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**INTERCHANGE CENTRAL
GIPPSLAND INC.**

PROGRAM GUIDE

Social Support

Host Program

Purchased Care

Flexible Family Respite

ROADIES

Leisure Access

Respite Home & Community

T.V. Program

Family Choices

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ACRONYMS

ADD	Attention Deficit Disorder
DHS	Department of Human Services
DoHA	Department of Health & Ageing
FFR	Flexible Family Respite
HACC	Home and Community Care
ICG	Interchange Central Gippsland
LGA	Local Government Area
NRCP	National Respite for Carers program
WWC	Working with Children Check

COMPANION CARD

The Companion Card has been developed to assist people, who have a permanent disability, access many entertainment, leisure and recreation venues/activities by providing the carer access to these places free of charge.

If you have any questions about the Companion Card or would like the kit to apply for the card please contact ICG on 5127 7979.

The Victorian Government Carer Card

The Carer Card is a discounts and benefits card to provide **recognition, understanding** and **support** for carers throughout Victoria. A collaboration of Government, Community and Business, the card offers carers a wide range of discounts across the categories of House and Home, Lifestyle, Travel, Retail and Food, Automotive as well as various services. Carer Card holders will also benefit from a free Sunday travel pass as well as two return off-peak travel vouchers each year.

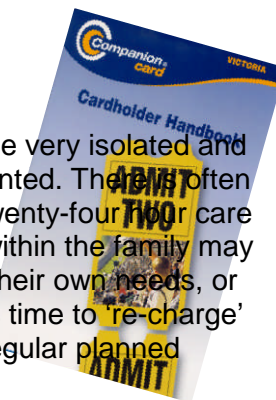
Eligible carers can apply online. Carers may also contact the Carer Card team to have a form mailed to them, either via email (carercard@vic.gov.au or contact us form), or by phone at 1800 901 958 (during business hours).

Certain carers will require the declaration of a Health Professional to obtain a Victorian Carer Card. For more information visit the website at: <http://carercard.vic.gov.au/>

Section One—General Information

Introduction

Many families of children with disabilities become very isolated and often lack the supports most people take for granted. There is often considerable stress associated with providing twenty-four hour care on a daily basis. Parents and other caregivers within the family may need help to arrange time off, to meet some of their own needs, or those of other family members. Everyone needs time to 're-charge' their batteries. This is when the availability of regular planned respite can make an important difference.



Do you need an Interpreter?

Interchange Central Gippsland Inc. is able to access a range of Interpreter Services. Please contact us on 5127 7979 if you would like us to arrange an Interpreter. We are also able to provide this information booklet in alternative formats if required.

Our Vision, Mission and Values

Vision

To be recognised as an outstanding provider of flexible, responsive and appropriate respite and support services that build, enhance and promote the strength of individuals with a disability and their family unit. We want a community where all are treated with dignity and respect and have the opportunity to access and participate in activities of their own choice.

Mission

Interchange Central Gippsland Inc. creates opportunities for people with a disability and their family by providing individualised respite and support services within our community.



Values

Empowerment: families should feel EMPOWERED to determine their own needs. ICG staff will be guided by the families' preferences.

Quality: we aim to deliver a high QUALITY service, meaning both flexible and creative in meeting families' needs.

Responsive: we work towards delivering a planned service that is RESPONSIVE to the unique needs of families'.

Dignity and Respect: we treat participants, staff and volunteer support with DIGNITY and RESPECT.

Non - Judgemental: we practice an attitude of NON - JUDGEMENT and a positive approach in working with staff, families and volunteers

Community Resources: we work towards linking families into COMMUNITY RESOURCES and services that best compliment their strengths.

Interchange Child Protection Procedure

Interchange Central Gippsland Inc. is a 'Child Wise' organisation which means we are committed to the safety and well being of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure that a child safe environment is maintained at all times. Our recruitment and selection process for both paid and volunteer staff along with our Child Protection Procedure, reflect this commitment to the safety of children and young people and the prevention of child abuse in our programs. More information is available on www.childwise.net

Summary of Services Available by Local Government Area (LGA)

	South Gippsland	Bass Coast	Latrobe	Baw Baw
Social Support	x	x	x	x
Roadies			x	x
Teenage Vacation	x	x		
Respite Home & Community		x		
Family Choices	x	x		
Host	x	x	x	x
Leisure Access			x	x

The Respite Home and Community Program, similar to the Flexible Family Respite Program, but targeted specifically for isolated families living in South Gippsland and Bass Coast Shires, was developed in 2002.

