

REASSURANCE WHEN YOU NEED IT, FREEDOM ALWAYS

At Allara Support Services, everything starts with you - your goals, your independence, and how you want to live.

Our Onsite Shared Support is ideal if you don't need constant 1:1 help but like knowing support is nearby when you want it. It's a calm, welcoming environment that feels like home.

We're here to back your choices and support you to live life your way.

Got questions about the NDIS or Supported Independent Living?

Reach Out Today.



1300 644 029



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THE ONSITE SHARED SUPPORT MODEL

Understanding Onsite Shared Support:
What It Means for You

www.allarasupportservices.com.au

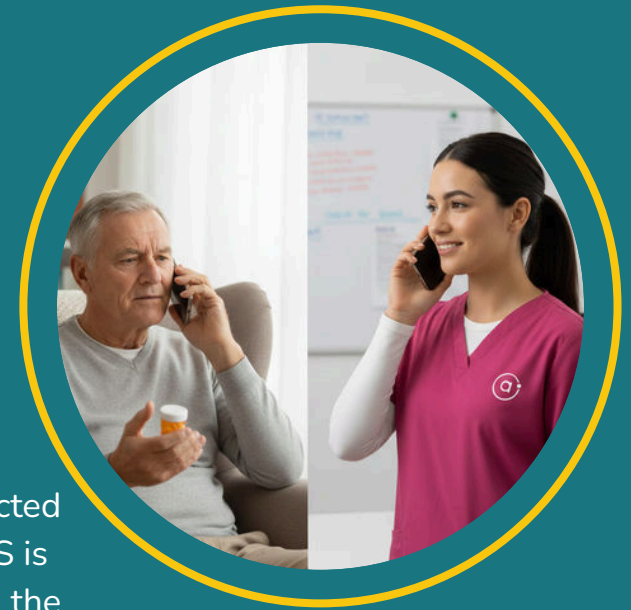
What Onsite Shared Support Looks Like

More than just being around, our OSS team is genuinely invested in getting to know each person who lives with us. Through simple, proactive check-ins and everyday support, we make sure every interaction feels meaningful and personal.

We're part of the community.

At Allara, we don't just provide support; we build a family. Our team is a caring presence dedicated to the little details like shared laughs and morning check-ins. Through genuine friendship, we ensure every resident feels safe, valued, and part of a community that truly cares.

This relationship-first approach helps match the right people with the right home, while giving residents comfort and independence. Knowing a familiar face who truly knows them is close by, and they're still in full control of their day-to-day life.



When the unexpected happens at home, OSS is here to help stabilise the situation and ensure the right support is escalated appropriately.



Feeling unwell or anxious?

You can request a welfare check during our onsite hours. Whether you need a friendly face to talk to or a quick check-in to ensure you're safe, our team is here to provide support and peace of mind.

Why You'll Love Our Onsite Support



Flexible, Ad-Hoc Assistance

Life is unpredictable. Whether you need a quick hand with an unexpected task or just a moment of reassurance, our team is onsite and ready to help when those sudden needs arise.



Reliable, Fixed Costs

Budget with confidence. Our OSS model provides a consistent, fixed weekly cost. This makes it easier to manage your funding while ensuring high-quality support is always available as part of your home.



A Familiar & Stable Team

Consistency is the heart of great care. You will be supported by a dedicated team of familiar faces who take the time to truly know your preferences, your routine, and your goals.



Extra Support When You Need It

Support doesn't end when your 1:1 shift does. Our team provides a steady presence and a familiar face whenever you need a little extra connection or a helping hand.

Why On-Site Shared Support matters

Our purpose

It's simple: to help you live your best life in a home that feels safe, comfortable, and truly yours.

Our vision

We want to create on-site communities where support is always close by but never intrusive, where independence is respected, and where homes are full of warmth, connection, and opportunity.

Onsite Shared Support

It's about being there when you need us, stepping back when you don't, and helping life flow in a calm, fun, meaningful, and empowering way.

The Onsite Shared Support Model

Complements, but does not replace, planned 1:1 supports

Supports choice, control, privacy and independence

Aligns with participant funding arrangements

Provides clear expectations around availability, response times and scope

The Allara Onsite Shared Support Model

Support is provided from the site, in a way that aligns with our service model and agreed response times — simple, clear, and centred on you.

Our Onsite Presence

- 1 Our team is available for non-emergency support to help you manage your day smoothly.
- 2 We provide localised care that focuses on the specific needs of your building community.
- 3 Our model is designed to help you live as independently as possible with the peace of mind that help is nearby.

- **Emergencies:** Participants should always call 000 for urgent emergency situations.
- **Priority Care:** Our Onsite Shared Support team responds as quickly as possible when you need help.
- **Risk-Based Support:** To ensure everyone's safety, we always prioritise requests based on the level of risk and urgency. This ensures that those in the most immediate need receive support first.

Working Together: Onsite Shared and 1:1 Supports



Onsite Shared Support supports the shared environment and collective, site-based needs delivering the right support at the right time.



1:1 supports address the individual participant's funded support requirements

Availability of OSS

Outside of 1:1 Support Hours

When you're not using your planned 1:1 supports, Allara's Onsite Shared Support is available to:

- Respond to calls for help
- Operate as a site-based, on-call service
- Respond within the expected time frame, in line with funding and service design

This keeps support available for you, while making sure resources are used wisely and effectively.

