



Disability and Domiciliary Care Services

Disability and Domiciliary Care Services provides a one stop destination for advice on home care and support for older people, people with disabilities and their carers.

Disability and Domiciliary Care Services consists of the following directorates:

- Disability Services North
- Disability Services South
- Domiciliary Care
- Child and Youth Services
- Specialised Services and Clinical Governance
- Customer and Business Support

Some of our work includes:

Promoting choice and independence

We are putting in place a framework for self-management, including self-managed funding, to enable people with a disability to take charge of their own service provision. We are expanding our accommodation options to provide people with disabilities and their families with greater choices about their living arrangements that respond to a person's needs and provide opportunities to live in the community with support. We will continue to work with mainstream organisations to assist them to respond to the needs of people with disabilities so that they have the same access to services and facilities as other members of the community. We will continue to actively promote the rights of people with a disability and encourage community members to express these values in their actions.

Intervening early and systemically

The right assistance provided in the early stages can make a real difference in the way people with a disability and older people and their families can respond and manage. Being able to be responsive early can alleviate the escalation of a problem becoming more serious or more permanent. For older people the loss of independence and daily function can lead to large changes in living circumstances, often resulting in hospitalisation or residential care. Restorative services delivered at an early stage, for time limited periods can bring improved benefits enabling people to retain their independence and living environment, while averting the need for more high level and high cost care. Early intervention for children and young people with disabilities and their families is essential. A seamless system of service provision for children with disabilities is crucial to ensure services work together to achieve the best outcomes for children and families. Services need to be planned ahead to ease key transition times such as starting preschool, primary and high school; leaving school; and leaving home.

Increasing flexibility for special needs

Some people with disabilities and people who are ageing require particular types of assistance and tailored responses. Those with additional needs such as mental health issues, substance abuse, dementia, and high health needs may require specialised service responses to be developed and managed with other agencies. Aboriginal people and others of culturally and linguistically diverse backgrounds who have disabilities or are ageing need access to culturally appropriate services.

Supporting carers

Families and carers play an essential role in the lives of people with disabilities and older people. It is important that our services work with families and carers in a collaborative way and ensure their needs are taken into account in policies and plans.



Over the next four years we plan to:

- Support people with a disability and people who are ageing to have more choice and control over their lives
- Improve the delivery of disability services
- Strengthen our focus on children and young people with disabilities and their families
- Improve community housing options for people with disabilities
- Actively participate in national reforms to improve the lives of people who are ageing and people with a disability.

Child and Youth Services

The Child and Youth Services Directorate provides a range of services to young children with significant developmental delay up to six years of age and children and young people with intellectual disability or Autism Spectrum Disorder aged 6-18 and their families. Transition to adult services occurs at 18 years of age, or when the young person leaves school.

Metropolitan Child and Youth Service Teams

Each team consists of an Early Childhood Program and a School-Age and Youth program.

Early Childhood Program (ECP)

The ECP offers a range of developmental and family support services to children from birth to school-age who have significant developmental delays or conditions associated with intellectual disability. ECP aims to support families/carers as they provide children with opportunities to realise their developmental potential.

School-Age and Youth Program (SAYP)

The SAYP provides a range of developmental and support services to support school-age children and young people with intellectual disability and autism spectrum disorders, and their families. Support is provided until the young person transitions from school into post-school options.

Services provided by these programs include:

- information provision
- service coordination
- family support
- developmental and behaviour interventions
- community support
- case management.

Country Services to Children and Young People

Disability Services provides a range of services for children with disabilities and their families in country regions. Services provided include information provision, service coordination, family support, developmental interventions, behaviour interventions, community support and case management. Specialist support is available to children with autism and their families.

Specialist Service for Children and Youth (SSCY)

The SSCY provides state-wide specialist services to children and youth with complex needs, and includes:

- Intensive Family Intervention Program (IFIP)
Provides assessment, advice and intervention to children, young people and their families who are facing significant developmental, behavioural and family difficulties.



