

Welcome to Just Support's Supported Independent Living Handbook

Welcome to Just Support's Supported Independent Living (SIL) experience. This handbook serves as your comprehensive guide to living independently with the support of our dedicated team. Our goal is to empower you to live life on your terms while providing the necessary support and resources to ensure your safety, well-being, and success.

Our Philosophy

At Just Support, we uphold a philosophy rooted in empowerment and compassionate care. Our Supported Independent Living (SIL) program embodies our commitment to fostering independence and self-reliance, accompanied by unwavering support and guidance. We recognize the importance of personalized care and respect for individual dignity in every aspect of our services. Our program is tailored to assist you in achieving your aspirations and leading a fulfilling life within your own living environment. We encourage you to embrace your journey towards independence, knowing that our dedicated team stands ready to provide assistance and encouragement aligned with our core values of compassion, determination, inclusivity, empowerment, personalized care, professionalism, teamwork, respect, and dignity.

Expectations

As a resident of Just Support's Supported Independent Living, we expect you to:

1. Embrace your independence and take ownership of your living space.
2. Respect the rights and privacy of fellow residents and our Support Staff.
3. Communicate openly and honestly with our Support Staff about your needs and preferences.
4. Participate in goal-setting and actively work towards achieving your objectives.
5. Engage with the community and utilize the resources available to you.
6. Follow the guidelines outlined in this handbook and any additional policies provided.

Support Staff

Our Support Staff are here to empower you and provide assistance as needed. Whether you require support with daily tasks, navigating community resources, or simply seeking companionship, our team is dedicated to supporting your independence. Feel free to reach out to our Support Staff whenever you require assistance or guidance.

We are thrilled to welcome you to Just Support's Supported Independent Living program. Your journey towards independence begins here, and we are committed to supporting you every step of the way. If you have any questions or need assistance, please do not hesitate to contact our Support Staff.

Here's to a fulfilling and empowering SIL experience with us!



Your SIL Journey

Your journey in Just Support's Supported Independent Living program is unique to you. Embrace the opportunities for growth, self-discovery, and personal development that come with living independently. Take advantage of the support services and community spaces available to you to enhance your living experience and foster connections with others.

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Safety & Security

At Just Support, ensuring the safety and security of all residents is paramount. We believe that everyone has the right to live and thrive in a safe environment. It is a collective responsibility to uphold the safety of our community, and we are committed to fostering an atmosphere where everyone feels secure at all times.

Zero Tolerance for a Safe Environment

At Just Support, we are committed to providing a safe and secure environment for all residents of our Supported Independent Living (SIL) program. We uphold a zero-tolerance policy towards aggression, abuse, and violent behaviour of any kind. This encompasses verbal abuse, physical violence, sexual misconduct, and emotional manipulation. We believe that every individual has the right to live in a space free from fear, intimidation, and harm. As such, such behaviours are deemed unacceptable and will be met with immediate intervention and appropriate disciplinary action to safeguard the well-being and rights of all members of our community.

Substance Use Policy

At Just Support, we prioritise the safety and well-being of all residents and staff. While the responsible use of alcohol and legal substances is permitted, binge drinking and the use, possession, or distribution of illegal substances are strictly prohibited within our premises. Substance misuse can pose significant risks to individual health and safety and disrupt the collective harmony and security of our community. To ensure a supportive and respectful environment for everyone, all residents are expected to act responsibly and in line with this policy. By adhering to these guidelines, we aim to foster a safe, secure, and empowering space where all residents can thrive and work towards their goals.



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Our Commitment to Zero Tolerance

Just Support's Supported Independent Living (SIL) program is committed to maintaining a violence-free environment. We have a zero-tolerance policy towards aggression, abuse, and violent behaviour of any kind. This includes verbal abuse, physical violence, sexual misconduct, and emotional manipulation. Such behaviours are unacceptable and will not be tolerated within our community.

Expectations for Staff

Professional Conduct: All staff members are expected to maintain a high standard of professionalism in their interactions with residents, colleagues, and stakeholders. This includes respectful communication, maintaining confidentiality, and upholding ethical standards at all times.

Supportive Environment: Staff members are responsible for creating and maintaining a supportive and inclusive environment where residents feel safe, valued, and empowered. This involves actively listening to residents' needs, providing empathetic support, and fostering a sense of belonging within the community.

Safety and Security: Ensuring the safety and security of residents is paramount. Staff members must be vigilant in identifying and addressing any potential safety concerns or risks, promptly reporting incidents, and following established protocols for emergency response and crisis management.

