



Supported Independent Living (SIL) Handbook



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Overview

Community First Step extends a warm welcome to our Supported Independent Living (SIL) Services. This handbook is created to guide you through the information and rules about our SIL services. Whether you are providers, caregivers, or individuals, you can use this booklet as a tool to register and understand our services and policies.

To ensure the best delivery of SIL services, please read through the handbook carefully, and if you have any questions, do not hesitate to contact us.



Supported Independent Living (SIL)

What is Supported Independent Living?

Supported Independent Living is a paid personal support to help you live independently with the supervision of daily task activities. It is similar to having someone who will help you with personal care such as cooking, cleaning, and SIL will help you build those skills.

SIL is suitable for individuals with disabilities who require assistance in a home environment. SIL is funded by the NDIS to provide 24/7 support to individuals to live as independently as possible on their own or with other participants.



CFS SIL Services

Community First Step's SIL services allow people to live independently and to their full potential, whether in a shared house or a single occupant's accommodation, while receiving daily support.

Supported Independent Living tailored to each participant's needs and includes:

- 24/7 support from trained professionals
- Help with personal care tasks
- Assist with cooking and cleaning
- Help with personal care tasks such as showering, cooking, cleaning, and dressing
- Support to build skills like developing a routine and meal prepping
- Support to explore hobbies or activities for personal development
- Assist with community access activities according to your preference
- Support by creating social networks, community integration, and visiting family.

CFS supports participants to visit their families or regularly get involved in social activities. We also work closely with families to determine the proper support for the participants according to their interests and needs.

What services are not included in the SIL?

Our SIL services do not include day-to-day living costs that are not related to the disability support needs, such as

- Groceries cost
- Utilities such as telephone, water, gas, or internet bills
- Vehicle costs
- Holidays or travel expenses

SIL services do not include expenses that are provided by another system, including

- Personal support while you are admitted to the hospital – the health system is responsible for this support.
- Personal support if you are in custody or have a community supervision order – the justice system is responsible for this support

Who is eligible for Supported Independent Living (SIL)?

To receive SIL services, you must have an NDIS plan that includes SIL funding in your plan.



Responsibilities

Responsibilities of CFS

CFS agrees to:

- **Provide and maintain the property** in a good state of repair (including to ensure that the property is reasonably clean before the start of this Accommodation Agreement) and respond promptly to requests for maintenance, having regard to safety, security, and privacy of the occupants.
- Ensure **the property is fitted with adequate locks and security features** to keep the home reasonably secure.
- Take all the reasonable steps to enable you to have quiet enjoyment of your room.
- Do all things required to **remain a registered Disability provider**
- Treat you with courtesy and respect.
- **Give you information about managing complaints or disagreements**
- Listen to your **feedback and resolve problems quickly.**
- Protect your privacy and confidential information.
- Write to you within five (5) business days if the contact details are shown in this Agreement change.
- Provide supports in a way that complies with all **relevant laws, including the National Disability Insurance Scheme Act 2013**, its rules, and the Australian Consumer Law.

Rights and Responsibilities of the Client

- To make the **accommodation payments**
- To treat CFS and their staff and contractors with courtesy and respect.
- To use the property for **residential purposes only and not for any other purpose** (including any illegal purpose)
- Not to intentionally **damage your room or any other part of the property**, and if the damage is done, it is your responsibility to ensure all damages are paid for.
- To **respect other occupants** and their right to treat the property as their home.
- To notify CFS of any **maintenance or repair work** that needs to be done in your room.
- To notify CFS if you are planning any holidays or other absences



Responsibilities

Conflict of Interest

A conflict of interest occurs when clients involve in multiple interests, and serving one interest will go against the other. There may be a relationship between the two providers in some instances, which means they are not entirely independent. It would help if you were comfortable with the relationships between your Accommodation Provider and your Service Provider before you sign this Agreement.





Service Agreement

This service agreement is made according to the rules and goals of the National Disability Insurance Scheme (NDIS), which is administered by the National Disability Insurance Agency (NDIA).

