



WELCOME TO EMPRESS SUPPORT SERVICES

Empress Support Service is a unique experience inclusive to Life. Empress is an initiative developed to provide our participants with unparalleled opportunity and confidence.

NDIS Registered ID: 4050125667

OPERATING HOURS

Monday to Friday: (9AM to 5PM)
Saturday: (9AM to 1PM)
Sunday: Closed

✉ info@empress.org.au

☎ (03) 8899 9168

🌐 www.empress.org.au

📘 @empressupportservices

📷 @empress_aus

📍 28 Rivoli Close, Fraser Rise, VIC 3336

ABOUT US



Empress Support Services provides a range of disability-specific and community-based services for people with cognitive, sensory, psychosocial or physical Disabilities, Mental Health and Forensic Disability. With the introduction of the National Disability Insurance Scheme, Packages of support can be individually sourced and tailored to meet the needs of the individual, and Empress Support Services can assist in managing the package for you.

Empress is an initiative to provide our participants with unparalleled opportunity and confidence. Empress uses the knowledge and insight gained from working with people living with disability and evidence-based research to deliver a unique approach and options to community services. It focuses on an individual's strengths and interests to maximise opportunities to meet their life goals.

OUR VALUES

HONESTY

Truthfulness, integrity, transparency—pillars of trustworthy communication.

COMPASSION

Empathy, kindness, understanding—core elements of compassionate and caring nature.

INTEGRITY

Honesty, ethics, consistency—foundation of strong moral character.

ACCOUNTABILITY

Responsibility, transparency, reliability—key aspects of personal accountability.

EMPATHY

Understanding, compassion, connection
essence of genuine empathy.



DIVERSITY

Inclusion, variety, differences—strength
through diverse perspectives and experiences.

OUR SERVICES

- Supported Independent Living (SIL)
- Participation in Community Social Activities
- Implementing Positive Behaviour Support
- Travel & Transport Assistance
- Social Events & Outing



- Assistance with Daily Living
- Specialised Disability Accommodation
- Short Term Accommodation (STA)
- Medium Term Accommodation (MTA)
- Household Tasks Assistance

WHAT IS SUPPORTED INDEPENDENT LIVING?

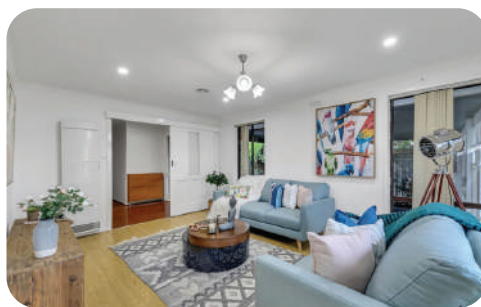
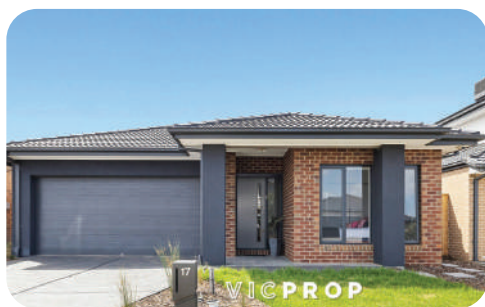
NDIS-supported independent living is for people with higher support needs, who need some level of help at home all the time. This service is best suited to people with a disability who have higher support needs. This means, individuals who need a significant amount of help throughout the day, 7 days a week.

By providing personalised support, we help foster independence, promote community inclusion, and prioritise individual choice. That way, SIL plays a crucial role in enhancing the overall well-being & quality of life for individuals with disabilities. At Empress Support Services, we provide the following services:

- 24-hour support, including overnight
- Personal care
- Mobility support
- Medication assistance
- Shopping and meal preparation
- Domestic support
- Therapy support

Here are some examples of daily living expenses that are not covered by SIL funding:

- Groceries and paid activities
- Rent
- Utilities



WHAT IS INCLUDED IN OUR NDIS SUPPORTED INDEPENDENT LIVING?



Considering Supported Independent Living under the National Disability Insurance Scheme (NDIS)? This option is ideal if you seek assistance to develop skills that enhance your independence within the community. Our dedicated teams are here to assist you in achieving your goals and leading the life you want. Here are the tasks included in our SIL service so that you receive comprehensive support for a fulfilling life-

- Transfers in and out of bed
- Assistance with medication management
- Learning daily living skills
- Help with tasks like laundry and grocery shopping
- Developing social skills
- Group activities with housemates
- Preparing nutritious meals
- Help with catching public transport
- Learning how to manage your household budget
- Planning social activities, you enjoy
- Organising household rosters and activities
- Actioning behaviour support plans
- Personal care (including toileting, showering, grooming, getting ready for the day)
- 24-hour support for people with high-care needs
- Support for medical appointments
- Support with supervision, personal safety and security



WHAT IS SOCIAL AND COMMUNITY PARTICIPATION?

Social and community participation is a support category that is funded under the capacity building support in the participant's NDIS plan. This program is specifically designed to help individuals learn social and community skills. As per one's requirement, this funding can be used to pay for participating in various activities and events. This helps in developing the sense of being a part of a social setting.

WHAT DOES SOCIAL AND COMMUNITY PARTICIPATION INCLUDE?