Support You Can Count On

Onsite Shared Support gives you reassurance and help when you want it, without being intrusive or creating dependence. It keeps things simple, with clear boundaries between your **funded 1:1 supports** and the **onsite shared (on-call) support** available to everyone in the building.

During onsite hours, our OSS team can step in when a task needs two people for safety — like complex transfers or other manual-handling activities.

It means that whenever a two-person assist is required, you've got the support you need to feel safe and confident at home.



Supports Work Together

Onsite Shared Support and planned 1:1 supports work together to complement each other, without replacing or duplicating care.



When OSS Is Available



When your planned 1:1 supports are in place, Onsite Shared Support steps back, so you can enjoy your support as planned.



Determining Availability

Onsite Shared Support at each site is planned around safety, funding, and service needs. These decisions are made by Allara as part of the bigger picture, not for each shift or individual request.

Onsite Shared Support: How We Can Help (Non-Emergency)

 May Include	 Does Not Include
Responding to non-urgent requests for assistance	Emergency responses or first responder duties
Welfare checks where there is no immediate risk	Off-site support of any kind
Reassurance and practical assistance during low-risk situations	Community access or transport
Medication prompts or assistance where assessed, approved and trained	Ongoing or continuing personal care
Support following stabilisation of an incident	Replacement of planned 1:1 supports
Escalation to on-call management where required	Guaranteed immediate response outside of agreed timeframes

The "Safety First" Approach

For any life-threatening emergency, please call 000 first. Our onsite team can support beyond routine care, but we're not a first-response emergency service.

Empowering Your Everyday

While we are here to provide a second set of hands and responsive care, our goal is to empower your autonomy.

This model lets you enjoy your home and privacy without constant supervision, giving you the confidence to build new skills at your own pace. With support that steps in only when you choose, your independence always comes first.



Overnight Support Arrangements

Overnight support may shift from Active to Sleepover where it's the right fit, based on participant needs, the level of support required at the site, and relevant risk assessments.

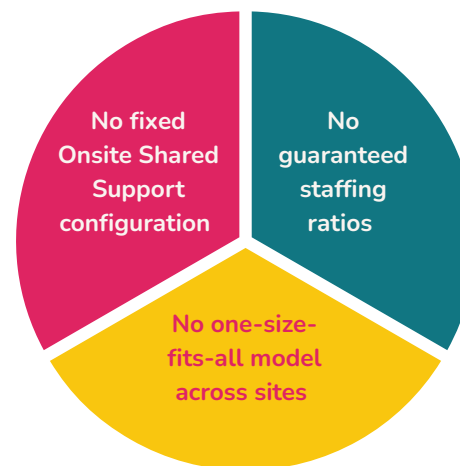
Overnight arrangements are based on:

- ✓ Participant needs
- ✓ Funding arrangements
- ✓ Individual risk assessments

Under the sleepover model:

- ✓ A support worker is available on-site overnight in a non-active capacity
- ✓ The worker may be woken to provide assistance if required
- ✓ Continuous overnight active supervision is not provided

Intentional Flexibility of the Onsite Shared Support Model



Onsite Shared Support arrangements adapt over time as:

- Participant numbers change
- Support needs evolve
- Funding mixes shift
- Risks are reviewed and reassessed

This variation does not indicate inconsistency.

Allara stays accountable for all Onsite Shared Support decisions, even with a flexible model. Every decision is documented, reviewed, and shaped by participant safety, funding requirements, and sustainable operations.

This helps keep our support responsive, safe, and reliable.

How Our SDA Partners Make Your Home Work

Our SDA partners play a key role in creating safe, stable, and welcoming homes. While Allara focuses on day-to-day support, they look after the building, tenancy, safety, and compliance to keep everything running smoothly.

Together, we create a seamless experience — **we manage the support, they manage the environment** — so you can feel safe, comfortable, and truly at home.



SDA Provider Responsibilities

Tenancy, Property & Asset Management

- Managing tenancy and resident engagement
- Ensuring properties are maintained, safe, and compliant
- Coordinating repairs, maintenance, and contractor access
- Handling building manager or strata-related requests
- Managing onboarding and offboarding of residents
- Leading property inspections and ensuring issues are actioned
- Overseeing asset management and environmental safety

How Collaboration Makes OSS Stronger

The OSS team supports your daily life, safety, and wellbeing, while our SDA partners manage the home, tenancy, and compliance, working together to keep everything running smoothly.

- When both sides play their part:
- Participants feel safe and supported
- Buildings run smoothly
- Maintenance issues get resolved quickly
- Risks are reduced
- Communication stays clear
- It's a true partnership — one that allows us to deliver extraordinary living experiences, every day.

Our Commitment

Everyone deserves a safe, welcoming home and every home deserves a support model that truly fits.

We don't overpromise, and we never compromise on safety or sustainability.

Instead, we focus on providing the right support, at the right time, for the right reasons keeping you informed as the home and support evolve.

We Provide 1:1 SIL Supports

Looking for personalised support to live more independently?

Allara's 1:1 SIL services are built around your goals, routines, and what matters most.

At home or in the community, we'll help create a flexible, consistent support plan that works for you.

Scan the QR code to meet our Participant Success Managers and see how we can support your independence.



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The Allara Way: Supporting Independence

With Allara's Onsite Shared Support, help is here when you need it, your way.

Our flexible approach adapts to your needs, giving you practical support while respecting your independence so you can enjoy life with confidence, knowing help is always close by.

Learn how **Onsite Shared Support** can make life easier for you. Reach out to Allara today and experience support designed around you.



Scan the QR code to learn more.