The service agreement outlines:

- the supports to be provided by CFS, including how, when, and where the supports will be provided,
- the cost of those supports and the method of payment.
- the rights and responsibilities of the Participant,
- the rights and duties of CFS,
- when and how the Service Agreement will be reviewed,
- how any problems or issues that may arise will be addressed, and
- how the Participant or Community First Step may change or end the Service Agreement
- a copy of the Participant's NDIS plan is attached to this Service Agreement.

The NDIS and the Service Agreement

The Parties agree that the Service Agreement is made in the context of the NDIS, which are schemes that aim to:

- support the independent and social, and economic participation of people with disabilities; and
- enable people with a disability to exercise choice and control in their pursuit of their goals and the planning and delivery of their supports

If from time to time, the provisions within this Accommodation Agreement differ from any requirements specified by the NDIA in respect of Disability Accommodation or CFS, CFS agrees that it will satisfy, as a minimum, all such requirements set by the NDIA.

Service Agreement



Changes to the service agreement

If changes to the Agreement are required, you (and your representative) and CFS agree to discuss and review this Accommodation Agreement. You can ask the NDIS Support Coordinator to be included in this discussion. The Parties agree that any changes to this Accommodation Agreement will be in writing, signed, and dated by the Parties.

Ending the service agreement

This Agreement covers 365 days during which period Community First Step will undertake to ensure you are provided with suitable accommodation even if the initial property becomes un-suitable.

CFS's right to end the Agreement

Before giving you notice to end this Agreement for any reason, CFS must arrange a meeting with your representative (if you have one), an NDIS Support Coordinator or a COS Support Coordinator and other relevant supports to consider whether you require additional supports to enable you to remain at the property.

If approved corrective action or additional reasonable and necessary supports have been implemented to rectify the cause for proposing to end the Service Agreement.

Removal of belongings

You will be required to remove your belongings by the date you leave the property as CFS requires. If you leave your belongings behind after ending this Agreement, CFS will hold your belongings for 30 days. CFS will contact you to let you know that you must remove your belongings within 30 days. If you do not collect your belongings within 30 days, on the 31st day, CFS may dispose of your belongings. Storage charges may apply within this 30 days period.



SIL Housing

Community First Step is committed to creating SIL services tailored to your needs and preferences. Whether you or your loved ones find SIL accommodation near your location or you have preferred places, we can implement a solution that will fulfill your needs.

Currently, CFS has **two convenient locations** opening available for Supported Independent Living Services.



West Hoxton House

West Hoxton SIL house is a **newly built property** with a furnished living room, bedrooms, bathrooms, and kitchen. It is close to the local amenities and Liverpool hospital

Marayong House

Marayong SIL house is a **fully-furnished property** near shopping malls, Blacktown hospitals, and medical centers.



West Hoxton SIL House



3 Bedrooms



2 Vacancies



1 Current Resident

Staff Skills: Positive and engaging attitude. Experienced with assisting independent goals. Active experience in manual handling, domestic assistance, and medication management. Multilingual. Fully vaccinated staff.

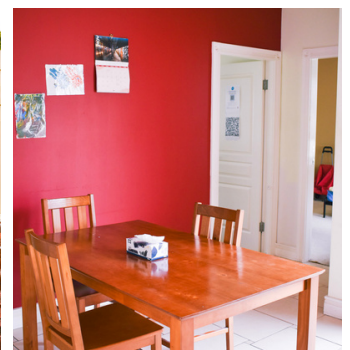
Our current SIL house located in West Hoxton has two available vacancies. The property is newly furnished with a kitchen, living room, spacious backyard, and garage spaces. We also have a capacity to modify the bathrooms to become more accessible. West Hoxton SIL house is a comfortable and independent environment that supports you to enhance life skills and engaging in daily activities. With our friendly and trained staff, you will receive 24/7 assistance that supports you and your wellbeing in a safe and enjoyable environment.

For house tours, SIL package information and further Disability Support contact Rajitha on:

E: rajitha.varghese@cfs.asn.au

M: 0481 996 447

Marayong SIL House



2 Bedrooms



1 Vacancy



1 Current Resident

Staff Skills: Positive and engaging attitude. Experienced with assisting independent goals. Active experience in manual handling, domestic assistance, and medication management. Multilingual. Fully vaccinated staff.

