

# Consumer FAQs

## What is a Program of Support?

A Program of Support is a way of delivering NDIS support that focuses on shared, flexible support, rather than fixed individual bookings.

Support isn't locked into exact times and service users contribute a fixed cost from their NDIS funding to a shared base program. This makes sure support workers are onsite during the day to provide planned support and respond as needs arise.

Each Program of Support is shaped by the people who live at the site, reflecting their shared needs, goals and priorities.

This means:

- Support that fit around your lifestyle
- Support workers are available onsite for service users for both planned and unplanned supports
- You are part of a community, not receiving isolated services which can mean better value for your NDIS money
- Support can ebb and flow depending on your need

## How is this different from traditional 1:1 support?

Traditional support models usually involve:

- Fixed hours at fixed times, often required to be delivered minimum blocks of time
- One support worker for one person
- Little flexibility if things change

At Haven sites:

- Support is available across the day
- You receive a mix of shared and individual support
- Support can respond to what's happening in real life
- Support workers are predictable and familiar

## What support is included in the base Program of Support?

Each Haven has a base Program of Support that is designed specifically for that site and determined by the needs, goals and preferences of the people who live there.

Rather than using a one size fits all approach, Mind works with service users to understand:

- What types of support are needed across the community
- When support is most helpful during the day
- Agreed priorities for service users

- How NDIS funding can be used most effectively as a collective
- Where there are opportunities to connect, support common interests and build community

The Program of Support reflects the community as a whole and may include a combination of shared and individualised support, depending on what best fits that group.

Depending on the site, a base program may include:

- Support workers onsite during the day and early evening, providing a consistent and familiar presence
- Psychosocial recovery groups focused on wellbeing, skill building and connection
- Assistance with everyday tasks (generally under one hour)
- Prompts, encouragement and support with routines and daily living
- Coordination and behind the scenes support that benefits the whole community
- Medication prompts and assistance, in line with individual support plans
- This shared base program helps create a stable, reliable and supportive environment, where people can access help when it's needed

Because each community is different, Programs of Support may look different from one site to another, shaped by the people who live there and what works best for that group.

## What about One to one (1:1) support?

One to one support is part of the Haven model.

Support is planned as a combination of shared and individual support:

- Some 1:1 assistance is included in the base program
- Longer or sustained 1:1 support (for example, extended cooking, cleaning or skills support) can be purchased using NDIS funding above the base
- Additional funding can also be used for:
  - Community participation (or you may choose an alternative provider)
  - Evening and overnight support
    - Extra support during more difficult periods

This approach allows your NDIS funding to be used where it has the greatest impact, while keeping support available throughout the day.

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### Will this model meet my needs?

The Program of Support is designed to meet needs over time, not minute by minute.

Some days you might need more support. Other days, less.

At Haven:

- Support can increase when you need it
- Support can be wound back when you don't need it
- Support workers are available during the day

Many residents find this leads to more meaningful, consistent support overall.

### A Recovery focused, respectful approach

All support at Haven is delivered by qualified Psychosocial Disability Support Workers, guided by the NDIS recovery framework.

This means:

- We support you to live a life that is important and meaningful to you.
- We listen to you and work with you understand your experiences.
- You make your own choices, and you stay in control of your life.
- We work with you in a kind, respectful, and trusting way.
- We support you to try new things safely and learn as you grow.
- Support may change over time as your goals and needs change.

### Is Haven right for me?

Haven may be a good fit if you:

- Are eligible for social housing (Victorian Housing Register –Priority Category)
- Need stable, long term housing
- Are willing to contribute funding to Mind's base NDIS support model
- Have long term mental health and well-being concerns
- Would benefit from onsite daytime support
- Are comfortable sharing some supports and able to contribute to the base cost
- Seek a calm, connected community focused on growth, wellbeing and self-direction