Professional Development: Continuous learning and professional development are essential for providing high-quality support services. Staff members are encouraged to participate in training programs, workshops, and other opportunities for skill enhancement and knowledge acquisition relevant to their role.

Team Collaboration: Collaboration and teamwork are fundamental to the success of our program. Staff members are expected to work collaboratively with colleagues, sharing information, resources, and best practices to ensure the holistic well-being of residents and the effective functioning of the support team.

Expectations for Residents

Respectful Behaviour: Residents are expected to treat staff members, fellow residents, and community members with respect and courtesy at all times. This includes refraining from engaging in any form of verbal or physical aggression, bullying, harassment, or discrimination.

Compliance with Policies: Residents are required to adhere to the policies and guidelines set forth by Just Support, including those related to safety, cleanliness, and community living. This includes following curfew regulations, respecting quiet hours, and abiding by rules regarding visitors and overnight stays.

Personal Responsibility: Residents are responsible for their own well-being and conduct while participating in the SIL program. This includes managing personal hygiene, attending scheduled appointments and activities, and actively engaging in the development and implementation of their individual support plans.

Communication: Open and honest communication is essential for fostering a positive and supportive living environment. Residents are encouraged to communicate openly with staff members regarding their needs, concerns, and preferences, and to actively participate in house meetings and discussions related to community living.

Accountability: Residents are accountable for their actions and decisions while participating in the SIL program. This includes taking ownership of any mistakes or breaches of conduct, cooperating with staff members in resolving conflicts or addressing issues, and actively contributing to the overall well-being of the community.

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Responsibilities and Expectations

At Just Support, we hold high expectations for all residents of our Supported Independent Living (SIL) programme. As you embark on your journey of independent living, it is important to understand the responsibilities and commitments that come with it. This section outlines the expectations we have for residents in maintaining a safe, respectful, and supportive living environment. By adhering to these expectations, we can ensure that everyone's experience within our community is positive and fulfilling.

We expect that all residents will:

- Let the House Team know your movements and keep in touch as agreed.
- Make arrangements with the House Team when you would like to spend a night elsewhere.
- Know the contact numbers for support – Case Manager, On Call, and House Manager as well as Emergency services.
- Attend obligations such as work, education, allied health, or medical appointments.
- Respect the house, the furnishings, support staff and co-residents' personal space and belongings.
- Maintain cleanliness by disposing of rubbish, food waste, and regularly cleaning shared areas such as toilets and kitchens.

To maintain a harmonious living environment, residents are expected to:

- Respecting the building and everything in it.
- Respecting the rights and privacy of everyone in the household.
- Ensuring noise and music volumes are kept to a level that is considerate of other household members and neighbours.
- Take responsibility for the cleanliness and maintenance of personal living space, including bedrooms and designated areas.
- Recognise the importance of maintaining a clean and hygienic environment for the well-being of all residents and support staff.

We aim to create a supportive and empowering environment where you can thrive independently while knowing that support is always available when needed. Let's work together to make your stay at Just Support a fulfilling and enriching experience.



We expect residents to contribute to the well-being of the household by:

- Keeping to curfew agreements.
- Completing daily chores to keep the household running smoothly – and cleanly.
- Informing the House Team about visitors.
- Making sure you are ready for attending meetings and appointments.
- Attending work and/or education.
- Notifying staff if you are sick or something has gone wrong so that we can support you.
- Being house-proud by keeping it clean and tidy.
- Managing your own washing routines – including bedding and towels.

You will need to:

- Make regular rent payments as agreed.
- Be accountable for your actions, decisions, and words.
- Adhere to guidelines for managing finances and expenses, including budgeting and meal planning, with the willingness to follow guidance provided by our team.
- Take responsibility for your personal belongings.

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Visitors and Overnight Stays

At Just Support, we recognize the importance of maintaining a safe and welcoming environment for all residents. The following guidelines outline our expectations regarding visitors and overnight stays in our Supported Independent Living (SIL) program. These guidelines are designed to ensure the safety and well-being of our residents and staff, while also promoting a sense of community and respect within our homes. Please familiarize yourself with the following information to ensure a positive and fulfilling living experience at Just Support.

Day Visitors

Communication

Residents are required to inform the House Team of any day visitors with at least 24 hours' notice, including their expected arrival and departure times. If your friends or family are travelling long distances to be with you, sometimes planning their arrival can be difficult, however, a general idea of the time of their arrival will be appreciated.

