

# LIVE THE LIFE YOU CHOOSE

Sylvanvale Supports



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# WE'RE HERE FOR YOU

Sylvanvale is committed to providing high quality, client focused service to the people we support and their families.

Founded in 1947 when a group of parents united to form an organisation that would give their children a better quality of life, Sylvanvale now supports more than 750 children and adults throughout the Sydney metropolitan area and Blue Mountains to live and participate in the community, as they choose.

Our team is flexible, experienced and love what they do. We work in partnership with you to ensure you have the support you need, when and where you want it.

Sylvanvale is a registered National Disability Insurance Scheme (NDIS) service provider and we offer a range of services to meet your needs.



# WHAT WE OFFER

Sylvanvale offers a wide range of services tailored to meet your individual needs and goals.



## Supported Independent Living



Sylvanvale offers a range of **Supported Independent Living (SIL)** options across 40 locations in the greater Sydney region. Our beautiful homes are staffed 24 hours a day, 7 days a week. We have several different offerings including shared houses, self-contained units and two and three bedroom villas.

Each location is staffed by employees who understand that every person is an individual with unique goals and support needs.

### Area (LGA):

- Blacktown
- Blue Mountains
- Camden
- Campbelltown
- Canterbury-Bankstown
- Cumberland
- Fairfield
- Hills Shire
- Penrith
- Sutherland Shire
- Wollondilly Shire

### NDIS Support Category:

- Core
  - Assistance with Daily Life
- Capital
  - Home Modifications and SDA



## Individual Apartment Living



Sylvanvale's **Individual Apartment Living (IAL)** provides a range of support options to suit your individual needs and to help maximise your NDIS funding.

Onsite Shared Support is the minimum requirement for these properties and is shared with other tenants. Onsite Shared Support provides up to 2 hours of unplanned support each day and is available 24/7, 365 days per year.

Individual Apartment Living runs separately to your regular individual support services.

### Area (LGA):

- Bayside
- Georges River
- Sutherland Shire

### NDIS Support Category:

- Core
  - Assistance with Daily Life
- Capital
  - Home Modifications and SDA



## Sylvanvale Clinical Services



The **Clinical Services Team** at Sylvanvale provides therapy services for people of all ages and abilities.



We offer individual or group therapy services including:

Occupational Therapy, Individual Skills Development, Clinical Psychology, Behaviour Support, Counselling, Speech Pathology, Assessment and Training, and Supported Playgroup.

Our approach is flexible; we can provide therapy services when and where you need them.

### Area (LGA):

- Greater Sydney
- Blue Mountains

### NDIS Support Category:

- Capacity Building
  - Improved Daily Living
  - Improved Health and Wellbeing
  - Improved Relationships

# WHAT WE OFFER



At **Caringbah Craft Centre**, our qualified staff and skilled tradespeople work alongside each participant to build beautiful wooden toys

in a safe and friendly environment. The enterprise hub is well suited to people who enjoy getting hands-on, developing their skills and meeting new people. No previous experience is needed – just a willingness to learn and have fun.

**Area (LGA):**

- Sutherland Shire



**NDIS Support Category:**

- Core
  - Assistance with Social and Community Participation



Our Community Hub at **Garden House** in Sutherland is a unique space that includes a permaculture garden, outdoor kitchen, chickens and geese.

Garden House's centre-based program is best suited to a person who:

- Enjoys the company of others
- Enjoys being in the garden and the outdoors
- Enjoys arts and craft.

**Area (LGA):**

- Sutherland Shire

**NDIS Support Category:**

- Core
  - Assistance with Social and Community Participation



## Sutherland Community Hub



**Sutherland Community Hub** offers a wide range of indoor and outdoor activities in a centre-based environment. Our sensory, cooking, exercise, creative, relaxation and garden zones ensure there is something for everyone.

Choose from a daily program of activities or classes.

### Area (LGA):

- Sutherland Shire

### NDIS Support Category:

- Core
  - Assistance with Social and Community Participation



## Social and Community



Sylvanvale **Social and Community** is all about going out and having fun. Participants enjoy a variety of exciting outings in the community each week.

Social and Community provides opportunities for people with disability to make new friends and be part of the community while working towards their individual goals.

### Area (LGA):

- Sutherland Shire

### NDIS Support Category:

- Core
  - Assistance with Social and Community Participation

# WHAT WE OFFER



## Flexible Support



**Flexible Support** is ideal for adults (18 years and over) wanting individual support that they can tailor to their own needs and goals.

Sylvanvale's Flexible Support services are available when and where you choose in the Sutherland Shire.

### Area (LGA):

- Sutherland Shire

### NDIS Support Category:

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- Core
    - Assistance with Daily Life
    - Assistance with Social and Community Participation
  - Capacity Building
    - Increased Social and Community Participation
- 



## Support Coordination



Sylvanvale's friendly, professional team of **Support Coordinators** are NDIS experts who can support you to get the most out of your NDIS plan and achieve your goals. Our team can help you to understand your NDIS plan, how you can use your funds, and choose service providers which meet your individual needs.