Our current SIL house located in Marayong has one available vacancy. The property has two bedrooms, two bathrooms, a living room, kitchen, laundry, and a beautiful backyard. We also have a capacity to modify the bathrooms to become more accessible. Marayong SIL house has the most convenient location for local amenities and services. It is few minutes away from Marayong station, West Point Shopping Centre Blacktown, Blacktown hospital and Blacktown family medical Centre. Marayong SIL house is a comfortable and independent environment that supports you to enhance life skills and engaging in daily activities. With our friendly and trained staff, you will receive 24/7 assistance that supports you and your wellbeing in a safe and enjoyable environment.

For house tours, SIL package information and further Disability Support contact Rajitha on:

E: rajitha.varghese@cfs.asn.au

M: 0481 996 447

SIL Housing Options

In addition to our SIL Vacancies, we also work with the clients, family and carers to accommodate their preferences and areas that they want to live in.



- Are you searching **Supported Independent Living (SIL) in your own areas?**
- Do you have other **suburbs/areas that you prefer to live in?**
- Do you want to live **near your friends/family/partner?**
- Do you want to live in **different types of housing** - apartment, villa, townhouse, or a moveable unit or bungalow?
- Do you have **other housing preferences or needs?**



Let us know your housing preferences and CFS is here to expand our services in different locations! We are ready to help you and adapt to your accommodation needs.



For more information or help with SIL Accommodation needs!

Contact Rajitha on:

E: rajitha.varghese@cfs.asn.au

M: 0481 996 447

(or)

Contact our Disability Services

P : 02 9727 2791

E : disability@cfs.asn.au

E : supportcoordination@cfs.asn.au




Household Guidelines

If you live in shared accommodation, household guidelines are provided to create a peaceful and safe environment for everyone. You will be required to comply with House Rules, which you and the other occupants of the home will prepare and agree on within the first three months of the Service Agreement with your Service Provider.

Community First Step has specific household guidelines according to the different accommodations and locations. Please check with your Support Worker or Service Provider for any rules that may apply to your accommodation.



SIL Price List



Community First Step complies with the NDIS price guidelines for the Support Independent Living (SIL) services. Find out more about SIL prices here - [Pricing arrangements](#) | [NDIS](#).

Reasonable Rent Contribution

The contribution is 75% of the base rate of the single Disability Support Pension that would apply to you assuming you are eligible to receive the Disability Support Pension, together with that a percentage of all other supplements you receive.

Because your Reasonable Rental Contribution is a percentage, it will change when either the amount of the Disability Support Pension and or/ Commonwealth Rental Assistance change. You agree to pay the increase when notified by CFS who will let you know at least 28 days before the increase occurs. If you are not eligible for either a Disability Support Pension or Commonwealth Rental Assistance, then your Reasonable Rent contribution will be calculated as 75% of the basic rate of any support pension applicable for your circumstances.

Written Receipts

CFS must provide written receipts to you within two weeks of any payment.

Participant Assessment

For our SIL services, each clients have to fill out participant assessment before we give you the roster of care before we commence the intake procedure.

Below is our sample Participant Assessment form. If you want more information, please contact our friendly staff.

F-109 Participant Assessment – Disability Services



Staff Reporting:

Date:

Position:

Signature

Client Details

Full Name:	
Residential Address:	
Date of Birth:	
Language:	
Religion:	
NDIS ID:	
Medicare Card Number:	
Centrelink Reference Number:	
Primary Diagnosis:	
Secondary Diagnosis:	

Health

Dietary Requirements:	
Allergies:	
Medication (refer to Medication Form):	

Family / Carer Information

Primary Caregiver Full Name:	
Relationship to Client:	
Contact Number:	
Email Address:	
Secondary Caregiver Full Name:	
Relationship to Client:	
Contact Number:	
Email Address:	

Behavioral Information

Behavioral Triggers/Positive Behavior Strategies	
Communication Methods	
Meal Routine/Food	
Toileting & Personal Care	
Social Interests	

Plan Management

Plan Manager:	<input type="checkbox"/> Coordinator <input type="checkbox"/> Planner <input type="checkbox"/> Self-Managed
Full Name:	
Contact Number:	
Email Address:	

OFFICE USE ONLY:

Staff Name: _____ Staff Signature: _____

Date: _____

Staff Checklist:

- Consent Form signed and attached
- Medication Form signed and attached

Consent for Exchange of Client's information

Below is the sample Consent for Exchange of Client's information form. If you want more information, please contact our friendly staff.