Identification

All visitors must sign in and present photo identification upon arrival. This measure ensures safety for both residents and staff by preventing unauthorized individuals from entering the property.

Behaviour

Visitors must adhere to the rules and regulations outlined in the SIL Handbook. Any visitor who displays abusive, threatening, or violent behaviour will be asked to leave immediately. Police will be called if a visitor refuses to leave or poses any threat of harm either verbally, physically, or sexually.

Curfew

Day visitors are welcome during appropriate hours, but all visitors must leave by 10 pm. Overnight stays must be planned at least two days in advance, and residents are responsible for ensuring that their visitors adhere to the rules and regulations of the program.

Consequences

Breach of visitor guidelines may result in disciplinary action, including a two-week no-visitor rule or permanent ban on visitors for repeated breaches. Incident reports will be sent to your stakeholder team following each breach.



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Overnight Stays



At Just Support, we understand that residents may occasionally have visitors who wish to stay overnight. Overnight stays can provide an opportunity for residents to spend quality time with loved ones and friends. However, it's essential to ensure that these stays are planned and managed responsibly to maintain the safety and well-being of all residents and staff. In this section, we outline the guidelines and expectations for overnight stays in our Supported Independent Living (SIL) program, including arrangements for sleeping accommodations and visitor responsibilities.

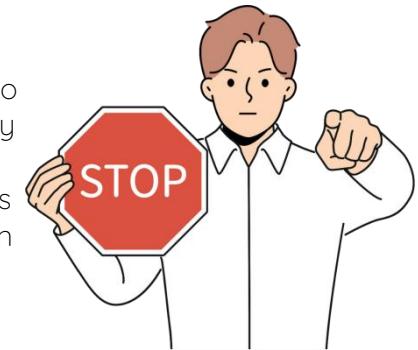
Planning Overnight Stays

Residents must plan overnight stays at least one week in advance to ensure proper arrangements can be made. This allows the House Team to prepare for the visit and ensures that all necessary safety measures are in place.

Sleeping Accommodations

When hosting an overnight stay, residents are responsible for providing suitable sleeping accommodations for their visitors. A romantic partner known to the resident may sleep in the bedroom and share a bed if requested. However, friends or other guests may need to bring their own bedding, as we do not supply extra blankets or pillows for guests. The visitor must remain in the resident's room for the evening, and if an inflatable mattress is required, it will need to be provided by the resident. Please note that supplying bedding for visitors is not part of the SIL program's responsibilities.

Visitors and overnight stays play an important role in residents' social connections and support networks at Just Support. While we encourage residents to maintain these relationships, it's essential to do so responsibly and in accordance with our guidelines. By planning visits and overnight stays in advance, communicating with the House Team, and ensuring that visitors adhere to our rules and regulations, residents can help maintain a safe and respectful living environment for everyone in our community.



Curfew and Noise Regulation

After 10 pm, overnight visitors must maintain quiet and refrain from making noise to respect the household's tranquillity and ensure other residents' comfort. Residents will receive one warning before their visitor is asked to leave. It is the resident's responsibility to ensure that visitors adhere to the rules.

Consequences for Breach

Breach of these rules will result in a two-week no-visitor rule for the resident. Three breaches will result in a permanent ban on visitors. Incident reports will be sent to your stakeholder team following each breach. In cases where the safety of residents or staff is compromised, the police will be called immediately.

Planning Your Overnight Stay

Plan an Overnight Stay

1. Check how well you know the person. Have you met in person 5+ times before?
2. Ensure the visitor is over 18 years old.
3. Alert the house team that you would like to have an overnight stay.
4. Check if you have appropriate bedding available for the visitor.
5. Remind your visitor to bring photo ID to the house and sign in upon arrival.

When the Guest is Here

1. Welcome your guest and ensure they sign in with photo ID.
2. Show them to their sleeping area and provide any necessary instructions.
3. Remind them of the house rules and guidelines, including noise levels and curfew times.
4. Coordinate activities or outings planned for the visit.
5. Ensure your guest feels comfortable and has everything they need.

Saying Goodbye

1. Coordinate departure time with your guest to ensure they leave before curfew.
2. Thank your guest for staying and express gratitude for their visit.
3. Assist your guest with gathering their belongings and preparing to leave.
4. Ensure your guest signs out and returns any borrowed items.
5. Say goodbye and wish your guest a safe journey home.