Social and family support activities, such as the family camp, mother's retreats, father's retreats, the Sibling Camp and the Interchange Christmas party are an integral part of our programs. Such activities support and maintain matches, help orientate new or prospective volunteers, provide an opportunity to thank volunteers and to maintain contact with families waiting for a respite program.

Interchange Central Gippsland Inc continues to advocate for more respite services for families living in the Central Gippsland area, as to date unmet needs remain, with many families still waiting for respite services.

Interchange Central Gippsland Inc Snapshot

Programs

- 1986 – Central Gippsland Interchange Inc formed – Host program
- 1993 – Commenced Flexible Family Respite
- 1994 – Commenced ROADIES program (Latrobe, Baw Baw)
- 1995 -1999 known as Interway
- 1999 – Change of name to Interchange Central Gippsland Inc
- 2001 – Commenced Teenage Vacation Program (South Gippsland, Bass Coast)
- 2002 – Commenced Respite Home & Community (South Gippsland, Bass Coast)
- 2003-2005 ROADIES rages disco
- 2004 - Commenced Family Choices (South Gippsland, Bass Coast)

Screening of all Adult Staff and Volunteers

All Staff and Volunteers over 18 years of age working for Interchange Central Gippsland Inc. are required to satisfactorily complete the following screening procedure before providing care on behalf of Interchange:

- A Referee Check (applicants are required to provide the names and contact details of three people not related to them to provide a verbal reference),
- A Criminal Records Check
- A Working with Children Check (WWC) Card
- Home Safety Check
- Medical Check
- First Aid Level II
- Driver's Agreement (only for those driving Interchange's vehicles or providing transport on behalf of ICG)
- Induction Training

For those people providing care in their own home a Home Safety Check is also required. If there are additional people living in the home that are over 18 they will also be required to complete a criminal records check.

Privacy Information

In order to receive a service we will ask you questions about your families circumstances.

We use this information to determine eligibility for programs, priority of access to programs, provide information (de-identified) to our Government funding bodies, and (if agreed to by you) refer you to other agencies who may be able to offer a service useful to your family.

This information is generally collected when we first register your family and may be updated from time to time. We will explain for what purpose we are collecting each type of Information and ask for your written consent if it is to be sent outside of Interchange Central Gippsland Inc. (eg. Referral, Government Stats). Your records will be kept securely and you may access them in accordance with our

Privacy procedure. A copy of the procedure is available on request.

Intake Eligibility for ICG Services

To meet the basic eligibility requirements to use any of Interchange Central Gippsland Inc.'s services, families must:

- Have a child/children or young person/people with a disability who is under 18 years of age and living at home.
- Live in the local government area (LGA) of Latrobe City, Baw Baw, South Gippsland or Bass Coast.
- The child must have a disability that fits into one of the following broad categories; intellectual, physical, sensory, or Autism Spectrum.
- Children or young people who have ADD (without the addition of any of the above disabilities) are currently only eligible for our Social Support program.

Please note: Whilst families must meet all the above criteria to be eligible to use any of Interchange Central Gippsland Inc.'s Services, each program has additional specific eligibility criteria that must be met. Please read these carefully as not all programs are available in all shires or available to all ages.

If we are unable to provide support, ICG will also assist families in accessing additional services to meet their needs where possible.

State-wide, Interchange programs now provide up to ten service types. These include recreational programs, youth groups and school holiday programs. An integral part of the growth of Interchange was the development of Interchange Victoria. Interchange Victoria was conceived in 1984 with the goal of achieving a recurrent funding commitment from the Victorian government. This goal was achieved in 1986. Since then, funding for Interchange programs has been transferred to the Home and Community Care (HACC) program. This has enabled state-wide coverage and significant program development.

History of Interchange Central Gippsland Inc.

Interchange began offering support to families in Central Gippsland in 1986, with the establishment of the Host Program funded by HACC.

In 1993, ICG piloted a new program, which became known as the Flexible Family Respite Program. This program employs paid carers and aims to provide respite that meets families' needs. The Flexible Family Respite program is a Department of Health & Ageing Commonwealth funded program.