### Area (LGA):

- Greater Sydney
- Blue Mountains

### NDIS Support Category:

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- Capacity Building
    - Support Coordination
-



# WHAT WE OFFER



## Children's Services



### Mikarie Child Care Centre



**Mikarie Child Care Centre** is a multi-award winning long day care centre located in Kirrawee. As the only child care centre in the Sutherland Shire that provides early education and quality care to children with and without a disability in one setting, it is unique. Our centre operates 7am to 6pm, Monday to Friday, for children aged 6 weeks to 6 years.



#### Area (LGA):

- Sutherland Shire



### Supported Playgroup



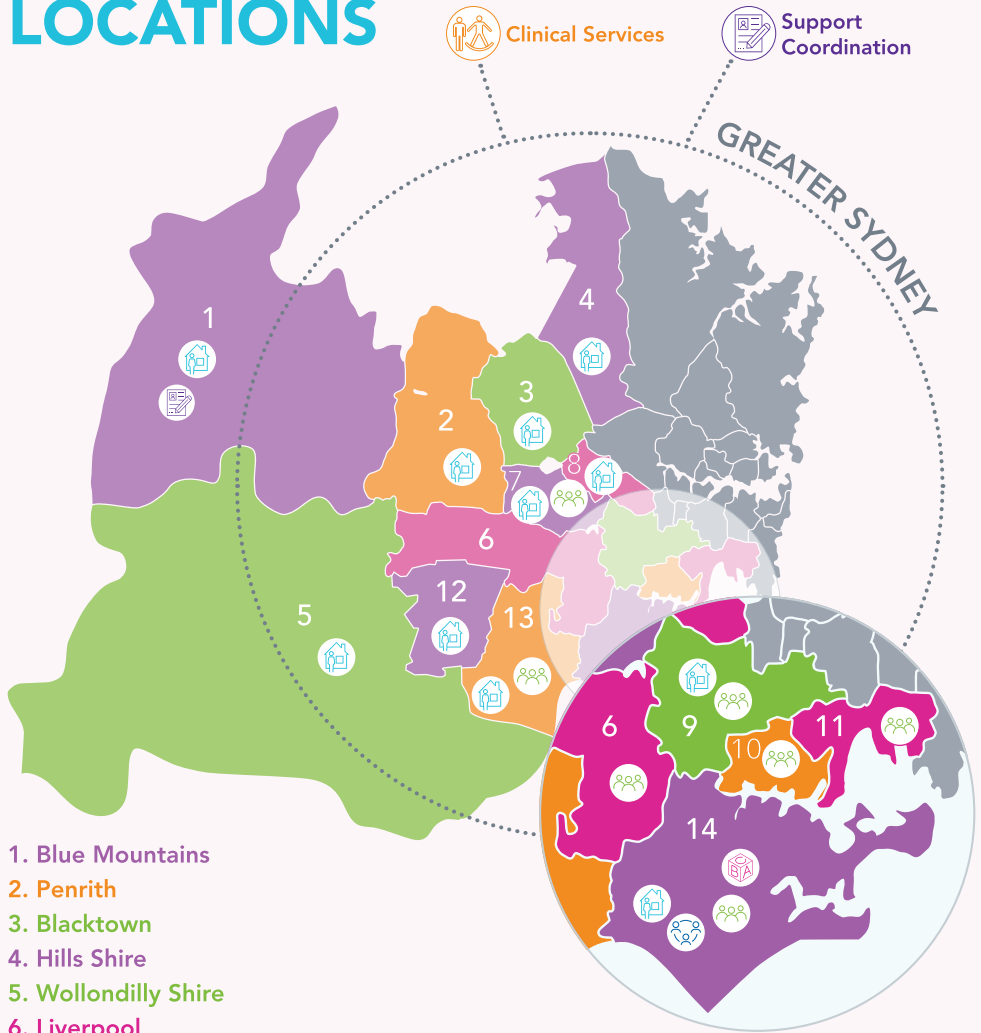
Our free **Supported Playgroup** in Kirrawee is for children aged 0-5 who have a disability or developmental delay, and their families. Our playgroup provides a unique opportunity for you to ask our experts any questions you have and to review your child's development. It's also great fun for your child!

- **Days:** Every Thursday
- **Time:** 9:15am-10:15am, 10:30am-11:30am
- **Location:** Mikarie Child Care Centre, 2 Mikarie Place, Kirrawee
- **Cost:** Free
- **RSVP:** 1300 244 577 or [supportedplaygroup1@sylvanvale.com.au](mailto:supportedplaygroup1@sylvanvale.com.au)  
Bookings are essential

#### Area (LGA):

- Sutherland Shire

# OUR LOCATIONS



- 1. Blue Mountains
- 2. Penrith
- 3. Blacktown
- 4. Hills Shire
- 5. Wollondilly Shire
- 6. Liverpool
- 7. Fairfield
- 8. Cumberland
- 9. Canterbury-Bankstown
- 10. Georges River
- 11. Bayside
- 12. Camden
- 13. Campbelltown
- 14. Sutherland Shire

 Supported Independent Living

 Community Hubs

 Mikarie Child Care Centre

 Living Support

# WHAT PEOPLE ARE SAYING ABOUT US

“

I would like to say a big thank you to Sylvanvale for their constant support in my life over these past couple of years.