F-031 Consent for Exchange of Client Information

I, _____ the _____
(insert your name) (insert your relationship to the client, e.g. client, carer)

hereby give consent for Community First Step to obtain information for data collection or release of information from/to doctors, hospitals, therapists, government departments, schools, childcare and other agencies etc. in relation to _____ for care, support and/or treatment.
(insert client name or myself)

I am aware that confidentiality is of the utmost importance and that my rights and the rights of my family will be respected. I am aware that the only information that will be accessed is information that will assist in the care, support, and provision of service to my family and myself.

I give consent for Community First Step to make referrals and to advocate on my behalf to other agencies and to exchange information important for my/my child/family members care and wellbeing.

I understand that this consent will be valid for a period of 12 months from the date of signing or alternatively when service provision with Community First Step ceases.

I am aware of my rights and responsibilities, explained to me by the worker.

[If Applicable]

I _____ [name] agree to the following service(s) to be contacted regarding my support from Community First Step: _____

as of _____ [date]


Details

Client Name:	
Client Signature (If applicable)	
Representative Name (if applicable):	
Representative Signature (if applicable):	
Date:	

Name of CFS Worker:	
Signature:	
Date:	



Documentation and Record Keeping



CFS agrees to keep full and accurate accounts and financial records of all payments made by you, repairs, maintenance or insurance records for your home and any complaints which they have received for five years from the date each record is received. If you would like to view these records held by CFS, you can contact your provider or support worker. CFS will provide you access to view the records they hold within 7 days of your request, unless to do so would be in breach of law.

SIL Agreement

The SIL Agreement will be reviewed if the changes occur according to participants' situations. Please read through the agreement carefully and return back to us so that we have the up-to-date information to support you. Some plans are needed as legal obligations and if the documents are not updated, we must cancel your supports until the documents are provided. We will also require appropriate documentation if you independently administer your own medications.

Reporting

According to NDIS Quality and Safeguards Commissions, staffs are allowed to share information between government or non-government agencies in relation to clients' safety and welfare.

Household contributions

Contributions to the household are used for daily expenses and CFS will provide you with statement and receipts each quarter for your requests. Household contributions include utilities (water, gas, electricity, telephone, internet), food, groceries, and general property maintenance.

Personal Money

Your personal money must be managed by you. Staff will support you with managing your personal expense as per Client Finance Policy.

Personal expenses include but not limited to

- leisure activities
- Hobbies and gifts
- Medical services
- Personal items
- Pets
- Educational activities
- Clothes

Feedbacks, Complaints and Disputes



We are committed to providing high quality services to our clients and welcome all feedback about any aspect of our services, the care we provide or the operation of our facilities.

Feedback can be provided verbally to any staff member; or in writing. Written feedback can be provided to:

Email: disability@cfs.asn.au (or) cfsecfs.asn.au

Post: 25 Barbara Street, Fairfield NSW 2165

Feedback Form on the website : [Get In Touch | community-first-step \(cfs.asn.au\)](#)

Compliments

CFS appreciate your compliments for the care and services we provide.

Complaints

All complaints received are taken seriously and seen as opportunities for improvement. We aim to improve the quality of services provided by adopting a positive, blame-free approach to resolving complaints. We will investigate all complaints and work with the complainant to determine a suitable resolution. You can choose to remain anonymous if preferred. All complaints will be handled in accordance with our Privacy and Confidentiality Policy.