The year 1994 saw the establishment of the ROADIES Program; a recreation respite program for young people between 14 – 18. ROADIES is designed around the needs of young people with disabilities who live in Latrobe and Baw Baw Shires. The ROADIES program is funded by HACC.

Between 1995 and mid 1999, Interchange Central Gippsland Inc was known as 'Interway'.

During 1999 members of the organisation voted to return to the state-wide name of Interchange. In 2001 ICG was successful in gaining Disability Services 'Great Breaks' funding to run the Teenage Vacation Program, also for families living in South Gippsland and Bass Coast Shires.

Screening and Training of staff and Adult Volunteers

Attendant carers and Adult Volunteers on the Teenage Vacation program must have satisfactorily completed the screening procedure for all Adult staff and Volunteers listed on page 4.

Transport

Transport is provided via two mini-buses to and from the family's home and the campsite.

Fees:

Full Fee	\$ 84.56
Concession	\$ 63.42

Social Support Program note

Families eligible for the Teenage Vacation Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

Section Three—Additional Information.

History of Interchange Victoria

Interchange was started in 1981 by parents of children with disabilities.

The focus of the program was to address the lack of family based respite care services available to families who had children with disabilities in their local community. This was achieved through the development of the Host program. By the end of 1982 six programs in Australia had been established and Interchange programs had begun to employ professional staff to support families, hosts and other Interchange volunteers.

By 1994 there were 21 programs state-wide. At the beginning, the focus of all Interchange programs was on the development of the Host program. Over the years, Interchange has expanded and now provides a variety of respite options from 26 agencies.

Priority of Access & the Register of Need

In most cases vacancies on programs are not immediately available when a family first registers with Interchange Central Gippsland Inc.

It is important to note, that Interchange operates a 'Needs Register' as opposed to a traditional waiting list. What this means is that when a program vacancy becomes available, we apply our 'Priority of Access' policy before considering length of time waiting when assessing who will next be offered a service.

When services, such as our Host, ROADIES and T.V. Programs rely on Volunteers in a social match context, the needs and skill of the volunteer must also be considered. However, wherever possible Interchange Central Gippsland Inc. will give priority of access to the following families:

- Person for whom care is provided has high and / or complex need(s)
- Family is socially isolated (can consider factors such as geographic isolation, siblings, family & friends, social skills, recreation opportunities)
- Family receives no respite or has allocated respite that is obviously inadequate for their current needs
- Family experiences a lack of other suitable services
- Family is at risk due to current circumstances (*consider changes in circumstances and / or on-going difficulties e.g. financial pressure, other caring responsibilities, ill health, emotional stresses)
- Primary carer is sole carer

Social Support Only. Person(s) (carer/parent/sibling/family) has not previously participated in ICG Social Support programs.

What can I do if I am unhappy with the service I receive?

Please let us know if you are having difficulties or if you are unhappy with our service.

Interchange Central Gippsland in (ICG) views consumer and stakeholder feedback as valuable information. Complaints and general feedback provide an opportunity to review and improve the quality of our service and are an important component of risk management and continuous improvement. ICG is also happy to receive positive feedback. Compliments reinforce to staff the value of the service provided, their vital role in service provision and acknowledge a job well done.

Complaints Procedure

If you are unhappy about any aspect of the service you receive from Interchange Central Gippsland you can contact your Program Worker or the General Manager by phone or letter to discuss your concerns.

Families can use an advocate to support them or take issues upon their behalf.

A copy of the complaints procedure is provided to all families, volunteers and staff upon registering with Interchange Central Gippsland. Further copies can be provided by contacting the office on **5127 7979**.

Families can also contact the Disability Services Commissioner for external assistance with complaints as follows:

Phone: 1800 677 342 (free call), 1300 728 187 (local call)

TTY: 1300 726 563, **Fax:** 03 8608 5765

Email: complaints@odsc.vic.gov.au

Fees & Package Use:

There are no fees applicable to this program.

Once the value of the package is expended no further service can be accessed for the current funding period.

Social Support Program note:

Families eligible for the Family Choices Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

Would you like to know more?

People interested in the Family Choices Program can ring the Leongatha Office on 5662 0925.

Teenage Vacation (T.V.) Program (Disability Services)

The School Holiday Camping Program is known as the Teenage Vacation (T.V.) Program and provides one three night camp in each of the school holiday breaks (4 camps per year). The camping program provides 'time out' for families while providing teenagers with a fun and safe camp experience.