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Daily Life at Just Support

At Just Support, we believe that maintaining a healthy lifestyle and fostering positive relationships within our community are essential components of daily life. From establishing routines to managing household responsibilities, we strive to create an environment where every resident feels supported and empowered to thrive. Here's a breakdown of what you can expect in your daily life with us.

Healthy Living

Developing consistent daily routines, including regular eating and sleeping times, plays a vital role in nurturing your overall well-being. We encourage you to prioritize healthy habits that promote good sleep, a balanced diet, and an active lifestyle. Our team will support you in establishing healthy routines, offering guidance on personal grooming, dental care, and regular health check-ups to ensure your physical and emotional well-being.

Meals

At Just Support, residents are empowered to take charge of their meal preparation, ensuring autonomy and independence. While personal food items are the responsibility of each resident, our dedicated Support Staff are readily available to provide assistance. Whether it's budgeting, making shopping lists, organizing shopping trips, or planning and preparing meals, our team is here to support you every step of the way. Together, we can create nutritious and delicious meals while fostering important life skills and independence.

We provide a meal plan kit for the evening meal, which residents share with Support Staff. It is your responsibility to assist in preparing the meal and tidying up afterwards. Leftovers will be marked and dated, available for staff or residents on a first-come, first-serve basis. Should you choose not to eat the provided evening meals, you will be responsible for all related costs. Additionally, once a week, Just Support will supply takeaway at a maximum cost of \$30. Any expenses exceeding this amount must be covered by the resident.



Medication Management

For residents who require medication, our Support Staff are available to assist in medication management. We understand the importance of taking medications on time and as prescribed, and our team will provide reminders and prompts to ensure that you adhere to your medication regimen. Your health and well-being are our top priority, and we are here to support you in maintaining your medication schedule effectively.

Housekeeping

Maintaining a clean and organized living space is essential for a comfortable and hygienic environment. Each resident is expected to contribute to household chores and adhere to a cleaning schedule. This includes washing dishes daily, keeping personal items tidy, and participating in weekly shopping and cleaning tasks.

Each resident is responsible for ensuring that their personal space remains tidy and free from clutter that could attract pests or cause accidents. It is important to note that food scraps, rubbish, dirty dishes, and any other items that may pose hygiene or safety hazards are not permitted in the bedroom. Regular cleaning and disposal of waste are essential to create a safe and healthy environment for everyone. Let's work together to uphold these standards and prioritize the well-being of all residents.

Daily Life at Just Support Cont.

Rent and Utilities

Rent and utilities are included in your total package at Just Support. However, it is essential to be mindful of responsible utility usage to ensure sustainability and cost-effectiveness. Please avoid wastage of water and power to maintain an environmentally conscious approach. While you have a fixed rate included in the agreement, excessive usage and wastage may result in additional charges. It is important to note that stakeholders will be informed of any such occurrences. Let's work together to conserve resources and maintain a sustainable living environment for all residents.

Neighbours

Respecting and building positive relationships with our neighbours is integral to creating a harmonious community environment. We encourage you to engage with your neighbours courteously and respectfully, acknowledging their rights to safe and secure accommodation. Should any issues or conflicts arise, our House Team members are here to assist you in resolving them amicably and responsibly.



Prioritising Safety, Harmony, and Health

As a resident in our program, it's crucial to recognize the importance of the guidelines we've established for daily life at Just Support. These guidelines serve as a blueprint for creating a safe, harmonious, and healthy environment that prioritizes your well-being.

By following these guidelines, you play an active role in ensuring the safety of yourself and your fellow residents. They provide clear boundaries and protocols to minimize risks and hazards within our household, fostering an environment where everyone feels secure and protected.

Moreover, these guidelines promote harmony by encouraging mutual respect, understanding, and cooperation among residents. They facilitate open communication and provide mechanisms for resolving conflicts peacefully, creating a sense of unity and community within our home.

Additionally, these guidelines are designed to promote your overall health and well-being. By embracing healthy routines, nutritious eating habits, and regular hygiene practices, you empower yourself to lead a fulfilling and active lifestyle. Maintaining cleanliness and hygiene standards not only contributes to your physical health but also enhances your emotional and mental well-being.

In essence, by adhering to these guidelines, you contribute to the creation of a supportive and empowering community at Just Support, where safety, harmony, and health are at the forefront of our collective journey toward growth and well-being.

