services

Ipswich Family Relationship Centre

At the Ipswich Family Relationship Centre we provide information and confidential assistance to families during one of the most vulnerable stages in their lives. This may include; relationships breaking down, conflict with co-parenting or mediating a parenting plan. Our centre staff can also refer clients to other services that can help.

Information Sessions - The Centre runs public information sessions covering family relationship issues, such as parenting after separation.

Referral pathways - The Centre makes it easier for families to find out about and use the many existing services throughout Australia that can help them.

Mediations and Family Dispute Resolution - The Centre supports families through Family Dispute Resolution Mediation, a requirement prior to initiating a Family Law process;

- Individual interviews for separating/ separated parents to help them identify issues and options and focus on the needs of their children
- Joint sessions for separating parents to help them reach agreement on parenting arrangements

The Ipswich Family Relationship Centre is located at 41 East Street, Ipswich.

Employee Assistance Program

Community Services Australia is a specialist provider of Employee Assistance Programs. The Employee Assistance Program (EAP) provides confidential counselling and support to all employees.

Our counsellors are a friendly and caring team who are all professionally qualified psychologists or social workers with peak industry body accreditation and substantial experience.

Our counsellors help employees to identify, explore and manage issues that are impacting on their lives whether it is work related or personal problems such as health, family, financial or emotional concerns.

Employee assistance programs are considered a useful strategy in dealing with worker issues including absenteeism, high staff turnover, reduced productivity and work related injuries or illnesses.

Business Consultancy

It is our belief that the strength of the community sector is its connectedness and diversity. There is a role for large, robust community organisations that provide strength and efficiency through economies of scale and high quality expertise. Equally, there is a need for smaller, location-based agencies that offer richness and specificity that is unique to a particular place or community.

Community Services Australia provides business consultancy to these smaller organisations allowing them to compete and survive in the sector with greater infrastructure and expertise.

Firstly, Community Services Australia provides Governance training, support and ongoing development. This does not take the approach of traditional training and educative models (which have little effect in the committee and boardrooms of community agencies). Rather, it is an interactive process of engagement.

Secondly, Community Services Australia provides infrastructure support in the form of financial, asset, marketing and technology support. Experts from within Community Services Australia provide analysis, advice and delivery of financial systems, business processes, and technology solutions that produce results.

Property and Financial Mediation

Community Services Australia offer Property and Financial Mediation to separating families on a fee-for-service basis.

