



Living at Project Independence

Easy Read Guide

- This Easy Read Guide will help you to understand how Project Independence works.
- For more information see the detailed guide on the Project Independence Website.

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Policies and publications referred to in this document can be found on the Project Independence Website:

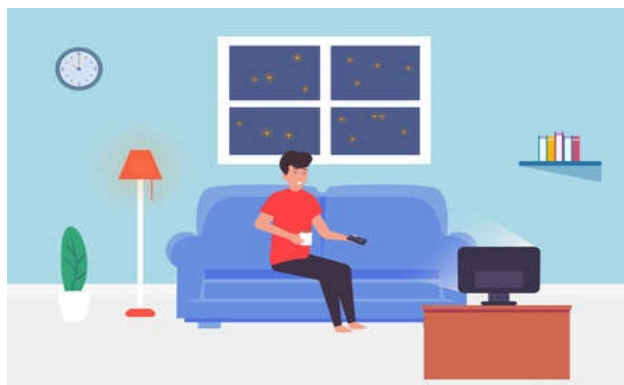
<https://www.projectindependence.com.au>

1. Introduction

Project Independence provides a **safe and caring place** for people to live and thrive with the support of their community.

Project Independence

- gives residents the **opportunity to own their home**,
- empowers residents to **live independently**, and
- can be a permanent home, or a stepping- stone to **more independent living**.



2. Resident Rights and Responsibilities

Residents have the **right** to:

- live in a **clean and safe** environment,
- live as **independently** as possible,
- **make decisions** about their own life,
- **choose** who enters their unit,
- use PI common areas to **socialise**,
- **contribute** to decisions impacting all residents,
- leave if they feel PI no longer suits them.

Residents are **responsible** for:

- **working** towards becoming more independent,
- **respecting** other residents, visitors, and PI staff,
- **following** the PI Living Together Charter – see PI Website,
- **participating** in formal reviews,
- **contributing** to shared domestic duties,
- **managing** their own personal care and medication,
- **cleaning** their own unit.



3.How Residents are Supported



Live-In Resident Coordinator (LIRC)

- Assists and supports residents.
- Lives at the PI property in their own unit.
- Prepares weekday dinners for residents and ensures food is available for all other meals.
- Will clean shared spaces but residents are responsible for keeping these spaces tidy and not leaving anything behind.
- Works from 2pm-8pm Monday to Friday, except for public holidays.
- In addition to this, the LIRC is available at most

times to assist in an emergency.

- The LIRC may be contacted by phone, text message or email outside of duty hours, but if it is not an emergency they may not respond until they are back on duty.

Operations Coordinator (OC)

- Is at every PI property at least one day a week.
- Is the key point-of-contact for family/carers.
- Also provides additional support to residents.
- Supervises all LIRCs.
- Is responsible for property safety and maintenance.
- Conducts regular resident reviews to discuss goals and progress.

Casual LIRC

- Works if the LIRC is sick or on leave.
- This person will not stay on-site overnight.
- A back-up number will be provided to residents for after-hours emergencies.

Resident Community



- PI encourages all residents to **help and support** each other and respect other residents' choices and boundaries.
- Friendships and relationships will develop from **respect and trust.**
- Each PI home should be a **happy community**

where residents feel safe and valued.

Resident Living Together Charter



- Residents must uphold the principles of the Residents' Living Together Charter. See the PI Website.

Role Of Family/ Carers



- It is important that the family/carers **help the resident** to make their own decisions.
- Family/carers **support residents to make their own choices** rather than making decisions for them.
- Family/carers are required to sign **the**

Parents/Carers Code of Conduct. This can be found in the detailed Residents' Guide on the PI Website.

- Family/carers should be the **first point of contact for residents** should they require assistance out of hours in a non-emergency situation.

Residents' Committee



- Each PI property has its own Residents' Committee.
- All residents are part of this Committee.
- The Committee meets every few months.
- It makes decisions to ensure that the needs of residents are being met.
- Family /carers help run Committee meetings.

Resident Reviews



- The Operations Coordinator will meet with residents and their family/carers to **review a resident's progress towards independence.**
- They will conduct a review three times in the Try Before You Buy period, and then annually for two years.
- After this, either PI or the resident and/or family/carer can request a review.

4. How Residents will Live



At Project Independence:

- Residents are **encouraged to make their own choices.**
- Family/carers **support them to make decisions,** rather than make decisions for them.
- Residents are encouraged to **maintain meaningful roles** within the community, and to participate in activities at PI.

