



Supporting children and adults with disability

Since 1979

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About Interaction

As a not-for-profit organisation, Interaction has been supporting and empowering people with disability since 1979. We value diversity and understand that no two people are the same. This is why we work closely with you to build flexible and practical supports that meet your individual needs.

Who we work with

There's no typical Interaction participant. Our support services are available to people with any type of intellectual and/or physical disability. We work with people of different ages, abilities, needs, and backgrounds.

While we provide expert support for people with intellectual and physical disability, Interaction is proud to be a best practice provider of specialist supports for people with Prader-Willi Syndrome (PWS).

You can access our services and supports across the Greater Sydney, Central Coast and Newcastle regions of NSW.

What we do



Accommodation



**Support
Coordination**



**Direct
Support**



**Behaviour and
Allied Health Services**



**Leisure
and Lifestyle**



Our Values

Integrity, respect, openness,
person-centred, accountability,
life-long learning.

Our Vision

To be an organisation of excellence;
a growing, flexible and proactive
person-centred service.

Our Mission

To provide exceptional services for people
with disability, primarily those with an
intellectual disability, and their support
networks. Through person-centred
support, we empower people to reach
their individual goals and aspirations.

What is the NDIS?

The National Disability Insurance Scheme (NDIS) provides funding to people with disability so they can access the supports they need to participate in daily life.

You have complete choice and control over how you want to use your funded supports, and which service providers you want to use.

If you choose us, we can help you make the most out of your NDIS plan so you can focus on achieving your goals.

Whether you're just starting out with your NDIS plan, or you already know the ins and outs, we are here to help. We can work with you and support you to decide the best option for each support you need.

Why choose Interaction?

We know that everyone needs different types of support. Our team will take the time to understand what you need to make your life easier, and work with you to put together a package of supports that helps you meet your NDIS goals.

We can provide you with a quote prior to any service, so you will always be comfortable with the way you are using your funding with Interaction.



**We are a Registered
NDIS Provider**

My Story

Interaction provides me with a support worker for company. They drive me where I need to go, and support me with shopping, cooking and household duties. I love anything that involves animals, you could say I'm animal crazy! My favourite things to do are to go swimming, bowling, or play aqua golf, and I really enjoy spending time with my support workers. I like to listen to Nikki Webster, Miley Cyrus and Spice Girls. Next on my list of things to achieve are to sell some more of my artworks, become a pet owner again and to keep fit and healthy by getting back into netball.

Lara



Accommodation

Accommodation to best suit your needs

Our accommodation services offer support in a number of ways.

We can help find you a place to live, or match you with housemates in one of our supported accommodations. Our supported accommodation options are tailored to meet your specific needs and comforts.



Supported Accommodation

If you want to live with housemates and receive support with things like cooking, shopping or going to appointments, then Supported Accommodation is the perfect choice for you.

Supported Accommodation can be funded through your NDIS plan and has been designed to provide you with practical and flexible assistance – supporting your goals for where and how you want to live.

These supports can be tailored to everyday living needs, or to help you develop skills that build your confidence and independence.

Our most popular option for this program is where participants are matched up with housemates to live together in one of Interaction's NDIS-funded homes. This is perfect for people who want to be independent, but still socialise with people you live with and have support when you need it.

If you're not sure where to start, we can help you choose the type of support that will work best. Our goal is to help you live as independently as you want, and provide supports where you need it.

Supports can include:

- Practical support for shopping, budgeting and attending appointments
- Skills development that increases confidence and allows you to transition into independent living

Get in touch with us to find out about current vacancies!





My Story

Andrew and Daniel have been housemates (and workmates!) for more than 10 years as part of Interaction's Supported Accommodation program where they receive support every afternoon. They both love to cook and take turns making dinner each night. Andrew is a whiz on the BBQ while Daniel prefers to cook up a storm in the kitchen.

Daniel: "I like to go bowling, movies, shopping, going to the Easter show when it's on or the Hawkesbury show. I like going on holidays and love to cook. I like being independent and living with people, but having help at the same time. Interaction are very helpful and kind people and they help me a lot. I like being cheeky and having fun with staff."

Andrew: "I like bowling. I like visiting friends. I like shopping. I am going to the Easter Show this year. I love to travel and BBQ. I love where I live because I can do things by myself and it's good to have help too. Interaction staff help me, take me places and play games."

Andrew and Daniel



High Support Accommodation

Our High Support Accommodation provides 24/7 care that can be adapted to suit your specific needs.

Our 24-hour support model includes assistance or supervision with daily tasks such as cooking, cleaning and transport. In addition to supports for daily living, our experienced Support Workers can provide a non-active or active overnight stay.

