



PERSONAL SUPPORT SERVICE

The Personal Support Service responds to the question raised by parents:

"Who will look out for our son or daughter when we are no longer able?"

The Personal Support Service (PSS) is a lifelong visiting and advocacy service that ensures a disabled family member is visited on a regular basis after a parent no longer can due to ill health, frail age or having passed away. The service seeks to ensure that an individual's overall quality of life is maintained and that their individual needs are being monitored in accordance with the wishes of parents and family. The PSS is designed to provide parents and their family members peace of mind knowing someone is looking out for the needs of their child when they no longer can.

The Personal Support Service provides a visitor who will monitor the welfare and needs of your family member to ensure they receive the care, help and assistance that he or she requires including:

- health
- personal appearance (hygiene)
- social activities
- work or day placement
- accommodation
- financial position
- overall lifestyle

A PSS contract is drawn up between the Trust and the parents or other family members and is usually done well in advance of when it might be needed. A standard PSS allows for bi-monthly visits but can be adjusted to suit the needs of the individual. When the time comes and the PSS becomes active a dedicated visitor is assigned to the disabled family member. The information the Trust has gathered from the parents and family about their disabled loved one is then passed onto the visitor to enable them to look beyond just the important practical needs of the individual but to also cater for their personal, cultural and emotional needs. Visitors form a connection with the person that they visit and this allows them to look out for things that might otherwise be missed such as birthday and Christmas presents, friendships and happiness.

Future Living Trust Incorporated 41 Bishop St Jolimont WA 6014

Phone 9387 8288 Fax 93870492 E-Mail info@futureliving.org.au Web www.futureliving.org.au

(Formerly The Hawkevale Trust Incorporated)

Incorporated in 1989 under the Associations Incorporation Act 1987. Registered under the Charitable Collections Act. ABN No 62 492 609 487

The Trust carefully selects its PSS visitors and conducts a thorough orientation that includes introductory meetings with the disabled family member to ensure compatibility. Families can also nominate a person who is already familiar with the disabled family member if they wish to do so. All prospective PSS visitors are subject to and must meet the Trust's selection criteria that includes a national police clearance. Many Trust volunteers have direct experience in dealing with disabled family members of their own.

After each visit the visitor returns a comprehensive checklist to the Trust's Executive Officer commenting on the areas listed above. Any concerns the visitor may have are taken up by the Executive Officer and the Board, and where necessary, with relevant the agency/s. The Trust will also keep other family members up-to-date with any issues that may arise.

It is important to understand that the PSS is not a full or even partial care service. It is a visiting and advocacy service that endeavours to ensure that the disabled family member is seen regularly and that their wellbeing and progress is monitored by someone other than paid caregivers. The service includes the Trust seeking to obtain the appropriate care to which the disabled family member is entitled, or which may be available from other support providers.

Personal Support Service Contract and Fees

A Personal Support Service Contract is drawn up between the parent or family member and Future Living Trust. The Contract includes:

- Name and Address of Contributor or Parent or Guardian
- Name and Address of Recipient
- Method of payment
- Acceptance of Application
- Services provided
- Description
- Visitor's Qualifications
- Visitor Nominations
- Commencement and Completion of Service
- Limitations of Service
- Limit of Liability
- Authority to Intervene
- Definitions and Interpretation
- Signatures of the Chairman and Secretary or Treasurer or Executive Officer.

The Trust encourages parents to provide as much information as possible about their family member so that social, cultural, spiritual and family ties and traditions can be considered and maintained. The Trust also asks parents to sign a Personal Support Service Certificate that provides Future Living Trust and its visitor with the authority to act and intervene on behalf of the family member as considered necessary.

Fees

The fees charged for the Personal Support Service are calculated individually by a professional Actuarial Consultant. They are based on the parents and disabled family members ages and when the service is likely to commence and to finish. Fees are kept to a minimum to make this service affordable for as many families as possible. The Trust charges an establishment fee and an annual fee for providing the PSS service.

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Payments can be made in the following ways:

- A single premium (one total payment paid when agreeing the contract)
- Annual premiums (paid over time as negotiated and depending on the age of the parent)
- Making provision in your Will (as costs are subject to inflation the cost at the time of death will be significantly more than paying under the above methods)
- No payment is needed if the Trust is accepting a gift of suitable real estate that will be used to accommodate the disabled family member.
- Other payment option as agreed by the Trust

Personal Support Service Will Clause

The following clause provides a sample of the provision which would be included in your Will if you take out a PSS Contract with Future Living Trust. The Trust recommends that you show this to your solicitor or the person drafting your Will. It is preferable that they follow the wording exactly, but the Trust will consider different wording if necessary. Please be aware however, that different wording is likely to fall outside the Trust's policy, which means the Trust may not be able to set up the contract as agreed.

"I.....direct that my trustees pay whatever sum is determined by

*FUTURE LIVING TRUST (INC.) of
41 Bishop Street, Jolimont in Western Australia*

in accordance with its usual practice as its fee for the provision of a Personal Support Service to my [son or daughter {name}] in accordance with the Personal Support Service Contract dated _____20__".

Please note that the Personal Support Service need not be specifically dealt with in your Will unless you wish to pay for PSS out of your estate.