Accommodation



- **Ten residents** live at each PI residential property.
- Each resident **lives in their own unit**.
- Each unit has a living area, bedroom, bathroom, kitchenette, and private outdoor space.
- All residents **share common areas**, both indoors and outdoors.
- Residents are responsible for their own unit. This includes:
 - furnishing it
 - keeping it clean
 - not damaging it

- insuring the contents

Unit Modifications



- Residents may decide to make some changes to their unit.
- These changes could include things like putting in extra shelving.
- Some modifications may need Board approval.

Personal Surveillance Equipment

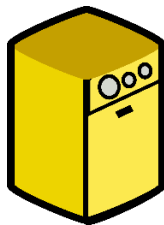


- Surveillance equipment requires Board approval.
- It is not permitted if it breaches the privacy of other residents.

Shared Spaces (Common Areas)



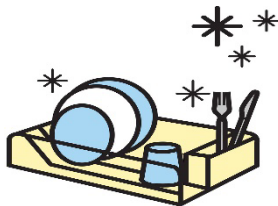
- Shared spaces in PI properties are routinely cleaned by the Live-In Resident Coordinator (LIRC).
- However, **all residents must clean up after themselves** and maintain the cleanliness of shared spaces.
- It is **expected** that residents will:
 - **remove wet laundry** from the washing machine when the cycle finishes and **remove dry clothing** from the dryer,



- **take wet items back to their unit** and not leave them in the laundry,



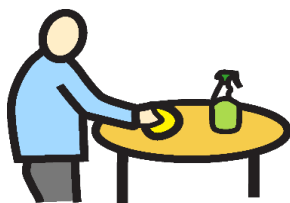
- **wash dirty dishes** or put them in the dishwasher,



- **empty the dishwasher** after a cycle ends,



- **wipe over benches** after preparing food in the kitchen area,



- **not leave food or drinks lying around** in shared spaces,



- **remove food items past their use-by date** from the house fridge,



- **empty** house rubbish bins,



- **mop up** any spills,



- **Lend a helping hand** to others.



Meals



- The Live-In Resident Coordinator (LIRC) will plan a **healthy weekly menu** with the help of all residents.
- The LIRC will provide a **freshly cooked dinner** for all residents Monday-Friday.
- **Frozen pre-prepared dinners** will be available for evening meals on the weekend.

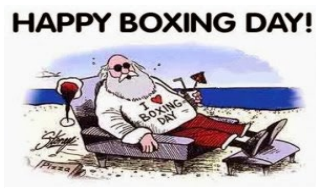
- **Breakfast and lunch foods** are in the pantry and refrigerator in House 1.
- Residents should **let the LIRC know** if they are not going to be at dinner on a particular night.

Weekends



- The LIRC finishes at 8pm on Friday night and starts back at 2pm on Monday.
- On weekends residents must get food from the pantry, refrigerator, and freezer.
- The LIRC will be living on-site and is available to **respond to emergencies at most times.**
- When the LIRC is not available the Operations Coordinator should be contacted in an emergency.

Public Holidays



- LIRCs do not work on public holidays.
- Residents will be provided with an emergency contact number for these times.

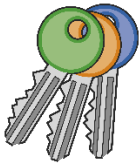
Emergencies



- In an emergency (an event that threatens the safety of any resident or of the property) residents are to **leave the property immediately**.
- They will meet at the designated **Assembly Area** near the property.
- They must **phone 000** to alert Emergency Services.

- The LIRC or another PI staff member must then be contacted.
- Residents must **wait calmly at the Assembly Area** until someone from PI arrives to assist them.
- See Attachment 1: PI Resident Fire Evacuation Process

Keys



- **Residents are issued with a set of keys** when they move in.
- They get 1 x unit key, 1x letterbox key and window keys.
- The LIRC and the Operations Coordinator (OC) also have a set of keys for each PI property.
- These keys are only used to enter a resident's

unit if given permission, or if there is serious concern about a resident's safety.

Security & Safety



- Security cameras and motion light sensors are installed at PI properties for safety and security reasons.
- All steps are taken to ensure they do not impact on privacy.

Parking



- Residents do not have private parking spaces.
- Parking is available at each property on a 'first in, first served' basis.

Financial Transactions



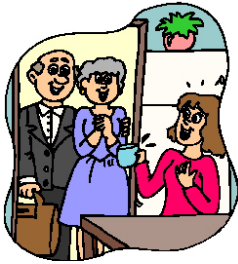
- PI does not facilitate or oversee financial transactions on behalf of residents.

