



Information sheet

Disability ACT: Individual Support Services

Disability ACT is a part of the ACT Department of Disability, Housing and Community Services. Our vision for people with a disability in the ACT is

“All people with disabilities achieve what they want to achieve, live how they choose to live and are valued as full and equal members of the ACT Community.”

Individual Support Services (ISS) provide individualised and flexible support arrangements for people with disabilities on behalf of Disability ACT. Briefly, these services are:

Information Service

The Information Service provides a centralised contact point for people with disabilities, their families and carers, and other members of the community seeking information about disability matters within the ACT.

The Information Service is also the point of application for all Disability ACT's direct services.

If you would like to be kept informed about new funding processes or services provided by Disability ACT, please contact the Information Service on:

- Email - DisabilityACT@act.gov.au
- Telephone - 02-6207 1086
- TTY - 02-6205 0888

Individual Response Team (IRT)

The Individual Response Team is responsible for assessing, planning, developing and maintaining individual support services for people with a disability living in the community. The Individual Response Team has been involved developing several community partnerships which are providing innovative responses to individuals and their families. These include:





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- family governance support groups;
- service coordination for children with a high and complex need disability through A Family-centred Flexible Intensive Response Model (AFFIRM);
- alternative pathways for young people at risk of entering Residential Aged Care.

IRT staff can undertake formal Needs Assessments to assist individuals and their families with:

- futures planning;
- support need;
- linkage to services and co-ordination; and
- determination of priority of need and supports.

Supported Accommodation

Disability ACT currently provides supported accommodation in 65 households across the ACT. The service is primarily provided in group shared arrangements for people who have high and complex needs.

Respite – for children, young people and adults with a disability

Centre based respite services are available for people with disabilities from the age of five, provided from four houses across Canberra. Respite services for children and young people are provided at separate locations.

Lifestyles Service

The Lifestyles Service supports individuals to identify and work toward their own goals and develop formal and informal support networks in their community.

Support is provided in a way that assists each person to live how they want to live, achieve what they want to achieve and maximise their involvement within the community with resources available in the community.





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Intensive Treatment & Support Service (ITAS)

The Intensive Treatment and Support Service has been established by Disability ACT and Mental Health ACT to provide the range of service responses required to meet the needs of people in the ACT who meet, or have the potential to meet, the following criteria:

- diagnosis of a dual disability;
- high and complex needs;
- at risk of criminally offending or re-offending, and
- are 17 years or older.

Our Location:

ISS staff are located on the ground floor of Nature Conservation House, corner of Benjamin Way and Emu Bank in Belconnen. Accessible parking and toilets for people with a disability are available.

Our mailing address is GPO BOX 158, Canberra City, ACT, 2601.

**More detailed information is available on the DHCS website at:
www.dhcs.gov.au**