”

“

Our daughter loves Sylvanvale and cannot express how grateful she is for Sylvanvale's services.

”

“

Our son is blown away with the excellent standard of support and personal care.

”

“

Always such professional and ongoing support by my sister's team at Sylvanvale.

”

“

I have been very impressed by their willingness to actively learn about my daughter by listening, asking questions and suggesting options.

”

“

It's very satisfying to be part of an organisation that strives to make a difference both directly and indirectly to people in need.

”



## OUR STORIES

# PATRICK FINDS HIS FOREVER HOME

Before finding his forever home in Bangor, Patrick lived in a busy residential property that he shared with three other men. He found living with other people very stressful. According to his mum, Lisa: "He was terribly anxious in his home. It wasn't the right environment for him."

Patrick was thrilled to hear about the possibility of moving into a home of his own in Bangor. However, Patrick's Specialist Disability Accommodation (SDA) funding was initially rejected, based on a decision that he would be better off living with others. Lisa appealed the decision with the support of Sylvanvale, an independent advocate and her support coordinator. Seven months later, the funding was approved.

To help make Patrick's transition into his new home as smooth as possible, the Sylvanvale team worked closely with Patrick and his family. As part of the preparation, site manager Katina visited Patrick in his shared home to get to know him. Patrick also took a tour of the Bangor property to make sure he was happy with it.

In late April, a couple of days before his birthday, Patrick moved into his

new home. It was a relatively low key affair. Patrick's family helped him move in – along with his bird, bunny rabbit and fish.

Patrick's new home is a one-bedroom villa in Sylvanvale's spectacular, state-of-the-art dwellings, which officially opened in 2022. The properties comprise six homes that accommodate eight people eligible for SDA under the National Disability Insurance Scheme (NDIS). Each villa follows universal design principles, whereby they have been constructed to adapt to each resident's needs as they change over time.

"The property is incredible. It's an amazing build. It's very accessible and flat. There are no steps that Patrick could trip over. The backyard is little, so it's not overwhelming," said Lisa.

"Patrick is quite tall, and the benches are height adjustable; the same with the clothesline," she continued.

He is also making the most of his new neighbourhood, which is close to public amenities and transport, and his Mum and Dad.

Patrick's been bonding with the local community too. He likes to chat with





people with dogs, and every Saturday Patrick goes up the street to watch the soccer games and talks to the people there.

The move has undoubtedly been lifechanging for Patrick, and Lisa believes he's found his forever home.

"I feel Patrick has finally found his forever home for life. I can honestly say it was worth waiting for. Not everyone likes the idea of living on their own but for him it is perfect. It is the best possible outcome for him."

“

Patrick really likes the staff. They're quite bubbly and talkative, and so is he. He's built strong relationships with staff members. They are very invested in Pat and his interests.

## OUR STORIES

# CAPPY'S BIG MOVE

Cappy has been an important part of Sylvanvale, ever since his mum, Betty, brought him here for the very first time as a baby. He went to Sylvanvale school and has been a much-valued member of our Property & Maintenance Team for over 20 years.

In May this year, Cappy and his mum took another big step when he moved into Sylvanvale's new Supported Independent Living site in Loftus. Until then, Cappy had spent his life living with his mum and dad – so it was an enormous change for them all.

This was, in fact, the first time that any of the five housemates had lived anywhere other than home.

### Planning for the Big Move

The journey of transitioning Cappy and his four housemates into their new place was one of careful planning, precision, and care.

Cappy and Betty met with Sylvanvale's Service Planning team to talk about his needs and interests. They toured the home, making sure it was somewhere he would like to live.

Once the new housemates were worked out, the team at Sylvanvale

focused on selecting the right staff. They chose employees who had previously supported some of the housemates, so were familiar with them. The staff completed a detailed induction and routines were carefully worked out.

### The Big Move

On Tuesday 2 May 2023, Cappy moved into his new home.

The move went without a hitch, and he has since settled in easily. Cappy is very proud of his new room, which he loves showing to people. He's an active helper around the house, regularly helping with dinner and washing his clothes. And he's been putting his maintenance skills to work – creating a new vegetable garden and often raking the yards.

Cappy and his housemates get on really well and have become quite tight knit. It's not uncommon for them to prompt support staff when it's time for pick-up from a day program or if someone has gone to their parents' place nearby for the weekend.

The housemates are also really enjoying their new-found independence.





When you ask Cappy what he thinks of his new home, he tells you it's "good."

Cappy's smooth transition has been a relief for Betty. "I was apprehensive about it," she says, "but am pleased he's settling in well."

Cappy's story shows how smoothly moving out of home for the first time can go – which is often the case.

“

We can never do the job of a mother or defining family member. But it can be a pleasant surprise for families how easily their loved one can transition into their new home.

Find out more at [sylvanvale.com.au](https://www.sylvanvale.com.au)

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hearing or speech loss  
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Speak and Listen: 1800 555 727



For people who  
need help with English  
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