If you are not happy with the resolution of a complaint, you can contact the **NSW Ombudsman on 02 9286 1000**. The participant can also contact **the NDIS Commission by calling 1800 035 554**, visiting one of their offices in person or online at www.ndiscommission.gov.au/complaints for further information.

Available support in NDIS planning

Addition to the Supported Independent Living(SIL), Community First Step also provides support coordination to support clients for their NDIS Planning.

Support Coordination

Our dedicated Support Coordinators will connect participants with an NDIS plan, support and services within their local community.

CFS Support Coordinators can assist clients with a variety of tasks including but not limited to:

- Liaising with NDIS and other agencies and organizations
- Work with you to understand your NDIS plan funding and what it can be used for
- Linking clients with different programs and services
- Connect with the local community and broader system of support
- Assist in achieving your personal goals
- Advocacy
- Crisis assistance
- Support







Moving to New Home Checklist

Whether you are a person with disability or carer, we know that moving is such a tiring process and we want to make your move to New Home run smoothly!

Please look at our **Moving to New Home Checklist** on the following page and use at your convenience!

- CFS Team





Moving to New Home Checklist

This form is written from the perspective of people with disability who is ready to move in to new home. Moving new home involves a lot of tasks and need social circle to assist people with disability to move in smoothly.

The form can be filled by people with disability themselves or trusted family members or support coordinators.

6 - 12 months before moving	
I have support coordinator with experience in helping people reach their housing goals and innovative housing solutions	<input type="checkbox"/>
I have gathered family and friends to help think, plan and take actions for my move	<input type="checkbox"/>
I have developed housing goals, preferences, and visions for what my future living situations looks like	<input type="checkbox"/>
I have began exploring different housing options - mainstream, social housing, and SDA	<input type="checkbox"/>
I have applied for social housing .	<input type="checkbox"/>
At NDIS plan review discuss housing goals and/or complete <u>NDIS Home and Living Request form</u> - signaling intention to move into a new home. (Seek funding to explore housing and support to move)	<input type="checkbox"/>
I have began a moving diary to keep track of tasks and responsibilities	<input type="checkbox"/>
I have started writing a daily care plan for things such as personal care, monitoring and preventions of secondary conditions, and toilet regimes	<input type="checkbox"/>
I have researched and visited local community groups/activities in areas that I am moving in	<input type="checkbox"/>
I have engaged occupational therapy for assessments - SDA/home mods/assistive technology (AT)/support required, building independence skills	<input type="checkbox"/>
I have explored and designed support model with support providers - <u>SIL</u> , <u>ILO</u> , daily living and shared management approaches	<input type="checkbox"/>
I have engaged speech pathologist to update mealtime management plan and communication strategies	<input type="checkbox"/>



I have consulted with positive behavior support (PBS) practitioner to move to new home and PBS plan requirement in new home	<input type="checkbox"/>
I have engaged other allied health professionals as required	<input type="checkbox"/>
I have consulted with lawyers about money in trust	<input type="checkbox"/>
I have consulted with Trustee and Guardian finances about the move	<input type="checkbox"/>
I have created inventory of AT and equipment with OT and identify new AT required in new home	<input type="checkbox"/>
I have listed the household items that need to be bought before the move	<input type="checkbox"/>

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(6-12 Months)



3 - 6 months before moving	
I have gathered evidence from OT for SDA and submitted housing plan and complete <u>NDIS home and Living Request form</u> requesting <u>SDA</u>	<input type="checkbox"/>
I have gathered evidence from OT for home mods to mainstream housing. Submit <u>NDIS Home and Living Request Form</u> requesting <u>Home mods</u> to new home. (Already receive builder quotes)	<input type="checkbox"/>
I have applied for <u>Centrelink rent assistance</u>	<input type="checkbox"/>
I have investigated <u>possible discounts on electricity</u>	<input type="checkbox"/>
I have formalised support model design and establish agreements with preferred support provider	<input type="checkbox"/>
I have reviewed PBS plan for new home	<input type="checkbox"/>
I have identified risks and plan mitigation	<input type="checkbox"/>
I bought AT with NDIS allocated funds	<input type="checkbox"/>
I have tried and researched new hobbies and activities to do at home and in the community	<input type="checkbox"/>
I created training videos for new support team	<input type="checkbox"/>
I have met regularly with my support team and delegated jobs to family, friends, and team members	<input type="checkbox"/>
I visited new home and got to know new neighbourhood	<input type="checkbox"/>
I researched my new neighborhood/community and aware of where do people spend their time/what do they do?	<input type="checkbox"/>

