

RIVERLINK SUPPORT SERVICES

POLICY

Riverlink support services are available to participants, carers and families of people who have a disability and are NDIS registered. Support is available through a variety of programs and services. Riverlink aims to meet each participant's individual requirements during the week, evening and weekends, dependant on the individual's plan, service agreement and current available resources. Programs have a predominantly "out of home focus" and are provided in a number of ways that are age appropriate for participants.

Western and Northern Sydney Districts

Riverlink provides support services to participants of people with a disability aged 0-64yrs in the Local Government Areas covered are Mosman, North Sydney, Willoughby, Lane Cove, Hunters Hill, Ryde, Auburn, Parramatta, Holroyd, Baulkham Hills and Blacktown.

As a registered NDIS provider, Riverlink provides the following support services: Development – Life Skills; Participate Community; Group/Centre Activities; Daily Tasks/Shared Living; Assist Personal Activities; Personal Activities High; Support Coordination; Plan Management; Assist-Life Stage, Transition; and Specialised Disability Accommodation.

Below is an outline of current participate community programs that Riverlink provides to both Western and Northern Sydney districts, however this may change over time as we continue to be responsive to the needs of participants.

10 Up Program

This program aims at providing support to younger participants generally aged 8-18 years.

This program usually operates on a Saturday fortnightly basis for approximately 5 hours. The 10 Up program accesses age appropriate community venues throughout the day. Activities include movies, going to museums, bowling, picnics, etc.

Staffing for this program is in accordance to the support needs of the participants, with some capacity to be flexible in meeting the needs of younger people with a disability who have higher support needs.

In addition to these regular programs, Riverlink may also offer camps, special activities and school holiday programs when resources allow.

18 Up Program

This program is aimed at participants generally aged 18yrs and over. The activities are usually held on Saturday for approximately 5 hours. The 18 Up program accesses age appropriate community venues. Activities include movies, going to museums, bowling, picnics, etc.

Staffing for this program is in accordance to the support needs of the participants, with some capacity to be flexible in meeting the needs of younger people with a disability who have higher support needs.

In addition to these regular programs, Riverlink may also offer retreats, special activities and other holiday programs when resources allow.

Socialites Program

This program aims at supporting participants generally aged 18 years and over who are high functioning. Activities take place Friday evenings and Saturdays. Friday evenings comprise of outings such as meals at various restaurants and theatre shows, whilst Saturday activities may comprise of movies, art gallery shows or museums.

Staffing for this program is in accordance to the support needs of the participants.

The Socialites program accesses age appropriate community venues.

In addition to these regular programs, Riverlink may also offer retreats, special activities and other programs when resources allow.

Bowling Program

This program generally supports participants aged 18 years and over. Bowling runs on Wednesday evenings throughout the year, except over Christmas holidays, and is part of a Bowling League competition held in conjunction with other organisations.

Staffing for this program is in accordance to the support needs of the participants, with some capacity to be flexible in meeting the needs of young adults with a disability who have higher support needs.

Individual Support

This program generally provides support for participants with high support needs on a 1:1 basis. Support usually occurs within the home, however access to age appropriate community based venues may also be arranged.

Children's Program

This program provides support to younger participants generally aged 3-10yrs. Riverlink accesses a number of pre-school sites in Lidcombe, Blacktown and Baulkham Hills.

The program usually operates on a Saturday at each site for approximately 5 hours. This program may run during the school holidays in response to participant need.

Staffing for this program is in accordance to the support needs of the participants, with capacity to be flexible in meeting the needs of younger children with a disability who have higher support needs.

Club Teen

This program provides support to younger participants generally aged 8-18 years. This program usually operates on Saturday for approximately 5-6 hours. The Club Teen program accesses age appropriate community venues throughout the day. Activities include movies, going to museums, bowling, picnics, etc.

Staffing for this program is in accordance to the support needs of the participants, with some capacity to be flexible in meeting the needs of younger people with a disability who have higher support needs.

In addition to our term programs, we also offer camps, special activities and school holiday programs when resources allow.

Weekenders Program

This program supports participants generally aged 8-18 years with higher support needs. The program usually operates on Saturday for approximately 5-6 hours. The Weekenders program accesses age appropriate community venues throughout the day. Activities include movies, going to museums, bowling, picnics, etc.