- Skill-building activities
- Sports activities
- Visiting local Library
- Camping and Vacation
- Participating in interest based social groups

- Recreational activities
- Relaxing activities like meditation or yoga
- Singing, painting, dancing, art and craft
- Cooking
- Going to a movie or concert



IMPLEMENTING POSITIVE BEHAVIOUR SUPPORT

- Understanding you and your environment
- Understanding the behaviour and the triggers
- Reducing the use of restrictive interventions
- Anticipating what may go wrong
- Working together on strategies
- Involving family and carers
- Working with your other therapists



TRAVEL AND TRANSPORT ASSISTANCE

Travel and Transport Assistance support involves personalised assistance with planning and coordinating travel, as well as hands-on support during the actual transportation process. Trained professionals collaborate with participants to understand their specific requirements, whether it's commuting to work, attending appointments, or participating in social activities.



DOMESTIC ASSISTANCE



At Empress Support Services, we've got you covered with our Domestic Assistance, We Assist you with the following:

- Cleaning
- Home Maintenance and Modifications
- Gardening



SOCIAL EVENTS AND OUTING

Social Events and Outing Service is a specialised support offering that aims to enhance social engagement and community integration for individuals. Empress Support Services involves the planning and facilitation of various social activities & outings, fostering opportunities for individuals to connect, enjoy recreational experiences, and participate in community events.



ASSISTANCE WITH DAILY LIVING

Assistance with Daily Living Services is a comprehensive support system designed to enhance the quality of life for individuals who require assistance in managing various aspects of their daily routines. These services cater to a range of needs, including personal care, household tasks, and mobility support.



SHORT TERM ACCOMMODATION



Short term accommodation or STA is an NDIS service that provides flexible and temporary housing solutions to people with disabilities. This support is designed to meet the immediate needs of individuals for brief durations. Moreover, it caters to various situations, such as emergency accommodation, respite care, or transitional periods where individuals may require temporary housing and support.



MEDIUM TERM ACCOMMODATION

Medium-Term Accommodation Service is a transitional and flexible support that provides individuals with temporary housing solutions for a duration ranging from weeks to a few months. This service is particularly beneficial for individuals undergoing transitions, such as those moving between locations, awaiting permanent housing arrangements, or requiring short-term support due to life changes or emergencies.



SPECIALISED DISABILITY ACCOMMODATION

Specialist Disability Accommodation (SDA) is a type of home that is specially designed to cater to the needs of individuals with extreme functional impairment or very high needs. This type of accommodation provides participants with access to the necessary support to help them lead a more comfortable and fulfilling life.



OUR APPROACH



At Empress Support Services, we assist individuals with disabilities in developing versatile skill sets. This includes different aspects such as communication and social skills. These are essential for building deeper connections and engaging with the community.

YOUR PRIVACY MATTERS TO US

Empress Support Services is committed to ensuring that the information you provide to us remains secure and that you are aware of what information is held and your rights.



YOUR FEEDBACK

If you are unhappy with something that has happened or the service you receive, you have the right to complain. When you begin using our service, we will inform you about the complaint process. Let us know if you have cultural and/or linguistic requirements, and we will assist you in gaining information about the complaints process in a manner that is respectful, informative and provided in the language that is required.



Client TESTIMONIAL

Empress support services have a highly knowledgeable and caring team, who supply a fantastic range of services. They are passionate about their work and care deeply about each individual. Couldn't recommend anyone more highly

NATHAN DONEGAN



I find Empress support service team not only just professional but down to earth, caring, honest and trustworthy. The customer service is amazing as the team is very reliable. If you not only want great but caring services, I 100% recommend Empress support services. Keep up your amazing work ESS!

AIMI DAY



After having dealt with a lot of services in the NDIS, the team at 'Empress Support Services' have consistently shown care, compassion, professionalism and support to participants and their care teams. Their ability to assist complex participants whilst ensuring safe and person-centered care is amazing. I would happily have my own family members using this service.

MELISSA JOHNSTON



This organisation runs the best day programs in the western suburbs! It's run by people who clearly have a lot of experience working in disability, and their passion for their work comes through in their quality of care and attention to detail in designing day programs that people can get a lot out of, learn and have fun while doing it. Highly recommend!

KAARI PALLANDI





CEO's MESSAGE

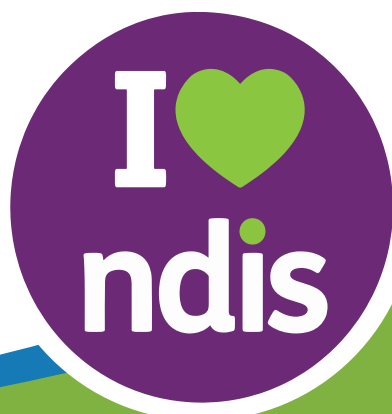
At Empress Support Services, we are here to help individuals with disabilities and their families. Our mission has always been to provide the best possible support to those in need. We understand that every person and family have unique needs, and our approach is tailored to meet those needs. We promise to adapt our support services to the ever-changing needs of our clients.

We would be honoured to hear your story and learn about your hopes and concerns. We believe that open and honest conversations are the foundation of solid relationships. By working together, we can create a future that guarantees a sense of purpose, belonging, and well-being for everyone. Please know that we are here to help and are committed to supporting you and your family every step of the way.

SAHEED AKOLADE
(Chief Executive Officer)



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