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(3-6 Months)



1 - 3 months before moving	
I have gotten SDA approval from NDIS - ensure design category, building type and co-residents align with needs and preferences	<input type="checkbox"/>
I got involved with choosing co-residents, and join "getting-to-know-you" meetings and activities	<input type="checkbox"/>
I have home mods approved and underway	<input type="checkbox"/>
I have finalised health care plans	<input type="checkbox"/>
I have began buying furniture for a new home - consult with Trustee and Guardian re finances and shop for second hand furniture or donations	<input type="checkbox"/>
I have booked removal van	<input type="checkbox"/>
I have recruited and chose new support workers - advertise, interview, check references, worker screening	<input type="checkbox"/>
I arranged allied health, nurse, PBS practitioner to provide training to support workers	<input type="checkbox"/>
I trained support workers using training videos and practitioners above	<input type="checkbox"/>
I have identified and linked with local services - pharmacist, GP, bank, optometrist, supermarket and cafe	<input type="checkbox"/>
I have bought household items (e.g. linen, crockery, cutlery etc.)	<input type="checkbox"/>
I have arranged additional support for move/transition	<input type="checkbox"/>
I have arranged transport (e.g. apply for half price taxi card, disabled parking permit, identify suitable local taxi drivers/maxi taxi drivers, obtain information about local public transport)	<input type="checkbox"/>
I began travel training in new neighborhood	<input type="checkbox"/>

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(1-3 Months)



1 month to moving day	
I have visited new home as often as possible and began setting up house	<input type="checkbox"/>
I met regularly with co-residents	<input type="checkbox"/>
I planned housing warming party	<input type="checkbox"/>
I have introduced myself to new neighbours	<input type="checkbox"/>
I have organised utility connections - water, gas, electricity, internet	<input type="checkbox"/>
I apply for Centrelink rent assistance	<input type="checkbox"/>
I start sorting and packing my belongings	<input type="checkbox"/>
I ensured extra support is available	<input type="checkbox"/>
I have called my support circle for help and emotional support	<input type="checkbox"/>
I have arranged cleaners	<input type="checkbox"/>
I got keys cut, bought lock box	<input type="checkbox"/>
I bought groceries for new home - stock pantry and arranged prescriptions/medications and instructions for administration and Webster pack for first week if required	<input type="checkbox"/>
I have listed all future appointments and relevant contact details (e.g. specialists)	<input type="checkbox"/>
I have used cognitive aids (e.g. whiteboard, reminder and note apps, etc.)	<input type="checkbox"/>
I have organised/bought supply of consumables , such as continence aids	<input type="checkbox"/>



I have back-up/contingency plans for gaps in support	<input type="checkbox"/>
I have arranged schedule for moving day	<input type="checkbox"/>
I have set up AT and security systems e.g. vital call	<input type="checkbox"/>
I have provided new contact details to all relevant bodies (e.g. electoral roll, Medicare, Centrelink, companion card, bank, utilities etc)	<input type="checkbox"/>
I have ensured copies of guardianship and administration orders have been provided to the support provider	<input type="checkbox"/>
I have arranged removal and delivery of furniture/equipment	<input type="checkbox"/>

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(1 Month)



After the move	
I will continue to work with support workers	<input type="checkbox"/>
I will meet regularly with circle of support	<input type="checkbox"/>
I sent my new contact details to my friends and family	<input type="checkbox"/>
I will seek more opportunities to get to know neighbours - open house, house warming	<input type="checkbox"/>
I have found out bin collection day	<input type="checkbox"/>
I have connected with local community	<input type="checkbox"/>
I reflected on how support is working and adapt as needed	<input type="checkbox"/>



After Move

For more information and enquiry, contact our friendly staff

Community First Step Head Office
25 Barbara Street, Fairfield NSW 2165

E : reception@cfs.asn.au

P : 02 9727 4333

Additional Information

Medications

Client's medication needs will be determined by the professional practitioners and administered according to their orders.

