

The IMPACT difference

Our values of building trust in relationships, empowering others, celebrating uniqueness, being compassionate, working together, creating positive impact and striving for excellence underpin and guide our culture, as well as the innovative way in which we provide our services and solutions.

How does IMPACT deliver Individualised Living Options?

We offer a person centred approach to your support needs with a focus on your formal and informal supports, as well as community, cultural and family access.

We seek to understand your needs, goals and aspirations and work with you to build your team.

Once your ILO package is set up, we stay with you on the journey to ensure we monitor bumps along the way whilst strengthening your ability to coordinate and manage the supports you have in place. If required, we will navigate any changed situations with you and support long term sustainable resolutions.

At IMPACT, we pride ourselves on staying in contact and working with you every step of the way, IMPACT helps you get closer to achieving your goals and life achievements each day.



FOR ALL INQUIRIES

Free Call: 1800 179 233

Direct Email: ILO@impact.org.au



*Working together, creating diverse opportunities
& improving lives since 1978*

IMPACT Community Services

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IMPACT
COMMUNITY SERVICES

Disability & Mental Health Support

IMPACT

COMMUNITY SERVICES



(ILO)

Individualised Living Options

IMPACT staff pride themselves on building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation.

As a charitable organisation, IMPACT supports people who may be experiencing disadvantage, poverty or exclusion from community, social and employment networks. By aligning our programs and services to the Live, Grow, Prosper continuum, we assist individuals and families to build resilience and reconnect with the community in a positive way to realise an improved quality of life.

Individualised Living Options with IMPACT

IMPACT's Individualised Living Option (ILO) is a model of support that lets you choose the home you live in and sets out your supports in a way that suits you best.

IMPACT's ILO supports will help you work out who you would prefer to live with, where you would like to live and what supports you might need.

With ILO there are lots of choices!!!!



Principals at the heart of ILO

Ultimately ILO is designed to build the following:

- Belonging and connection
- Independent living
- Self determination
- Flexibility
- Choice and trust

ILO is the support provided and not the accommodation itself. Accommodation options present themselves during the initial ILO process.

The NDIS Funds ILO in two stages.

Stage 1 - Exploration and design

In the first stage, IMPACT will help you to explore and design the environment you wish to live in and the supports you need. We will help you work out where you want to live, who with, what support you would need and who you want to provide that support.

Throughout exploration and design with IMPACT we will:

- Understand your vision and explore your goals in order to assist you in choosing the right arrangements for you
- Identify where you will benefit from supports, focusing on your strengths and building on them to design your individual support package
- Create a sustainable support structure
- Explore your possibilities and assess any risks in your preferred way of living

Stage 2 – Coordination and redesign

In Stage two IMPACT's ILO team will assist you to set up both formal and informal supports and help you manage these supports so you can live your best life in a way that suits you.

These supports are tailored to you and can be adjusted as your needs change. This can include the support you get from friends and family, so everything works together.

IMPACT will assist you to monitor and redesign your ILO package if your needs change, to provide the safety, stability and flexibility you need.

Your team

Our staff are enthusiastic and friendly as well as being suitably qualified to assist you on your independent living journey. They hold a range of professional skills and life experience relating to:

- Human rights and supported decision making
- NDIS funding proposals and mentoring
- Mental health and wellbeing
- Individualised services and support

Our skilled team members are able to provide ILO exploration, design, coordination, mentoring and re-design.

We work collaboratively to ensure the best possible experience for you. We are here to help you live your best life!