For those who require more comprehensive support, this program also offers 24-hour intensive supports with an active night shift, including supports for:

- Managing behaviours of concern
- Personalised management of complex medical needs

This kind of accommodation is best suited for participants with complex and high support needs.

If you are interested in High Support Accommodation, or any of the other accommodation services we offer, we can help you decide which option is best suited to you.

My Story

Meet Interaction participant Aiden and his Mum, Nikkie.

“Living at an Interaction house has given my son a quality of life I didn’t think possible. It was tough to put my son into care but Interaction has been very caring and supportive not only to my son, but to the other men living with him. There were tears and laughter, but for Aiden and my family, his Interaction house is home. The staff are wonderful and for us, they’re our family.”

Aiden has been living in one of Interaction’s high support properties for a number of years in a specialist program that provides 24/7 onsite care. His support staff encourage family involvement and facilitate visits and outings that work within Aiden’s personal routine.

Nikkie and Aiden





My Story

Stephanie, Xandra, Lynne and Marlissa have been living together in one of Interaction's high support houses for many years, and are great friends. As well as active night support, they are supported in daily tasks such as travelling, cooking and attending appointments and activities. They love to spend time together and each work with their support staff to set and accomplish their individual goals.

Xandra: 'Stephanie is the loveliest, just the loveliest. We are almost family. We like to go to the park together and bring food for a picnic. We also like the beach and having morning tea at home. We spend a lot of time at our Friday Friendship Group and at the Animal Shelter.'

Lynne: 'Having fun with my housemates is the best thing about living here. We like to go out for coffee, or a picnic lunch or to the movies. I like it here.'

Xandra and Lynne





Concierge-Style Accommodation

Support for those who want to live independently with the comfort of onsite 24/7 care available at the push of a button.

We support participants who are living in brand new custom-built apartments that have been specifically designed with:

- Accessible bathrooms, kitchens and bedrooms
- Smart technology
- Automated kitchen benchtops and customisable bathrooms
- Accessible communal outdoor spaces
- Structural allowance for the installation of ceiling hoists

A highly trained team of support staff are available around the clock in the nearby concierge apartment, ready to support any of your needs. Enjoy the independence of living in your own apartment in a convenient location within an integrated community.

SDA funding is required for this level of accommodation. If you don't already have this included in your NDIS plan, we can help you work out if you are eligible and provide support to apply.

My Story

Ever since I was about sixteen, I've constantly been looking into ways to move out of home. When I found out about the new concierge-style accommodation, I was so excited as it was the perfect option, in both the type of care and location. Since I moved into one of the brand new apartments I've been loving the level of independence. I absolutely love the Interaction team they are amazing!

Gretta





Support Coordination

What is Support Coordination?

Support Coordination is carried out together with, and on behalf of, participants. It involves identifying, coordinating and accessing supports and services that meet your specific needs, wants and preferences.

Support Coordinators offer choice and control around the types of supports you will need. Once you have secured your NDIS funding, you can begin the process of finding the different supports you will need to meet your goals.

To best navigate the NDIS, we strongly recommend that you ask for Support Coordination when first applying for funding.



Why Choose Interaction for Support Coordination?

Capacity building is an important part of Support Coordination. Your Support Coordinator will work with you to increase your confidence in different skills to help you work towards your goals.

If you choose Interaction to help coordinate your supports, we will match you with your own Support Coordinator who will assist you every step of the way.

Our Support Coordinators can help you to:

- Understand what is and isn't covered in your NDIS funding
- Plan the best way to use your NDIS funding
- Connect with different community services and supports you need to reach your goals
- Prepare for your NDIS review

Your Interaction Support Coordinator will be your main point of contact in case of any issues, questions and concerns about your NDIS plan.

Our team of Support Coordinators are experienced in understanding the specific needs of people with any type of disability. We can help you to secure the right type of funding in your NDIS plan, and support you in choosing the best services for your needs.

My Story

My Support Coordinator at Interaction always helps me arrange my supports so I can continue to live by myself, and she helps to make sure I can cook and eat the right foods.

I like to visit Palm Beach to see the real Home and Away because it's my favourite show. I also like to watch Days of Our Lives. Some of my favourite things to do are dancing and walking, going on holidays and spending time with my family.

I love to catch the bus to the shops, and I would like to do some travel training so I can take the metro to my day program.

Monica





My Story

I've been with Interaction for 4 years. My Support Coordinator supports me very well by offering me choices around my supports, which makes me feel comfortable.

I love watching car racing and sports and spending time with family, especially my wife as she is in a nursing home. I like listening to all types of music and watching movies that are true stories and war films. I cook a good BBQ!