Medical



- All LIRCs have current **First-Aid Certificates**.
- LIRCs **do not** administer any prescribed medication.
- If a resident is unwell, they should **inform their family/carer and the LIRC**.
- If COVID-19 is suspected, they may be asked to undergo a Rapid Antigen Test (RAT).

Visitors



- Residents may invite family and/or friends to visit them.
- Visitors must **respect the privacy** of other residents and not make too much noise.



- If a resident would like a visitor to join them for an evening meal, they should **let the LIRC know** the day before.
- Residents can invite a visitor to stay overnight in their unit, however they must **not have overnight visitors for more than two days each week.**
- Some properties have a guest room available for visitors.

LIRC Unit/Family



- The LIRC unit is a **private space** for the LIRC and their family.
- It must not be accessed by residents, family/carers or other PI staff.
- Residents should only knock on the LIRC's door in an emergency.
- The LIRC is responsible for the safety and proper behaviour of family members.
- Children are not permitted in the common kitchen area during meal preparation.

5.New Resident Procedures

Prior to Moving In



Prior to moving in, residents will be asked to:

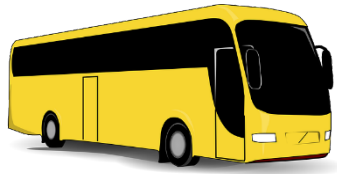
- **sign and return** their Resident Services Agreement, and
- **agree a moving-in date** with the PI Operations Coordinator.

PI also recommend that new residents **practise skills**, such as:

- becoming familiar with the local shopping area closest to their PI residence,



- practising the bus routes that will be used when living at PI,



- practising daily living skills such as food preparation, cleaning and washing clothes.



Key Contact for Resident



- When a resident moves into PI they **nominate a key person to support them.**

- This is usually a parent or other family member.
- The key contact **supports the resident to make decisions**. See Attachment 2: Supported Decision-Making Process.
- They also can get information about the resident's accommodation and support at PI. See the detailed Residents' Guide.

Moving Day



- Residents will be given a time to **collect their keys** and **inspect their unit** on the moving-in day.
- The Operations Coordinator will discuss the importance of locking doors when residents leave and deciding who enters their unit.
- The Operations Coordinator will have completed an inspection of the unit prior to the new resident moving

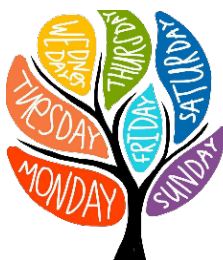
in. Residents will be asked to check this for accuracy.

First Day/Night



- On the first day the new resident will be shown around the property.
- They will be introduced to other residents.
- At their first dinner residents will hear how the weekly menu is developed and community tasks around mealtimes.
- Residents will also be shown where to get the food for all other meals that are not provided by the LIRC.

First Week



- Fire and emergency procedures, assembly points and exits will be discussed.
- Residents will be reminded to evacuate straight away if an alarm is sounding and leave everything behind (priority is to get out).
- Residents will hear about the local area, where the nearest bus stop and shops are, plus other locations of interest.
- This is a time for staff to get to know new residents so the LIRC and OC will be frequently checking in to see how the settling in process is going.

First Two Weeks



- After the resident been living at PI for two weeks the OC will talk to them about how they are settling in.
- If a resident has any concerns the OC will help them to address these.

6. Financial Considerations



- A **deposit on a resident's unit** will be required before they start living at PI.
- The **ongoing payments to PI** will cover living costs such as food, electricity, property maintenance and support from PI staff.
- Some of this money also goes towards paying off the resident's unit.
- Residents get all payments towards the cost of their unit returned to them when they leave PI.

7.Leaving PI

Reasons For Leaving



- Sometimes a resident might leave PI **because they wish to live somewhere else.**
- Sometimes **PI might want a resident to leave** because of:
 - unacceptable behaviour,
 - not making an effort towards becoming more independent, or
 - their family/carers are not supporting the resident to become more independent.

When a Resident Leaves PI

- Before a resident leaves, PI will inspect their unit.
- Within a week of leaving PI will repay the resident all monies owed less the cost of any repairs or maintenance.

8. Complaint and Incident Reporting

Reporting Process



- If a resident has a **complaint or concern** it should be reported to PI.
- Residents can **talk to LIRC, or the Operations Coordinator**, who will assist them to find the best solution.
- If it is a **serious complaint or incident**, a form will be completed. See the PI Website for a copy of the Complaints/Incident Report Form.
- The LIRC, Operations Coordinator or a family member/carer **can help with this**.

- After PI has investigated a complaint or incident, the resident will be told what actions will be taken.