Teenagers participating in the T.V. program are matched with volunteers. Two paid attendant carers provide supervision and support to campers and volunteers as well as training for volunteers.

Eligibility

To be eligible for the T.V. Program TV campers must be; Between 13 years and under 18 and living at home, have a disability that is intellectual, physical, sensory or fits into the Autism Spectrum range.

How are Home & Community Respite Workers recruited?

Attendant carers on the Respite Home and Community program must have satisfactorily completed the screening procedure for all Adult staff and Volunteers listed on page 4. Where attendant carers are to provide care in their own homes they must also have completed a home safety check.

Social Support Program note

Families eligible for the Respite Home and Community Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

The Family Choices Program (Disability Services)

Family Choices is a program that allows packages of respite care to be developed in response to individual family needs. Families are offered a package that allows them to access a flexible range of respite options, for example; day activities, camps, family outings or services such as counselling.

Eligibility:

To be eligible for Family Choices a family must have a child with a disability between the ages of 10 and 18 as defined in our Intake Eligibility information on page 5.

Activities:

These can take place as a family unit or with an attendant carer who has either been identified by the family or provided by Interchange Central Gippsland.

Screening and Training of staff

Attendant carers on the Family Choices program must have satisfactorily completed the screening procedure for all Adult staff and Volunteers listed on page 4.

Family Liaison Officer

The Committee of Management includes a Family Liaison Officer, who is a parent of a child/children with a disability and who may be directly contacted, should a family feel the need to raise any issues that they may not feel comfortable discussing with staff or volunteers.

The Family Liaison Officer is Helen Johnson who can be contacted on 0428 742 076.

Advocacy

Interchange Central Gippsland Inc promotes the right of consumers to use an advocate to enable improved communication. Information on advocate or advocate agencies shall be made available to consumers at key points in accessing ICG services, local agencies are:

*Association for Children with a Disability 18001232
Office of Public Advocate 9603 9500
Parent to Parent 5135 3131
Gippsland Citizen Advocacy 5133 9440*

Fees Procedure

Interchange Central Gippsland has a fee procedure. Fees are based on the lowest fees recommended. Interchange Central Gippsland Inc follows the funding bodies' guidelines and principles in the setting and collection of fees.

It is the philosophy of ICG that financial hardship should not exclude anyone from a service. To this end, we have developed a concession rate as well as a range of payment options. There is also provision for a full fee waiver in cases of extreme hardship. This is done by the completion of an Income Self-Declaration Form to ensure privacy and minimise any intrusion into your private life.

A full copy of the Interchange Central Gippsland fee procedure is available on request

Section Two—Program Information

Part A

The programs in this section are available in all four Local Government Areas (LGA's) of:

- Latrobe
- Baw Baw
- Bass Coast
- Gippsland

Social Support Program (HACC)

Interchange Central Gippsland's prime focus is to support families to arrange regular planned respite through a range of respite service options. As a further means of supporting families, Interchange Central Gippsland also encourages all families to access the Social Support Program.

Social Support activities include:

The annual Christmas Party
Annual Parent Retreats
Annual Sibling Camps
An annual Family Camp

On Social Support activities everyone including volunteers and families on our Register of Need has an opportunity to socialise within the wider Interchange network.

Interchange Central Gippsland Social Support Eligibility:

The registered child/young person must be under 18 years of age and meet our intake eligibility criteria as described on page 5.

Section Two, Part C - Programs available in Bass Coast and South Gippsland Shires only.

Respite Home & Community Program (HACC)

The Home & Community Respite Program, funded by Home & Community Care (HACC) is designed to meet the needs of families who have limited access to respite services because of the individual needs of their child, geographical location, or the lack of suitable service types to meet the families needs.

Families are allocated up to fifty hours per quarter provided by paid workers who can be nominated by the family.

Interchange can introduce families to potential carers if the family is unable to nominate someone already known to them.

Where does the respite take place?

- Family's Home
- Care Provider's Home
- Recreational Facilities
- Holiday locations
- Or virtually anywhere considered safe and appropriate by the care recipient and their family.

Who is eligible?

This service is available to families who have a family member aged between 0 – 18 with a disability as defined in our intake eligibility on page 5 and reside in the Local Government Areas (LGAs) of Bass Coast and South Gippsland.

