



*People with  
disability have  
opportunities to  
live their best life*



# SHORT TERM ACCOMMODATION (RESPITE SERVICES)

INFORMATION PACK



[www.hartley.org.au](http://www.hartley.org.au)



[enquiriesSTA@hartley.org.au](mailto:enquiriesSTA@hartley.org.au)



02 6282 4411



# About Hartley

Established in 1962, Hartley Lifecare (Hartley) is a Canberra-based not-for-profit organisation providing supported accommodation for people with disability, their families, and carers.

Originally established to provide a learning facility and therapy support service for children and adults, Hartley has grown extensively to support clients in over 30 homes across the ACT.

Over the last six decades, families have grown to rely on and trust Hartley to deliver high quality, person centred support. As we move toward 2023, Hartley will continue to maintain and build upon these strong foundations, ensuring that our clients and their families have opportunities to live their best life.



## Our Values



Person Centred



Leadership



Integrity



Respect



Quality





## Our STA Services

Hartley Lifecare provides person centred respite care (short term accommodation) to people with disability. Residential respite care is 24/7 care in specialist disability accommodation for a short period of time.

STA guests will receive around the clock, high quality services in the comfort and safety of our state of the art, custom built STA facilities.

The relationship between a carer and their family or friend can take a physical and emotional toll on each person. STA allows both parties to be able to take 'time out' with real peace of mind.

## Pricing

Current prices reflect the costs of a high needs overnight respite care with one to two support and awake overnight staffing according to the NDIS Price Guide.

We understand that your current NDIS Plan may not reflect the above service delivery and prices.

If you do not have appropriate funding, please contact Hartley so we can assist in providing information and costings for your next NDIS Planning Meeting.





# Our Standards



Communication



Safety



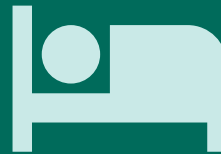
Professionalism



Community



Technology



Comfort

## Our People

Hartley has a strong belief that our people are our number one asset when delivering high quality STA services.

We are committed to maintaining the highest standard when providing support to our clients, and this is ultimately reflected in the people that represent our brand and who deliver our services.



# Your Journey

## Enquiry & Assessment

Make a booking enquiry  
at [www.hartley.org.au](http://www.hartley.org.au)  
or calling 02 6282 4411

## Meet The Team

If found suitable, visit  
Hartley's STA Facilities,  
meet our team and  
make tentative booking

## Pre-Check In

Lodge all required  
documentation with the  
Hartley Team and confirm  
your booking

## Check In

Work with the Hartley  
Team to complete your  
check in process

## Your Stay

Sit back, relax and enjoy  
your 5-star service

## Check Out & Feedback

Complete your check out  
process and fill out our  
interactive feedback form



# Our Facilities

## Rose House

Hartley is excited to announce the reopening of STA Services at a temporary facility in Symonston, ACT. This facility will be used while our new STA facility in Chapman is being built (see below for further information).

## Hartley's Renaissance House

Construction is now well underway at Hartley's brand new STA Facility to be called 'Hartley's Renaissance House'. As the build progresses, the project managers from Renaissance Homes, through their strong connection with the local community, has continued to work with businesses to obtain 'in kind' contributions, discounts and competitive prices for almost all of the goods and services required. This is especially humbling given the challenging economic times everyone is currently facing.

Accommodating up to four people, Hartley's Renaissance House will be built to comply with the Specialist Disability Accommodation (SDA) standard and will align with the High Physical Support category.

The design incorporates contemporary features such as open plan living, maximisation of natural light, individual living spaces and assistive technology. Construction is due to be completed in early 2021 with bookings filling up fast.



## Our Team



**Liz Alexiev**  
Disability Programs  
Manager (STA)



**Chinedu Nwakor**  
Supervisor (STA)

## Contact Us Today



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