- Alternative Care Therapeutic Team (ACTT)
Provides intervention services for foster families caring for children and young people with a disability who are under the Guardianship of the Minister.
- State-wide specialist consultancy & training positions:
- Occupational Therapist - complex sleep issues
- Speech Pathologist - complex eating and drinking issues
- Children with high and complex needs.

Specialised Services

Adult Specialist Services Intervention and Support Team (ASSIST)

ASSIST provides allied health services that help improve the well-being and quality of life of adults with disabilities. Clients of ASSIST are either living in the community in their own homes or in supported accommodation. There are three regional ASSIST teams throughout metropolitan Adelaide.

ASSIST staff provide assessment, intervention, training, practice, advice and support. Staff aim to maximise each client's ability to be independent and effective in the areas of communication, mobility, meal-times, daily living, behaviour and emotional well-being. This may include provision of equipment or home modifications. ASSIST also supports families and carers as they help the person with disability to function as independently as possible. ASSIST staff provide advice and professional support to Disability Services workers and allied health colleagues working with adults with disabilities in country SA.

ASSIST staff provide a therapy service to disability and aged clients living in the APY lands. Visits occur on a regular basis throughout the year and focus on mobility and daily living issues.

The Independent Living Centre sits within Adult Specialist Services. This provides an information, consultation and education service to all members of the community about aids and equipment to maintain function and maximise independence. The Independent Living Centre has an outreach program that takes this service to rural and remote areas of the state.

Community Nursing Team and Clinics

The Community Nursing Team provides a visiting nursing service to people with disability living in Disability Services' accommodation. Nurses liaise with clients and their families, support workers and clients' health care providers to assess, plan and implement health and nursing care. Nurses manage the high and complex health needs of clients and train support workers to achieve competency to meet a client's individual and special health care needs.

Clinic services are provided at the Centres for Disability Health at the North East Clinic based on the Modbury Hospital campus and in the Disability Services residential sites of Strathmont Centre and Highgate Park, Fullarton. Clinics provide a primary health, medical and nursing service as well as specialist health services such as dental, podiatry, spasticity, ophthalmology and adult and child psychiatry clinics. Clinic staff provide advice and support to all Disability Services staff, clients' primary health care and specialist health providers.

Domiciliary Care

Domiciliary Care provides a range of services to people aged over 18 with reduced ability to care for themselves due to age, injury or illness. Over 90% of our clients are over 65 years of age with 50% over 85.

We help people who primarily need long term care to remain living in their own home for longer - close to family, friends and local community, preventing unnecessary admission into hospitals or residential care.



Domiciliary Care assists over 6500 people across metropolitan Adelaide by providing a range of services including:

- Personal care (showering, dressing, etc)
- Domestic assistance (home help)
- Equipment provision (eg shower chairs, walking frames, commodes, etc)
- Home modifications (ramps, rails, etc)
- Respite care
- Health promotion and early intervention
- (including falls prevention)
- Case management or service coordination
- Specialist dementia support services
- Rehabilitation
- Palliative care (in partnership with the main palliative care providers)
- Physiotherapy
- Speech pathology
- Social work
- Occupational therapy
- Podiatry
- Dietetics
- Specific programs to support Aboriginal and Torres Strait Islander clients
- Specific programs to support clients from culturally and linguistically diverse backgrounds.

We also connect our clients to other community support services such as nursing, home maintenance and meal providers.

Staff at Domiciliary Care have the opportunity to work across metropolitan Adelaide within one of our eight multi-disciplinary teams, two regional units or several specialist programs that we offer such as palliative care and rehabilitation.

Our service coordinators and key contacts work alongside clients and carers to identify their service needs and plan services from both Domiciliary Care and other community providers. They also liaise with general practitioners to ensure their health needs are met as a high proportion of our clients have a medical condition or some form of chronic illness such as arthritis, diabetes or heart disease. Service coordinators have an allied health background whilst key contacts have an operational background often within a community services field such as a paramedical aide.

Domiciliary Care has one of the largest allied health workforces in the State who work with clients to maintain and improve their independence. Allied health staff can work across a number of different areas of the service including as a service coordinator or a clinician providing assessment, intervention and therapy.