Fees

A charge of \$1.21 (full fee) or \$0.63 per hour (concession fee) per hour is applied, subject to HACC guidelines.

Quarterly Reviews

Recurrent respite packages are reviewed at the end of each quarter with the young person and their family. The following issues are considered as part of the review process:

- Current family situation
- Quality of respite
- Plans for next quarter

Fees

A charge of \$1.21 per hour (full fee) or \$0.63 per hour (concession fee) is applied, subject to the HACC guidelines.

Screening and Training of staff

Attendant carers on the Leisure Access program must have satisfactorily completed the screening procedure for all Adult staff and Volunteers listed on page 4.

Social Support Program note

Families eligible for the Leisure Access Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

Would you like to find out more?

People interested in the Leisure Access Program can ring the Newborough Office on 5127 7979.

Social Support Activity Fees:

Mothers' Retreat, Fathers' Retreat, Sibling Camp:

Full fee \$47.57 Concession \$31.71

Family Camp:

Full fee \$37 per adult Concession \$26.42 per adult
Full fee \$26.42 per child Concession \$15.85 per child

The Host Program (HACC)

The Host Program is a Home & Community Care funded regular planned respite program where a volunteer 'Host' cares for a child with a disability on a regular basis (from a few hours to a full weekend once a month) in the Host's home or in the community.

The program provides:

- An opportunity for the family of a child with a disability to have a regular planned break from the full-time care of their child
- The child with opportunities for new social experiences
- Increased community awareness of the issues related to people with disabilities.

Eligibility:

To be eligible to register with the Host program, families must meet the intake eligibility criteria for Interchange Central Gippsland as described on page 6.

Who are Hosts? What is the commitment required?

People can apply to become a Host if they are able to make a commitment and care for a child or young person on a regular basis in their own home, or in the case of a day match, in the community.

Hosts are asked to commit themselves to a minimum of twelve months once a match has been formalised. Hosts are expected to

offer ten weekend visits in a twelve month period. Many matches last much longer than twelve months.

Hosts can be couples or single people, with or without children of their own; they may be older people whose families have already grown and who miss having young people in their home.

Training and Assessment of Potential Hosts:

Prospective Hosts who apply to the program must satisfactorily complete Interchange Central Gippsland's Host Assessment and Training Process before they can be registered as Hosts. Along with satisfying the screening procedure for all Adult staff and Volunteers listed on page 4, this involves a detailed interview with all family members and a Home Safety Check.

Matching

Matching is done on an individual basis in such a way as to respect the needs and preferences of the participants and their families, while taking into account the strengths and preferences of the Host/s. Some of the factors taken into account are: cultural background, shared interests, geographic location, life experiences and religious/cultural beliefs. Your Host Program Worker will arrange pre-match visits with the prospective Host/s. Before proceeding with any phase of the matching process, the Program Worker will seek feedback from everyone. At least one of the pre-match visits will take place in the Host/s home.

Social Support Program Note

Families eligible for the Host Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

Fees—No fee is payable for the Host Program.

Would you like to know more?

People interested in the Host Program can ring the Newborough Office on 5127 7979 or Leongatha Office on 5662 0925.

Social Support Program note

Families eligible for the Flexible Family Respite Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9). For Social Support, the young person must be under 18 years of age and meet intake eligibility criteria.

Would you like to find out more?

If you are interested in the Flexible Family Respite Program please contact the Newborough Office on 5127 7979.

Leisure Access Program (HACC)

The Leisure Access Program is a Home and Community Care funded program.

This program is designed to meet the needs of young people with high needs wanting to access recreational and social activities. The purpose of the program is to assist young people to be included in the life of the community. This is achieved by providing attendant care support to the young person while they are participating in regular planned recreational activities, such as Scouts/Guides, swimming lessons or joining in with a club or community activity. The support is available via an ongoing package of 5 hours per week of attendant care support. Travel assistance of up to 80kms is available.

Eligibility

This service is available to families who have a family member aged between 6 – 18 with a disability as defined in our intake eligibility on page 5. The young person must also have high support needs and require the assistance of an attendant carer in order to be able to access the community.

Important note

It is the responsibility of the family to make arrangements for the activity, eg, joining fees, uniforms etc.

Who is eligible for Flexible Family Respite?

