



INTERACTION

Empowering People



“A values based, not for profit community organisation supporting children and adults with disability since 1979”

interactionservices.org





“Interaction has my greatest admiration for what they have done for my brother. Once my brother came to Interaction, I truly believe this is when he really started to experience life. It has genuinely been life changing.”

- Robin

Vision

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

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.

Values

- ✓ Integrity
- ✓ Respect
- ✓ Openness
- ✓ Person-centred
- ✓ Accountability
- ✓ Life-long Learning

INTERACTION is a not for profit, values based organisation committed to empowering people with disability and their families. Being person centred we work with people for their better life now and their better future.

INTERACTION was started in 1979 by a parent group seeking more choices than those available for their adult children. Through advocacy, community support and a foundation of social justice, INTERACTION continues to grow its diversity of services across NSW.

At INTERACTION we employ a team of highly skilled staff, trained to deliver best practice services individually designed for each person with flexibility, adaptability, and innovation.

Our expert team of psychologists can support your therapeutic and behavioural needs as identified through an individualised NDIS plan, consultancy or bulkbilled through Medicare.

INTERACTION is a leading provider of specialist services to people with Prader-Willi Syndrome (PWS) across Australia. Designing our models of support from an international evidence base and clinical input, our human rights approach ensures a quality of life for individuals with PWS. By maximising their choices and independence with guided support, we can lead individuals with PWS to healthier futures.



NDIS SUPPORTS

The National Disability Insurance Scheme (NDIS) provides a whole of life approach to support needs of people with disability and their families to pursue their goals and aspirations and participate in daily life.



The NDIS gives more choice and control to people with disability and their families to achieve positive outcomes in their lives.

INTERACTION is a registered provider of supports under the NDIS including:

- Coordination of Supports
- Assistance with Daily Life
- Transport
- Assistance with Social and Community Participation
- Home
- Improved Living Arrangements
- Increased Social and Community Participation
- Finding and Keeping a Job
- Improved Relationships
- Improved Health and Wellbeing
- Improved Learning
- Improved Life Choices
- Improved Daily Living Skills

INTERACTION's charges are in line with the prices outlined in the NDIS Price Guide for NSW. The cost of NDIS supports is covered under your NDIS plan. There may be other costs you need to pay for yourself such as meals, entry fees or travel. INTERACTION's NDIS team can assist you with a customised quote of supports for your needs.



Coordination of Supports

INTERACTION offers a range of coordination supports to strengthen your life choices including:

- Support Connection;
- Coordination of Supports; and
- Specialist Support Coordination.

INTERACTION can provide time limited, low level or specialist coordination of supports. This may involve connecting you with informal, mainstream and funded supports to strengthen your capacity and resilience; addressing any barriers you may experience and providing assistance in sourcing and linking with the right people to meet your needs.

Assistance with Daily Life

INTERACTION can assist you in all areas of personal daily life tasks which will assist you to live as independently as possible. These supports can be provided in a range of environments including your own home. The supports may include, but are not limited to personal and self care tasks, accessing the community, leaving school, entering the workforce, pursuing education and leaving home.

Assistance with Social and Community Participation

INTERACTION can assist you to participate in social, community and recreational activities within the community as identified in your NDIS plan. How support is provided is flexible and guided by you. Supports can be provided in group settings, one-on-one, camps, on holidays and during regular and spontaneous activities.

Home

INTERACTION is a registered Specialist Disability Accommodation (SDA) Provider and maintains registered properties. SDA accommodation is for participants who require specialist housing solutions to assist with delivery of supports that cater to their needs.



Transport

INTERACTION can provide transport assistance where you cannot use public transport without substantial difficulty. This may be in conjunction with other supports in your package, for example transport to and from school, your place of employment and accessing social and recreational activities as outlined in your NDIS plan.



Improved Living Arrangements

INTERACTION can assist you in obtaining and/or maintaining appropriate accommodation. This may include assistance with accommodation applications and helping you understand your tenancy obligations in line with your tenancy agreement.

Increased Social and Community Participation
INTERACTION can assist you with skill development and training to develop independence in accessing the community.



Finding and Keeping a Job

INTERACTION can tailor a work readiness strategy to identify your work dreams and goals, build a plan to help you achieve those goals, create a resume and support you to gain the skills, work experience and training required to link your passions with your new career. Where you may need some help to keep your current job, INTERACTION can assist you to discuss your needs with your employer.

INTERACTION can assist year 12 school leavers transition from school into employment through School Leaver Employment Support (SLES).

Improved Relationships

INTERACTION employs a team of registered and provisional psychologists who work collaboratively with individuals, families and carers to improve their ongoing relationships. Our team specialises in the development, implementation and monitoring of intensive behaviour intervention strategies and plans through a positive approach to behaviour support. INTERACTION can provide training across settings in implementing the strategies outlined in your behaviour support plan.

Improved Health and Wellbeing

INTERACTION can assist you to maintain your health and well-being through activities that promote and encourage positive physical health including exercise and healthy diets. INTERACTION can assist you to achieve your health and well-being goals in line with your NDIS plan.