I would like to go on a holiday. Otherwise I feel like I have achieved everything I wanted.

Paul



Direct Support

What is Direct Support?

Direct Support can be almost anything you want it to be. Direct Support is a one to one service that helps you with everyday life skills and tasks that will build your independence.

Our Direct Support team can work with you in a number of different ways, depending on your specific needs. This may include:

- Community participation, like supporting you to attend appointments, support with grocery shopping, or accessing social activities of your choice
- Self-care, including learning skills in your home like cleaning and cooking
- Capacity building, including travel training, parenting training and budgeting support
- In-home support when your usual support network is unavailable

If there is an activity you would like to join but haven't yet been able to, Interaction can tailor a program to your exact needs and likes with one to one support.



Why Choose Interaction for Direct Support?

Our Direct Support team is full of compassionate and experienced Support Workers who value life-long learning and understand the best ways to support your needs. Direct Support encourages and empowers you to live how you want to live, while working toward your goals.

We commit to matching you with the right Support Worker. If you choose Interaction, we will ask you some questions to match you with the best person to suit you, and make sure that you're happy with the choice.

Our one to one support program can be tailored specifically to meet the needs of people with any type of disability. This can include accessing the community, providing in-home support or training for life skills with a focus on your health and wellbeing.

Our Direct Support team can also assist families and carers in finding a Support Worker for those instances when you aren't available.

My Story

I've been with Interaction for over 2 years. My support workers take me shopping, to church and other outings.

Even though I have a very busy week working 5 days and fitting in different therapies like physio, I think finding time to relax is important. In my spare time I like to paint, visit relaxing places and study neuroscience. I would really like to try out photography as well.

The work that I do includes processing data and for some years it has become more automated which opens up opportunities for some but also closes doors for others.

I do like to use the internet to learn new things, explore hobbies and watch lectures which otherwise I could never do.

Jody





Behaviour and Allied Health Services

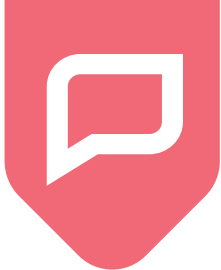
What is Behaviour and Allied Health?

Behaviour and Allied Health is a range of supports and services that are different to the medical care provided by doctors and nurses.

Allied health can include psychologists, behaviour support practitioners, speech pathologists, physiotherapists and occupational therapists.

Supports and therapies offered by our Behaviour and Allied Health Services team include:

- Group and individual therapy
- Behavioural support
- Assessment



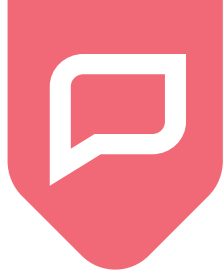
Why Choose Interaction for Behaviour and Allied Health Services?

Our Behaviour and Allied Health Services (BAHS) team of professional practitioners work with you to support your physical and emotional wellbeing.

Our psychologists are all registered with the Australian Health Practitioner Regulation Agency (AHPRA). Coming from a range of backgrounds and experiences, our team are highly skilled at supporting people with disability and their families.



Our BAHS practitioners work with people with any type of disability, including PWS and their wider support network to improve the quality of day to day living. Though the behavioural challenges are different for each individual and require unique intervention and therapy plans, implementing positive behaviour supports for common issues such as challenging behaviours or behaviours of concern, as well as enhancing positive psychological wellbeing have helped our participants to successfully achieve their goals.



Sensory Room

Our custom-built Sensory Room is an effective therapy for people with disability or sensory needs as it lets you control what is happening around you. The positive effects of our Sensory Room will often carry over to other activities in your daily life, with the potential to stimulate speech, language and coordination.

Some of the things you will find in our Sensory Room include lighting and sound effects, a relaxing egg chair, interactive tactile experiences and cause and effect items. A gantry hoist is also available allowing participants with physical disability to access all elements within the room.

Our Sensory Room is available to hire, speak to our friendly staff to find out more!





Leisure and Lifestyle

Social events and friendships

Learning new skills and making new friends is just as important as any other support you need.

Our Leisure and Lifestyle program gives you the opportunity to try out new creative activities and join in different outings and events.



Leisure and Lifestyle at Interaction

We run a number of regular and one-off activities so you can gain new skills and experiences. Some of our most popular activities include:

- Cooking classes
- Music and games
- Arts and craft
- Bowling
- Social Events



Make sure you keep an eye out for our Skills Alive program where we hold workshops to teach you important skills like budgeting and computer literacy.

Joining in with any of our Leisure and Lifestyle activities is a great way to access the community, try out a new skill and make new friends. We love to hear your feedback on the choice of activities and events available so we can make sure that what's on offer is fun and interesting.