Other Assistance

If a **resident is not satisfied** with the outcome of their complaint, they can contact any of these agencies:

Name of Organisation	Contact Details of Organisation
ACT Advocacy Agencies	Information and contact details for these agencies is located on the Community Services website: Advocacy - Advocacy - Community Services (act.gov.au)
ACT Community Service Directorate Office of Quality, Complaints and Regulation	<ul style="list-style-type: none"> • Telephone 02 6207 5474 • Email quality@act.gov.au
ACT Human Rights Commissioner	<ul style="list-style-type: none"> • Telephone 02 6205 2222 • Email human.rights@act.gov.au • Web Home - ACT Human Rights Commission
ACT Senior Practitioner (re the use of restrictive practices)	<ul style="list-style-type: none"> • Telephone 02 6205 2811 • Email actseniorpractitioner@act.gov.au
NDIS Quality and Safeguards Commission	<ul style="list-style-type: none"> • Telephone 1800 035 544 (free call from landlines) • TTY 133 677 • National Relay Service and ask for 1800 035 544. • Completing a complaint contact form. • Homepage NDIS Quality and Safeguards Commission (ndiscommission.gov.au):

9. Privacy

Disclosure

- Personal and private information is used to help people working with the resident.
- Information which is relevant to a resident's well-being in the PI home may be shared.
- A resident will be told when anyone requests personal and private information.

Exceptional Circumstances

- There are rare times where giving information is more important than maintaining confidentiality.
- The Disclosure may be necessary to prevent or lessen a serious and imminent risk to the life or health of the resident

10. Attachments

Attachment 1

PI Harrison: Fire Evacuation Plan

If you hear a fire alarm, or see smoke and fire:



1. Leave immediately by the nearest safe exit.
2. Go to the Assembly Area at the top of the driveway.
3. Have someone call the Fire Brigade on **000**



4. Our address is **63 Mapleton Avenue, Harrison.**
5. Phone **Lee** if she is not with you.
6. If Lee doesn't answer call Steve. If Steve does not answer, call Martin.

Lee	0409 061 329
Steve	0455 237 687
Martin	0439 898 755

7. Calmly remain at the Assembly Area until someone from PI arrives to assist you.

PI Latham: Fire Evacuation Plan

If you hear a fire alarm, or see smoke and fire:



1. Leave immediately by the nearest safe exit.
2. Go to the Assembly Area across the road from PI.
3. Have someone call the Fire Brigade on **000**



4. Our address is **7 Wanliss Street, Latham.**
5. Phone **Vickie** if she is not with you.
6. If Vickie doesn't answer call Steve. If Steve does not answer, call Martin.

Vickie	0407 156 758
Steve	0455 237 687
Martin	0439 898 755

7. Calmly remain at the Assembly Area until someone from PI arrives to assist you.

PI Phillip: Fire Evacuation Plan

If you hear a fire alarm, or see smoke and fire:



1. Leave immediately by the nearest safe exit.
2. Go to the Assembly Area – vacant block adjacent the car park.
3. Have someone call the Fire Brigade on **000**



4. Our address is **21 Horbury Street, Phillip.**
5. Phone **Shari** if she is not with you.
6. If Shari doesn't answer call Steve. If Steve does not answer, call Martin.

Shari	0459 578 728
Steve	0455 237 687
Martin	0439 898 755

7. Calmly remain at the Assembly Area until someone from PI arrives to assist you.



Attachment 2

What is supported decision- making?

Supported decision-making is when a person with cognitive disability gets support to make their own decisions.

A supporter is someone who helps them:

- understand their choices
- think about what they want.

A supporter also helps them to think about what may happen because of a decision they make.

Principles of Supported Decision- Making

There are some important ideas behind supported decision-making. We call them the principles of supported decision-making:

- **Assume I can** – I can make decisions.
- **Let me make one decision at a time** – Being able to decide depends on each decision.

- **Understand the right assistance for me** – Offer the support that is right for me.
- **Understand my preferences** – Listen to what I choose and like.
- **Remember that it's up to me** – I have the right to make decisions, even if you think they are unwise.
- **Support me to experience choice** – I have the right to learn from trying things.
- **Let me change my mind** – I have the right to change my mind.
- **Make sure you have explored all the options to assist me** – Give me enough information about the choices I have.
- **Involve me in decisions about my life** – Everyone has the right to take part in decision-making, including substitute decision-making.
- **Encourage me to connect with the people around me** – I need good people supporting me and my decisions.

Information retrieved from: [Supported Decision-making Guide \(waindividualisedservices.org.au\)](http://waindividualisedservices.org.au)