Improved Learning

INTERACTION can provide tailored assistance in skills training, assistance with arrangements and orientations to help you transition from school to further education.

Improved Life Choices

INTERACTION can provide training for those seeking more independent involvement in the coordination and management of their plan.

INTERACTION can also undertake the financial management of your plan supports, including payments to providers,

expenses claims processing, monthly statements and NDIA claim processing. Supports may include a component of service intermediary assistance through liaison with your chosen providers.

Improved Daily Living Skills

INTERACTION can provide assessment, training and supports in all areas of daily living and life skills to aid in increased independence and community participation. Training and development activities can be undertaken in groups or individually, in line with your NDIS plan.



“I like having more staff visit me and help me at home. I get to see my friends more and go to my activities. I am really happy.”

- Anne

Anne and her family worked closely with INTERACTION'S staff in planning for the transition from the state-funded disability services to the NDIS.

“It was reassuring to know that Interaction were there to help us and supported us to realise anything was possible” Anne's mother, Glenda said. “It was important to us that Interaction offered everything Anne needed from supporting her to be more independent through to looking at how she can make new friends”.

OTHER SERVICES & SUPPORTS

INTERACTION is a registered provider of NDIS supports and offers additional specialised services including independent and shared living accommodation, Prader-Willi Syndrome services, Clinical Services and Medicare.

Accommodation - Independent And Shared Living

INTERACTION has experience in providing personalised accommodation supports for people, individually and in shared settings since 1979. This includes providing 24 hour options for people with challenging behaviours, complex needs and/or medical and physical needs through to intermittent drop in supports.

With a person centred approach, everyday accommodation supports are designed to suit all needs, with a focus on building individual capacity to live more independently through encouraging skills training and life-goal planning.



Whether it is in your own home, rental accommodation or INTERACTION's own accommodation, we can facilitate meetings between like-minded individuals and families seeking future accommodation options.

Prader-Willi Syndrome (PWS)

In 1992, INTERACTION established the first accommodation program in Australia designed to meet the specific needs associated with this unique and rare syndrome. INTERACTION currently has three PWS accommodation sites with plans in place to significantly expand on these in the near future.

INTERACTION works closely with families and others in your support network to ensure a consistent and supportive approach and to effectively support the complex mix of behavioural, health and social needs that are characteristic of PWS.

INTERACTION takes a lead role in advocating for the needs of people PWS by offering training and advice on proactively supporting children and adults with PWS across home, school and community settings.

More information on PWS can be found by visiting www.praderwilli.com.au.





Clinical Services And Medicare

INTERACTION employs a team of registered and provisional psychologists who specialise in the development, implementation and monitoring of intensive behavioural intervention strategies through a positive approach to behaviour support. INTERACTION can develop behaviour management plans and provide training across settings in the outlined strategies.

INTERACTION'S psychologists facilitate individual and group skills training to assist people to build relationships and participate in the community. They work collaboratively with

individuals, families and carers to improve their ongoing relationships.

INTERACTION'S psychologists provide specialised early intervention, individual and group therapies that can flexibly meet your child's current and future needs and can be part of a transdisciplinary team.

INTERACTION'S psychologists can provide a range of individual assessments, training, interventions and therapeutic supports as part of an individual NDIS plan or through consultancy. Bulkbilled Medicare services are also available under the Better Access Initiative.

Our Staff

INTERACTION's clients, families and staff are among the most satisfied in the industry. INTERACTION consistently benchmarks over 20% higher than other service providers in Responsiveness, Skills and Courtesy; Client Satisfaction; and Communication and Cooperation, as found in independent Voice Project survey results.

The exceptional mission and vision of the organisation is motivating and is what drives the passionate and dedicated employees across the board! Our clients are our focus, in all that we do and strive to achieve." Carmel, staff

Feedback And Suggestions

INTERACTION welcomes all types of feedback. Any suggestion on how INTERACTION can enhance your experience and positively improve the quality of our services is welcome.

INTERACTION is guided by the Disability Services Standards in all of its decision making and approaches.

Child Safe Organisation

INTERACTION is a Child Safe Organisation. All employees are required to undergo probity checks including National Criminal History Record Check and Working with Children Checks, and are required to maintain these clearances throughout employment with Interaction.



DONATIONS AND SPONSORS

A donation of money, items or services can make a world of difference to INTERACTION and the people we support. INTERACTION ensures all donation and sponsorship support is recognised.

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

All donations are tax deductible as INTERACTION is authorised under the Charitable Fundraising Act 1991 to fundraise for charitable purposes.

BEQUESTS

A large or small gift in your Will can positively impact the lives of the people we support. A gift can be in the form of money, property or something more personal.

Your bequest to INTERACTION can ensure a better life now and into the future for adults and children with disability.

For more information about leaving a legacy to INTERACTION please contact INTERACTION's CEO.



www.interactionservices.org

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