



Wallara

Grow. Work. Explore. Live.

**1 to 1 support
to help you
Grow, Work,
Explore & Live**

What are we offering?

Wallara is pleased to announce we are now offering one to one support, 7 days a week between 8am and 10pm. The support can be at your home or at a select number of Wallara sites. Each shift will be a minimum of 4 hours and a maximum of 10 hours.

Building independent living skills

- Cooking, Meal Prep and Planning, Preparing a Meal for your Family
- Laundry Support
- Money Skills

Sports and exercise

- Playing sports, Kicking the footy
- Online Fitness Classes or Programs
- Yoga
- Walking

Recreation

- Listening to Music, Playing Instruments, Dancing
- Arts and crafts, D.I.Y Activities
- Playing Board Games and Cards
- Gardening

Technology

- Connecting you with your friends online
- Social media
- Computer and Smart Phone Skills

If there is anything that you would like to do which isn't shown above, please call us to discuss. The Wallara sites are DFR, Potter Learning Campus and Seniors (all in Dandenong), Langwarrin, and Sages Cottage Farm in Baxter. Places are limited to ensure physical distancing during the COVID-19 crisis.



What is the process to receive support?

Step 1

Contact your relevant Support Lead and chat to them about the support you are looking for eg. when, what, hours etc. They will be in contact with you to arrange the first shift.

Step 2

The Support Lead will discuss the quote for requested services with you. You will need to provide verbal/written consent prior to the first shift. Staff will provide you with a document to be signed at the first shift.

Step 3

For support at your home, please note that we will need a risk assessment and OHS checklist completed. These are standard forms for any in-home service.

Step 4

Have fun! Enjoy having a staff member there just for you! They will be able to support you work towards your goals, support you with activities and more!



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Who do we contact?

If you would like to contact us to find out more, please see below contact information.

Your usual day service centre	Your Support Lead	Contact Number
DFR, Langwarrin, & Rosswood	Tammy Patterson	0488 347 118
Doveton & Seniors	Lisa Painting	0431 842 937
Ebdale, Engage & Henry St	Melissa Drummond-Green	0418 377 726
Potter Learning Campus	Shannon Cooper	0439 373 832
Sages	Nicole Loveridge	0421 256 375

How much does it cost?

Monday to Friday between 8am-8pm:	\$62.49 Per Hour
Monday to Friday evening shifts:	\$68.96 Per Hour*
Saturdays:	\$85.95 Per Hour
Sundays:	\$111.77 Per Hour
Public Holidays:	\$139.93 Per Hour

*Any Monday to Friday shifts that are scheduled to finish after 8pm will be charged the evening rate of \$68.96 per hour for the entire shift.

Prices may be subject to change and may increase due to an individual's care needs. If you have any questions regarding pricing please contact us.



Conditions

There are some services we can't offer in this one to one support, which includes;

- Showering
- Use of public transport (due to risk of COVID-19)
- Cleaning services (though our team can support a client to clean and strengthen their independent living skills)
- Any transport in a staff member's personal car

Cancellation Policy

During the COVID-19 crisis, NDIS have amended the cancellation policy. If you make a short-notice cancellation (or no show), less than 10 business days before your scheduled support hours, Wallara will charge up to 100% of the agreed price for the cancelled support. As per NDIS guidelines, there is no limit on the number of short notice cancellations (or no shows) that Wallara can claim if a client does not attend. These changes will be reviewed by the NDIS in a 3 month timeframe. Any queries please discuss with your Support Lead.



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