



Service Outlet Information and Overview:

Forest Lake



Respite, Short Term Accommodation and Child Safety Placement

Australian Communities Pty Ltd is a specialised service established by a team of experienced professionals with over 25 years experience across a range of sectors, statutory agencies and community service settings, including disability and mental health services, forensics, youth justice, early childhood education, adult secure care settings and extreme complex behaviour, child safety, guardianship, special education, therapeutic residential care, advocacy, community visitor, quality system and licensing supports at state and national levels. This allows the service to interact and support statutory roles and requirements easily within a community based setting to respect the roles of each stakeholder. Our predominant niche focus is 24 hour residential and supported living settings for adults and children living with disability, mental illness and complex behaviour, as well as, transition options, respite and short-term accommodation options funded by the National Disability Insurance Scheme (NDIS).

Our sector has significant challenges. Australian Communities seeks to raise the bar and deliver a disability sector we can be proud of with educated, proactive staff, clear practice and accessible information, practice and accountability used to strengthen systems. To do this we have developed our own practice framework which aligns across sectors and legislative tools based on 5 key principles; transparency, commitment, authenticity, customer centred work, contemporary practice and safety.

This information booklet outlines the site and service information for our respite/short term accommodation or transition service in Forest Lake on Brisbane’s South Side. We are welcoming referrals for children or adults requiring short term placement, foster carers and families seeking respite, short term accommodation and transition support to long term options and support settings. It may be for a night, a weekend, a week, a few weeks to a few months or more. Let us see what we can do to support you.

The site is staffed with experienced professionals and its use is based on availability. We do not have referred children or adults on site at the same time of course, but we are happy to make it available for Child Safety placements or respite for carers, adults needing an interim option while a long term setting is sourced or as an interim accommodation option for children while a placement is secured. Our service often establishes long term options and support settings and we may be able to support a child or adult there as an interim option, while we secure a site and set up a service setting for ongoing support, including Supported Independent Living (SIL) settings for adults through NDIS. There is a fully secured system for electronic shift notes, incident reporting and data management available to Guardians and Participants. For Child Safety or statutory agencies, internal staff have capacity for formal reporting and observations, data and collation to support case management.

Australian Communities is an approved service provider through the NDIS and has recently completed the external quality system 2 stage audit with no major or minor non-conformities which is a very positive result.

All referrals can be made directly from any authorised stakeholder involved in the child or adult’s life and of course adult participants themselves. We can be contacted via email or called directly.

 **info@auscommunities.com**
 **0401429403**



Respite, Short Term Accommodation and Child Safety Placement

The typical process is

1. Contact is made and a discussion is had to identify need and suitability of our service to your situation
2. Families/Guardians, Carers and Participants may visit the site to see if it suits their needs
3. If progressing, Privacy and Confidentiality Forms are completed
4. A budget and plan is developed and service agreement confirmed in writing
5. A support plan is developed by the service with stakeholders and shared so that we can deliver a great experience and get things right

We understand that for statutory agencies the process may require rapid and flexible responses, in particular, when it involves Child Safety placements. Emergency placements and referrals can be made after hours 7 days a week, as long as there is capacity and a vacancy and written confirmation of placement and budget approval can be made. This can be done via email if required. For after hours referrals please contact us directly via mobile for a quick response.

Site Information

Address: Forest Lake on Brisbane's South Side; Details provided on referral

Site Summary

- 2 bedrooms and a 3rd bedroom for staff and storage
- 1 fully renovated bathroom and toilet modified for all flat flooring and access with wider door frames – Shower and bath
- Two separate living areas
- Pool on site in back yard
- Brick construction
- Quiet, small street with limited traffic
- New king-single ensemble beds in each room
- All furniture and white goods are new
- The house has all new water-proof floating floors (no carpet)
- There is a step at the front and back door and a ramp can be installed as needed
- Full fencing around house and lockable front gate
- Windows have safety film installed on inside of house
- Full air-conditioning in all rooms
- Wifi available with permission from Guardian
- Home like setting, no obvious sign of service delivery from street
- All lighting installed with plastic coverings
- Site is owned and managed by Australian Communities and can be modified as needed



CRIMINAL HISTORY SCREENING, ABUSE AND NEGLECT

Risk: Vulnerable Children and Adults may have contact with individuals that may hurt, abuse or neglect them during the delivery of services by the organisation.

Management Planning and Service Response:

- All staff have Working with Children Blue Cards and Adult Yellow Cards
- There are clear policy and procedures relating to Abuse, Neglect, Mandatory reporting and training
- There is monthly supervision for all staff and monthly team meetings which include a review of participant/client rights, complaint processes and code of conduct
- All sites are included in quarterly reporting to the Community Visitor Program (OPG)
- The Child Safety standards of care and legislation is incorporated into practice and procedures
- All staff are included in MAYBO training in positive behavior support models with face to face and online training combined meeting legislated practice standards
- Needs assessment and support planning incorporates strategies for behaviour support that the stakeholder team can provide to allow for consistency and increase positive outcomes during stays



ONSITE POOL

Risk: Staff, children and adults will drown or slip on wet surfaces around pool and injure themselves or others

Management Planning and Service Response:

- Compliant pool fencing is in place
- Perspex will be fitted to the fence also to limit climbing as needed
Pool gates are lockable
- Anyone using the pool will be supervised by staff physically present in the pool at all times
- Swimming competency is included in needs assessments
- All staff have current CPR and First Aid
- Policy and procedures reflect the priority of this risk
- Pool areas have paving to reduce the risk of slipping



WINDOWS AND GLASS

Risk: Staff, children or adults may purposely or accidentally break glass and be injured

Management Planning and Service Response:

- All windows have had professionally installed safety film fitted to the inside of the windows
- All light fixtures have plastic coverings instead of glass
- There are non-glass options for meal-time wears
- Behaviour regarding glass and property damage is included in basic needs assessments
- Workplace health and safety training and systems for hazard management is included in policy and procedures and a maintenance service is available at all times
- Furniture can be moved and positioned to create reduced access to windows

STAFF COMPETENCY AND CAPACITY

Risk: Staff members and the service may not meet the needs of the child or adult being supported

Management Planning and Service Response:

- All staff are employed at level 2.4 as a minimum under the award which requires them to have experience and qualifications relevant to the sector to support complex needs. This typically includes at least a Certificate 3-4 and 12 months paid experience
- We do not use Agency Staff and only employ staff we directly engage, know, have supervised and developed
- Guardians and participants have direct choice and control over the staff they wish to have rostered on to deliver support
- As a service provider we deliver training to staff and engage external specialist services to deliver training in behaviour support, disability specific topics, therapeutic strategies, mental health, physical support and modified health care planning. This is delivered, for example, by Specialist Behaviour Support Services, Occupational and Speech Therapists, Psychologists and other professionals relevant to the person's individual support needs
- Staff receive 1:1 formal practice supervision for a minimum of 2 hours each 4-6 weeks with a senior staff member and monthly team meetings

Risk and Safety Planning for Key Risks

- No one can be trained in all things all the time. Where a referral may have specific needs, staff with those qualifications are matched or we seek external professionals to deliver training as a priority
- Full transparency with Guardians allows for complete, real time over-sight of services delivered

TRAFFIC

Risk: A child or adult may leave the site and be hit by a vehicle or involved in a traffic incident resulting in injury or death

Management Planning and Service Response:

- There are 3 houses in the street and minimal traffic
- The house has full fencing and a lockable gate at the front
- The area has limited, local traffic typically
- Traffic skills and individual support needs are identified in needs assessment and risk planning for each stay
- Doors can be key locked in line with relevant legislation
- Cars can park on site and staff can close the gate behind them before supporting people to exit vehicles



SECURITY

Risk: Children and Adults may leave the site without support and become lost and unauthorized visitors may enter the home resulting in harm, abuse or neglect

Management Planning and Service Response:

- All doors have key lockable security doors and windows have security screens
- As with any home, the site is key locked at night to secure it from break and enter
- There is external security video surveillance available
- The organisation has policy and procedure for authorising and complying with restrictive practices and safety management

MEDICATIONS AND CHEMICALS

Risk: Children or Adults may access chemicals, ingest or have contact which results in injury or death

Management Planning and Service Response:

- There are clear policy and procedures relating to chemicals and medication for staff to access and follow to ensure safety management and legislative compliance
- There are secure cupboards for chemicals and medication to be stored in and additional secure spaces in the staff room
- Chemicals will be purchased to be as natural as possible and should allergies or sensitivities be identified the house can be modified and chemicals removed
- Due to contact with body fluids and a need to disinfect areas, strong chemicals may need to be used and this will be done in a way and at a time to reduce the impact on others
- Gloves and standard PPE are available to use
- Allergies are included in needs assessments
- Medication is stored as per doctor and chemist instructions. If cold storage is needed a locked box in the staff room fridge can be used
- Medication is requested to be packed in blister packs to reduce risks of medication errors
- Medication can only be administered as per the written instructions form the prescribing doctor
- Any PRN medication for Adults that is considered to be 'Chemical Restraint' must be included in appropriately approved Positive Behaviour Support Planning, as per legislation



WATER TEMPERATURE, GAS AND ELECTRICS

Risk: Hot water, gas and electrical equipment may cause injury or death to anyone on site, at any time

Management Planning and Service Response:

- There is a safety switch installed for electricity
- The gas can be turned off at 2 separate sites to ensure leakage or unsupervised use does not occur
- Staff have policy and procedures for personal care and supporting the use of the bathroom area
- Kettles have temperature controls to reduce access to boiling water
- Equipment will be tagged by electricians every 12 months to show safety
- Old or second hand electrical items are not used
- Risks that may involve electricity or dangerous use of utilities and capacity to regulate temperature are included in needs assessments
- Some items are installed at height to reduce accidental or purposeful damage, for example, the TV is secured to the wall at head height
- Electrical items can be removed to allow for a safe adaptation of the space for children or adults with reduced capacity



It is important that you make an informed choice that we are a good fit for you as much as we need to decide you are a good fit for us. Australian Communities is managed by people with extensive professional and lived experiences of disability and mental illness. We specialise in supporting cases that have a range of stakeholders (statutory and community based) involved, as well as, families supporting children and adults living with complex needs. Our goal is to deliver a disability services sector that we can all be proud of.

Contact Information

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