

Transitioning management of accommodation services to non-government providers

Update for families, April 2014

The transition process to non-government service providers is underway for about 80 people currently supported by the Commission's accommodation services. These individuals live in the Stirling, Armadale, Joondalup, Vincent, Bayswater, Wanneroo, Bassendean, Canning and Rockingham local government areas.

The process seeks to continue giving people with disability greater choice and control over how and where they live. Although individuals will be able to choose to stay in the same home with the same housemates, the process also allows people to explore other living arrangements if they prefer.

It is important to understand that the Commission will not be moving people from their current homes. Instead, they and their families or key decision-makers have the choice to either keep things as they are or explore some alternatives that may not have previously been available to them. The ultimate choice of which disability sector organisation will provide their future accommodation services lies with individuals, their families and/or key decision-makers.

The transition process

Through the transition process, people will need to consider the following:

- Do I want to stay in my current home with my current housemates, or do I want to investigate other options?
- Which non-government organisation would I like to choose to provide my support services in the future?

When it is time to start the planning process for an individual's transition, a member of the Commission's Transition Team will make contact and arrange to meet you. The first group began transition planning in January and the second in March. Planning will begin for the third group in late May.

There is no set timeframe for this decision-making process – it will take different lengths of time for different people. Throughout the process, the Transition Team will tailor information, meetings and opportunities to meet non-government service providers to suit your situation.

Through this process you will meet someone from the Commission's Transition Team. The team members are:



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About the non-government disability services providers

About 40 non-government organisations are eligible to provide accommodation support services on behalf of the Commission.

Most of the organisations have been operating for at least 10 years, and some for up to 75 years. They are experienced in what they do and how they operate. Most of the organisations are not-for-profit or charities – this means any profit they generate must be returned to the organisation to be used for the benefit of people with disability.

These organisations operate under the Commission's Quality System. This means that to maintain their preferred provider status, they need to have appropriately skilled and trained staff and comply with the Disability Service Standards (in the same way as the Commission's accommodation services comply with the standards). These organisations are also regularly independently evaluated to ensure their services are of the standard required by the Commission. All the organisations available for you to choose from are continually monitored by a designated Commission officer. You can read profiles of non-government providers online at: www.disability.wa.gov.au > Reform > Accommodation services transition > Accommodation services transition – service provider profiles.

The handover process between the Commission and your nominated organisation

There are many factors to consider when choosing an organisation. We encourage you to meet or talk with several providers. You may also ask to view some of the homes the provider manages (where appropriate) to find out what they can offer and how they operate. A Transition Team member will help you to arrange these meetings.

Once you have chosen an organisation there will be many 'behind the scenes' steps that will occur between the Commission and your organisation to ensure a smooth handover. The timeframe for this process will vary depending on individual circumstances, and whether you've chosen an individual or group pathway.

If you are part of a group decision about a choice of provider, the Commission will transfer the lease of the house back to the Department of Housing, so the Department can lease that house to your selected organisation. As the Commission doesn't own any of the houses, these cannot be sold to an organisation. Communal items in the house, such as a TV, fridge and sofa, will be donated to the nominated organisation so that those living in the house can continue to use them.

Commission staff will work directly alongside the staff from your nominated organisation throughout the transition to ensure a thorough handover. This is to ensure that there will be minimal disruption to routines, and will allow you time to get to know new staff.

Upcoming events

A series of family information sessions will be held across the Perth metropolitan area about this transition. This will give you the opportunity to discuss the transition process with a Commission representative who is working closely on this process. Invitations to an event in your area will be forthcoming in the coming months.

I encourage you to keep in contact with your Local Area Manager to clarify any information, whether it's from any Commission updates or from other sources.

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