Get in touch or visit our website for the latest copy of the Leisure and Lifestyle Activity Calendar.

Prader-Willi Syndrome

Interaction is an internationally recognised provider for people with PWS.

What is PWS?

PWS is a rare and complex genetic condition affecting roughly one in every 15 to 20,000 births globally each year. PWS is non-inherited and is linked to the deletion or incompleteness of genes on the 15th chromosomes. This chromosomal abnormality leads to neurological changes which cause altered growth patterns and development with associated cognitive disability and obsessive eating patterns.

Why choose Interaction for PWS support?

In 1992, we established the first accommodation program in Australia designed to meet the specific needs associated with PWS.

Since then, we have continued to work with individuals and families to provide a range of PWS supports.

Our experienced and highly skilled Support Workers can work with you to offer supports that address the specific needs of people with PWS, including:

- Developing skincare and health routines
- Nutrition management and planning
- Encouraging exercise
- Maintaining a consistent and structured routine

We work with every participant to make sure the combination of supports provided is exactly what is needed.

My Story

I have a good sense of humour and I am kind, and I love to make funny jokes. I like hanging out with my family and going on holidays. I like celebrating my birthday every year.

My favourite things to do are puzzles and to play on my iPad and Xbox. I think Home and Away is the best show. I am working on getting fit by going on walks and going swimming so Interaction is helping me with my health and losing weight. My Interaction support workers help me when I go to the shops to buy things and they drive me places.

I would really like to buy a motorised scooter to help me get around because I can't drive, and one day I would like to play sports – especially football!

Michael



PWS Accommodation

Interaction understands the unique needs for those with PWS to live an independent life. This means having safeguards in place while also addressing anxieties around food access and relationships.

We support our participants with PWS to have choice and control over where they live. Some choose to remain in their family home, some choose established disability accommodation, and others choose one of our custom-built homes.

We have a number of houses that have been carefully adapted to best suit the needs of people with PWS. Participants who live in our custom-built homes are provided with supports specific to their needs.

This includes:

- Large bedrooms with private ensembles
- Special modifications to kitchen and meal prep areas
- Open plan living
- Robust build
- Secure backyard
- External exit doors for staff

Our PWS accommodation programs are developed with highly trained and experienced staff who provide supports such as:

- Daily and weekly schedules suited to each participant
- Nutrition and food management support needs and goals
- Physical exercise
- Accessing education and employment
- Proactive health management.

For those who would prefer to stay in their family home or live in a house that hasn't been adapted, we are able to provide these supports in your own home to make sure you are safe and comfortable.



Our People

Our team of dedicated and experienced staff are what makes Interaction the organisation it is today. Looking after our invaluable employees is incredibly important to us. To make sure we are doing this to the best of our ability, Interaction engages an independent agency to survey all employees on a wide range of topics to improve and develop the organisation.

Our most recent survey gave some impressive results:

91%

Job
Satisfaction

97%

Employer of
Choice

97%

Believe in the
overall purpose of
Interaction

91%

Successful
Teamwork

91%

Positive working
relationship with
colleagues

95%

I like the kind
of work I do

We strongly believe that if our employees are happy, there will be a roll on effect resulting in positive relationships with our participants.

Interaction employees not only have a broad range of qualifications relevant to their individual roles, they also have the hands-on experience to provide the responsive and understanding support that each and every one of our participants deserve.



Governance and Standards

Interaction Disability Services Limited is a not-for-profit organisation operating as a company limited by guarantee. We are registered as a charity with the Australian Charities and Not-for-profits Commission. Interaction is an NDIS registered provider which is overseen by the NDIS Quality and Safeguards Commission. Interaction holds Voluntary Out-of-Home Care accreditation as a registered agency overseen by the Office of the Children's Guardian.

We pride ourselves on being ethical and professional in everything we do, which is reflected in our core values:

- Integrity
- Respect
- Openness
- Person Centred
- Accountability
- Life-long learning

We are governed by our Board of Directors and numerous sub-committees who focus on improving our effectiveness in the supports we provide to participants. Interaction is accountable to its members, participants, families and carers, employees, donors and supporters.

We always welcome any feedback or suggestions. If we aren't meeting your expectations, we would like to know how we can make things better. Please visit our website or contact Interaction on 1300 668 123 if you would like to provide feedback or make a complaint.





How you can support Interaction

All contributions will help us to improve the quality of life and empowerment of children and adults with disability.



Make a Donation



Bequests



Volunteer



Corporate Partnerships

For further information, or to contribute to Interaction, please call 1300 668 123 or visit www.interactionservices.org



1300 668 123

www.interactionservices.org

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