

## **Information about changes to Disability Services Commission accommodation services – Transition process update, March 2014**

Since the release of the Commission's first information sheet to families in January 2014, there have been refinements to the way we will work with families to choose living arrangements and the organisation to manage support services. This information update provides some extra detail on the transition process.

### **Initial meeting**

When a person is identified to 'start' the transition process, a member of the Commission's Transition Team will contact and seek to meet the family/stakeholder for the person living in Commission accommodation. At the initial meeting, team members Neil Paynter, Sue Cannell or Luke Doyle will discuss the process and talk about the range of options and providers available, answer questions and discuss any concerns. Sue, Neil or Luke will start discussions about the choices for the family member and if they would like to continue living with the same people in the same house or explore a different option. There is no need to make any decisions at this meeting.

The team will provide their phone or email contact details, so that families can contact them with any concerns or questions, and will leave a copy of a booklet with information about the potential new service providers.

### **Selection of a preferred transition pathway**

A few weeks after the first meeting, Sue, Neil or Luke will contact the family to see if they have decided which transition pathway the person (son/daughter/sibling/friend) would prefer. If they are not ready to decide, that is fine – significant decisions can take time. The Transition Team member is happy to spend more time discussing the options.

If the decision is that the person stays with the same housemates and remains in the same house, a meeting will be organised for all family members, carers and/or guardians of all the people living in the same house.

If the family chooses an individualised option pathway, the team will assist the family to begin the individual options exploration process.

### **Housemates choosing a non-government provider together, as a household**

If members of a household decide they want to stay living together, Sue, Neil or Luke will organise a group family meeting of family members, carers and/or guardians of people living in the household to:

- discuss the providers to choose from
- discuss how to choose a provider
- discuss what questions to ask providers and how to determine which characteristics of a service provider are important
- start the process of shortlisting providers.

Once family members of individuals living at the house have shortlisted provider/s, Sue, Neil or Luke will arrange for them to meet the provider/s to ask about their services and any other questions. After meeting the providers, the group of householders and their family decide on a preferred provider.

The Commission will work with the chosen provider in relation to funding and contractual issues. Should the provider be unable to provide the services required, a further meeting will be held with all families to discuss other options.

### Transition planning as a group of housemates

A transition plan will be developed in consultation with family members, the provider, and the Commission's accommodation service managers/staff. To ensure there is a comprehensive handover, the transition plan will include (but is not limited to):

- the daily routines, plans, activities and personal preferences of the housemates,
- transfer the lease
- transfer of the ownership of home contents, such as whitegoods, electronics and furniture
- the process to ensure important information is passed, such as historical and medical information and banking details
- relevant institutions are informed of the change, such as banks and Centrelink
- personal possessions and finances are accurately recorded at handover.

### Choosing an individual option

When an 'individualised' option is chosen, the Transition Team introduces the family to an Options Exploration Officer to discuss how to progress planning, and the person's support needs and preferences. The Officer specialises in working with people to develop individual options and will be able to guide families through the process. They will also discuss interim support while a long term option is being developed (long term individualised options usually take several months to finalise).

The officer will assist families to choose preferred provider/s and to meet preferred provider/s, and will help develop a transition plan for the family member, the provider and the Commission's accommodation service managers/staff.

### Transition to a new provider

The transition to a new provider follows the transition plan and may include the new provider staff working with the Commission's accommodation staff during a handover period. Alternatively, nominated Commission staff may be involved in a review process and/or being available for the new staff member to contact for a period of time after the transition.

### Ongoing support

The Commission manages contracts with service providers, undertakes quality evaluations of their services and (as part of all its contracts) requires organisations to establish mechanisms for people to raise concerns about services.

People receiving services can also contact the Health and Disability Services Complaints Office. These Commission and WA Government functions are always available to everyone.

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