Families living in Latrobe City or Baw Baw Shire who:-

- Have a child/young person living at home with an Intellectual, physical, sensory or Autism Spectrum disability
- Are caring for a child/young person with fragile health/high complex care needs
- Have immediate family members whose health or well being is at risk as a result of caring for their child/young person with a disability
- Have limited respite options

Fees

A charge of \$1.21 per hour (full fee) or \$0.63 per hour (concession fee) is applied, subject to the HACC guidelines.

Screening and Training of staff

Attendant carers on the Flexible Family Respite program must have satisfactorily completed the screening procedure for all Adult staff and Volunteers listed on page 4.

Where attendant carers are to provide care in their own homes, they must also have completed a home safety check. All other adults also living in the home must complete a police check.

Quarterly Reviews

Recurrent respite packages are reviewed at the end of each quarter with the care recipient and their family. The following issues are considered as part of the review process:

- Current family situation
- Quality of respite
- Plans for the next quarter

Annual Reviews

An Annual Review is conducted to assess care planning and family respite needs for the following twelve months.

Purchased Care

Interchange Central Gippsland also offers a Purchased Care service. This is where agencies can purchase a package of respite care on behalf of a family from Interchange. Families can initiate this if they have access to other funding. The attendant carer can either be nominated by the family or accessed through Interchange.

Eligibility

This service is available to families who have a family member aged between 0 – 18 with a disability as defined in our intake eligibility on page 6 and reside in the Local Government Areas (LGAs) of Latrobe, Baw Baw, Bass Coast and South Gippsland.

Screening

All Attendant Carers who provide service on our Purchased Care program must have satisfied our Adult Staff and Volunteer Screening procedure on page 4.

Fees

The schedule of fees for Purchased Care is available on request to agencies purchasing care.

Important note regarding Purchased Care and Social Support

Families that are not registered directly with Interchange Central Gippsland and are only using purchased care via another agency, are generally **not** eligible for our Social Support program. See pages 18 & 20 for more information regarding Social Support.

Would you like to know more?

People interested in the Purchased Care Program can ring the Newborough Office on 5127 7979 or Leongatha Office on 5662 0925.

Section Two, Part B—Programs available in Baw Baw and Latrobe Shires only.

ROADIES (HACC)

ROADIES is a Home & Community Care funded recreation respite program. ROADIES provides 'time out' for families by providing teenagers with a variety of cultural, sporting and social activities along with heaps of fun in a safe and supportive environment. ROADIES offer day activities and overnight camps.

Teenagers on the ROADIES program are matched with a volunteer. A team of adult attendant carers provide support and supervision to the group.

Eligibility:

ROADIES teenagers must be aged from 14 and under 18 and have an intellectual, physical, sensory, or Autism Spectrum disability.

Families eligible for the Roadies Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

Fees

Day Activity	\$15.85 Full Fee	\$10.60 Concession
One Night Camp	\$31.71 Full Fee	\$21.15 Concession
Two Night Camp	\$47.57 Full Fee	\$31.71 Concession

Fees are subject to the HACC guidelines.

What do ROADIES do?

Currently Roadies runs an annual calendar of:
2 x 2 night camps, 2 x 1 night camp, 7 x day activities

Transport

Transport is provided via minibuses with pick up locations between Traralgon and Drouin.

Screening and Training of staff and Adult Volunteers

Attendant carers and Adult Volunteers on the Roadies program must have satisfactorily completed the screening procedure for all Adult staff and Volunteers listed on page 4.

Social Support Program note

Families eligible for the Roadies Program (including those on the Register of Need) are also eligible for the Social Support Program (see page 9).

The Flexible Family Respite Program (NRCP)

The Flexible Family Respite (FFR) Program is funded by the National Respite for Carers Program of the Commonwealth Government. It is designed to meet the needs of families who have limited access to respite services, because of the individual needs of their child, geographic isolation, or the lack of suitable service types to meet the family's needs.

Families are allocated up to **seventy-two hours of respite per quarter. The respite is provided by a paid support worker** who can be nominated by the family. Interchange Central Gippsland can introduce families to potential attendant carers if the family is unable to nominate someone already known to them.

Where does the respite take place?

- Family's Home
- Care Provider's Home
- Recreational Facilities
- Holiday locations
- Or virtually anywhere considered safe and appropriate by the care recipient and their family.

How does the respite occur?

*Respite may be provided on a regular basis, known as **Recurrent Respite** or on a casual basis, i.e. limited to short term arrangements, known as **Discretionary Respite**.*