Staffing for this program is in accordance with the support needs of the participants, with capacity to be flexible in meeting the needs of younger people with a disability who have higher support needs.

In addition to our term programs, we also offer camps, special activities and school holiday programs when resources allow.

Young Adults & The Links Program

These programs provide support to participants generally aged over 18 years and usually operate on Saturday for approximately 5-6 hours. These programs access age appropriate community venues.

Staffing for these programs is in accordance to the support needs of the participants, with some capacity to be flexible in meeting the needs of adults with a disability who have higher support needs.

In addition to our term programs, we also offer weekends away and special activities.

Young Adults Disco Program

This program provides support to participants generally aged over 18 years and runs several times a year. This adult program accesses an age appropriate community venue in Baulkham Hills.

Staffing for this program is in accordance to the support needs of the participants, with some capacity to be flexible in meeting the needs of adults with a disability who have higher support needs.

Out N About

This program supports participants generally aged 8-18 years. This program usually operates on Saturday for approximately 5-6 hours. The Out N About program

accesses age appropriate community venues throughout the day. Activities include movies, going to museums, bowling, picnics, etc.

Staffing for this program is in accordance with the support needs of the participants, with some capacity to be flexible in meeting the needs of younger people with a disability who have higher support needs.

In addition to the term programs, we also offer camps, special activities and school holiday programs when resources allow.

After School Care/ Vacation Care

After School Care/Vacation Care is for Children and Young People with a Disability aged between 5 – 18 years.

Support is designed to meet the needs of each participant to achieve outcomes.

A warm, supportive and safe environment is provided for participants to socially interact, make own choices and learn new life skills. Participants take part in a number of different activities that are fun and supervised by our trained staff. Nutritious snacks for afternoon tea included at After School Care.

After School Care/Monday to Friday, 2:45pm - 6:00pm

Vacation Care/Monday to Friday, 9:00am - 3:00pm

Venues for these programs include:

- Halinda School, Whalan
- The Ponds School, The Ponds
- Tallowood School, Kellyville Ridge
- Karonga School, Epping

Camps/Retreats

Riverlink organises Camps for participants under the age of 18 years during the week in the school holidays and on weekends during the school term, as resources allow. Riverlink also organises Camps for participants over the age of 18 years on weekends, as resources allow.

Participants from both Western and Northern Sydney who re NDIS registered are eligible for camps and retreats, which are generally held over three days and two nights. The venue is currently Uniting Venues, Elanora Heights, but other venues are

used. Participants engage in a variety of off-site visits, arts and crafts, and sporting activities, appropriate to their age.

Short Term Accommodation

Riverlink Cottage provides short term, time limited breaks for participants primarily aged up to 18 years of age. A mix of activities is offered to suit the preferences and goals of the participants. These activities can include: opportunities to pursue personal goals individually; participate in recreational and leisure activities within the community as appropriate; access group activities including cooking, fitness activities, sport, movies, as well as social and recreational activities in the community. A purpose built sensory room offers participants the opportunity to further develop reaction to the five senses, increased motor skills, relaxation and increased communication.

Carers' Break

Carers' Breaks are held to provide support directly for carers by providing a luxury weekend away, over two evenings and two days. This break is designed with the intention to allow carers to relax and unwind away from their everyday routine. This program depends totally on sponsorship by corporate sponsorship and can only occur when these funds are available.

Participants whose carers are participating in the Carers' Break are automatically eligible for the concurrent camp, should they choose to participate.

Related Documents:

Riverlink Brochure
Consumer Handbook
Riverlink Cottage Handbook

Related Policies:

2.02 Service delivery
2.04 Consumer Information
2.05 Service Access
2.08 Service & Activity Fees

2.11 Individual Need

2.16 Support Plan

2.24 Participation & Integration

Relevant Standards:

Standards in Action:

Standard 2; Participation

Standard 3; Individual Outcomes

Standard 5; Service Access

Standard 6: Service Management

National Standards for Disability Services 2013:

Standard 2; Participation

Standard 3; Individual Outcomes

Standard 5; Service Access

Standard 6: Service Management

Legislation:

Disability Services Act (NSW) 1993



Ray Palmer

Executive Officer

Date: 15/2/2018