All medication are stored safely in the staff office. CFS will not accept any medication that is not in a sealed container and all tablets must be in a webster pack.

Hospital Visits

In the event, if you are hospitalized, the level of support will be according to your needs. But once you settle in the ward, our staff will be unable to support you as you are now in the care of the department of health.

Virus Outbreaks

With COVID-19 guidelines and procedures, we follow the strict control guidelines. If you have any symptoms, please notify our staffs for assistance as soon as possible.

Absences

If you are temporarily absent from the property for a period of time up to a maximum of 60 days (for example, if you go on holiday) you are required to tell CFS and are still required to make the Accommodation Payments detailed on page 3 of this Agreement.

Inspections and Access

CFS may or may not be the same as the Property Owner. CFS can visit and inspect the shared areas at any reasonable time. Repairs, cleaning, maintenance, upgrades and renovations of the shared areas can be done by CFS at any reasonable time.

If your home becomes so damaged that it no longer safe or practical for you to live there CFS will write to you:

- explaining how they will repair the damage to your home [and if required will work with the NDIA or Commonwealth Department of Health (as relevant) to find you another home during the repairs]

OR

- work with the NDIA to find you another permanent home and end the Agreement

About CFS

Community First Step was founded more than 40 years ago. In 1973 a group of local residents formed what was then known as the Fairfield Community Council for Social Development – a forum for community development and action on social issues. Over the 30 years that followed the group developed its services and projects and, after a few name changes, in 2007 'Community First Step' was born.

Today, Community First Step is a growing organisation that encompasses Children, Youth and Family Services in the form of Case Work, Community Development, Disability Services and Children Services. We now employ over 35 staff as well as working with regular volunteers. Our vision for the future is to work in partnership with the community, business and government, to strive for excellence in meeting the holistic needs of our clients through the provision of high quality supportive, recreational, cultural, sporting and welfare programs.

Our team is passionate and committed to creating opportunities for you. Our various services in Youth, Children and Families, Disability Services and Children Services seek to provide not only services and programs but real support for you and your loved ones. Our Board members are equipped with the knowledge and experience to provide direction to the organisation whilst always being mindful of our clients' needs.





Other Disability Services

Respite Service

Respite services help carers to take a break from their role and offers worker or volunteer to take over for specific period of time. Our Respite Service includes a short time (a few hours a week), and a longer time, including overnight (a weekend or over few weeks).

Day Program

Day Program is focused around centre-based, group activities that encourage individual participation and choice while still having a person-centred support. Our group based activities follow the principle of self-direction and tailor individuals' needs, and preferences.

Community Access

Community Access service supports and assists your engagement with the community and everyday activities.

Support Co-ordination

Our dedicated Support Coordinators will connect participants with an NDIS plan, support and services within their local community. Regardless of the size and package of your plan, support coordinators can help find resources and supports that will fit your needs and ensure that they are supporting you in achieving your NDIS goals.

Disability Support Hub

Disability Support Hub offers you one-on-one support in a safe and friendly environment hosted by our multicultural team. The team is here to assist you by answering your questions, give you related resources, and help you and your loved ones to get linked to other services. The Hub is designed for families, carers, and people living with a disability to ask questions and be supported with:

Contact Us

Disability Services

82 Tangerine Street, Fairfield East NSW 2165

P : 02 9727 2791

E : disability@cfs.asn.au

E : supportcoordination@cfs.asn.au

Community First Step Head Office

25 Barbara Street, Fairfield NSW 2165

E : reception@cfs.asn.au

P : 02 9727 4333

Other Services Available

Community Services

25 Barbara Street, Fairfield NSW 2165

E : reception@cfs.asn.au

P : 02 9727 4333

Childrens Services

E: childrensservices@cfs.asn.au

Edensor Park Community Hall, Allambie Rd, Edensor Park

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