Domiciliary Care operates Therapy Solutions which is an allied health business unit that provides fee for service or contract allied health to a range of government funded agencies across the State which gives allied health staff the opportunity to work in other agencies broadening their experience. They also provide specialist manual handling services which includes training and consultancy across Domiciliary Care.

We also have a large paramedical aide and care worker group of staff who provide personal care, respite and social support services with some domestic assistance service provided by care workers. These staff work closely with service coordinators, key contacts and allied health to ensure client and carer needs are met.

Domiciliary Care also believes in the development of leadership within the service with a number of opportunities to be involved in working groups or hold portfolios, act in higher positions or explore a management career path. Domiciliary Care values its clients, carers and staff and has a high commitment to improving the quality of services which has led to the development of a number of key strategies including:

- Consumer Participation Strategy
- Clinical Governance Strategy which includes Performance Partnerships
- Aboriginal and Islander Strategy
- Culturally and Linguistically Diverse Strategy
- Staff Training Strategy.



Each strategy has something to offer for staff whether it is about how they can provide better services to clients, what training opportunities there are for them, the expectations of their supervision relationship or to inform best practice in the provision of services to Aboriginal clients.

Domiciliary Equipment Service (DES)

The Domiciliary Equipment Service is the provider of equipment to all of the Community and Home Support services and provides a home modification service.

It also operates a business arm that provides equipment to other agencies across South Australia through a hire or sales service.

It deals with both basic equipment such as shower chairs and walking frames as well as more specialised items such as hoists and electric wheelchairs.

The main base is at Netley and manages the whole cycle of equipment which includes purchase, delivery, installation cleaning, scheduled maintenance and repairs.

Business Services

Is committed to adding value to client outcomes by delivering key services such as:

- Business Administration (general administration; corporate relations; divisional budget and asset and business continuity)
- Business Strategy (project development and programs; business intelligence unit and clinical advisers)
- Strategies Management and Reporting (consumer participation strategy; Aboriginal and Islander service strategy; culturally and linguistics diverse strategy and disability awareness).

North and South Disability Services Directorates

North and South Disability Service Directorates includes state-wide accommodation and community services:

- Accommodation – Comprises a range of government supported accommodation services and developmental services
- Community based supported accommodation services
- Campus based services including Strathmont Centre and Highgate Park
- Aged care services
- Day options, prevocational activities
- After hours services
- Transition to community living.

Accommodation Services provide a range of living options for people with intellectual disability, acquired brain injury and progressive neurological conditions within a rights based framework. Options include both community and campus based services. Whilst the focus of accommodation services is to assist as many people as possible to continue to live within their chosen community, Highgate Park provides specialist care for some people with complex conditions such as Huntington 's disease and people on long term ventilator support.

Community services are a specialist disability support services for adults with disability (intellectual, physical and neurological disability and acquired brain injury) who live in the community either with families, carers or independently. Focus is on supporting a person with disability to live in their community through assistance to access and provision of a range of services.

These can include:

- Short term or occasional services
- Needs assessment and support planning



- Support at home and home care
- Day options and recreation
- Support for carers (eg advice, respite care, emergency support)
- Support and advice for very difficult behaviour
- Planning and coordination of services
- Interagency planning and service development
- Community education and development.

Customer and Business Support

Customer and Business Support is committed to adding value to client outcomes by delivering key services such as:

- Business administration which covers, general administration, corporate relations, risk, business continuity, customer feedback, incident reporting, client and business records, knowledge management and publications
- Business strategy covers business planning and business reporting.

Key job roles within Disability and Domiciliary Care Services are:

Aboriginal cultural consultant	Personal care worker
Administration officer	Physiotherapist
Client liaison officers	Podiatrist
Dietician	Program coordinators
Disability service officer	Program manager
Developmental Educator	Program support worker
Equipment liaison officer	Project officer
Equipment maintenance officer	Psychologist
Key contact	Service coordinator
Maintenance fabrication officer	Speech pathologist
Manual handling consultant	Social worker
Nursing – Registered and Enrolled	Store person
Occupational therapist	Supervisor
Paramedical aide	Therapy assistant

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