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Community Access and Activities

As part of the SIL Program and Community Access Support, the National Disability Insurance Scheme (NDIS) encourages residents' active participation in community activities. At Just Support, we facilitate community engagement by providing an activity budget each week. This budget aims to offset the costs associated with participating in community activities that align with your NDIS goals.

Activity Budget

The activity budget is allocated to support residents in accessing various community activities and experiences deemed reasonable and necessary. These activities may include but are not limited to educational classes, recreational outings, cultural events, and social gatherings. It's essential to use the budget responsibly and prioritize activities that contribute to your personal growth and development.

Alignment with NDIS Goals

All activities funded by the activity budget must align with your NDIS goals and support your individualized plan for achieving greater independence and social inclusion. We encourage you to discuss your goals and aspirations with your support team to ensure that the activities you choose contribute to your overall growth and development.



Budget Restrictions

Budget restrictions are in place to ensure responsible use of funds allocated for community activities. It's essential to remember that the activity budget is primarily designated for engaging in community events and experiences that align with your goals and well-being, rather than personal expenses or indulgences. Our team is dedicated to providing guidance and support in selecting suitable activities and managing the budget effectively.

However, there are exceptions to these restrictions, particularly when food is involved as part of the activity. In such cases, Just Support may cover reasonable costs, as determined by our support staff. For example, purchasing a medium popcorn and drink with your cinema ticket is deemed reasonable, while buying lunch to eat at the park is not.

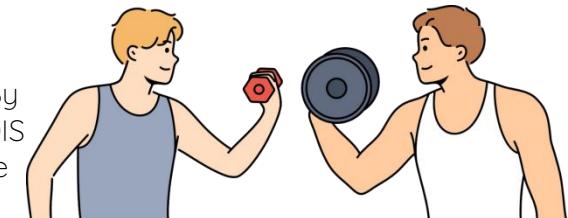
Participating in community activities is a valuable aspect of the SIL Program, promoting social interaction, skill development, and personal empowerment. By utilizing the activity budget responsibly and aligning your choices with your NDIS goals, you can actively engage in meaningful experiences that enrich your life and contribute to your long-term well-being.

Activity Examples

At Just Support, we encourage residents to participate in a variety of community activities that promote skill development, social interaction, and personal growth.

The following activities are examples of how you can use your activity budget provided by Just Support. Remember, if the costing for the activity exceeds your budget, you will be required to pay for the excess.

- Visit to the Queensland Museum
- Bowling
- Gym Session
- Art Workshops
- Outdoor Picnic at South Bank Parklands
- Light Show at the Brisbane Planetarium
- Nature Walk at Mt Coot-tha Botanic Gardens
- Cooking Classes
- Creative Writing Workshop at State Library of Queensland
- Laser Skirmish at Laser Force
- Find your way out of an Escape Room
- Interactive Science Exhibition at Queensland Science Centre
- Visit to Dreamworld or WhiteWater World



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Independent Outings

During your time with us, you may wish to visit family, friends, or engage in activities without the presence of your Just Support team. We understand and support your desire for independence and autonomy. While we respect your freedom to make your own decisions, we also want to ensure your safety and well-being during independent outings. Below are guidelines for planning your independent trips.

Provide Advance Notice

Please give at least two days' notice to your support staff and the house team if you plan to leave the premises without Just Support assistance. This allows us to ensure appropriate support is in place during your absence and to update any necessary documentation or plans.

Share Your Destination

For safety purposes, we require you to provide the address of your destination when planning an independent trip. This information is essential for risk assessments and emergency preparedness, ensuring that we can reach you or provide assistance if needed.

Discuss Your Plans with Support Staff

Your support staff will discuss your plans with you to understand where you will be going and any activities you have planned. They may ask questions and share different concerns to ensure your safety during the outing. It's important to understand that these discussions are not meant to judge or pry into your personal life but rather to ensure your awareness of potential dangers, risks, or hazards.



Emergency Contact Information

Before departing, ensure you have access to important contact information, including emergency contacts, support staff, and Just Support's on-call personnel. This will enable you to reach out for assistance or guidance in case of an emergency or unexpected situation.

Stay Connected

While enjoying your independent outings, remember to stay connected with your support network. Regular check-ins with friends, family, or support staff can provide reassurance and assistance if needed.



Remember, our priority is your safety and well-being. While we encourage and support your independence, we are here to provide guidance, assistance, and support to ensure your experiences are positive and fulfilling. If you have any questions or concerns about planning independent trips, please don't hesitate to reach out to your support team for assistance.

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