

## **Information about changes to Disability Services Commission accommodation services Transition Process**

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The Disability Services Commission announced in October 2013 that approximately 60 per cent of the Commission's accommodation services will gradually transition to non-government providers.

The transition will be facilitated by the Commission in partnership with each person, their family, carer and/or guardian and their chosen non-government accommodation provider. Each person, their family, carer and/or guardian, will be able to choose whether they stay living with the same people in the same house, move with them to a different shared living arrangement, or whether they want a more individualised accommodation option.

The transition will begin in February 2014 and continue over a number of years.

### **Information about the transition process**

#### **Selection for transition**

After receiving a letter notifying you that your person has been selected for transition to a non-government provider, a transition team member will contact you to arrange a time to meet. Your family member, friend or the person for whom you are guardian (referred to as your person in the remainder of this Information Sheet) in the Commission's accommodation service will be informed of their selection for transition in collaboration with you.

#### **Selection of transition pathway**

You will meet with a transition team member to:

- be provided with more detail about how the transition will occur for your person
- discuss any queries you have about the process
- discuss whether your person would like to continue living with the same people in the same house, continue living with the same people in a different house, or explore a different option
- be provided with a collation of information about non-government providers.

Following the meeting, there will be a two week period for you to consider which transition pathway your person would prefer. If you choose to stay with the same people or in the same house, you will meet with the family members, carers and/or guardians of other people living in the same house as your person. If you choose an individualised option pathway, you will start the options exploration process.

#### **Selection of non-government provider as a house**

You will meet family members, carers and/or guardians of other people living in the same house as your person to:

- discuss the providers you can choose from
- discuss how you will choose a provider

- discuss what questions to ask providers and how to determine what characteristics of a service provider are important to you
- commence the process of shortlisting providers.

Once you, and other members of the house, have shortlisted provider/s it will be arranged for you to meet with the provider/s to ask them about the accommodation services they provide and other questions you have. After meeting the providers you will decide as a group which is your preferred provider. Selecting your preferred provider is expected to take between two and four weeks.

### Transition planning as a house

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

- transferring the lease
- transferring the ownership of home contents (ie. whitegoods, electronics, equipment)
- ensuring important information is passed on such as historical and medical information, banking details etc.
- ensuring relevant institutions are informed of the change (ie banks, Centrelink etc.)
- ensuring individuals' personal possessions and finances are accurately recorded at handover.

Transition planning is expected to take up to three weeks.

### Selection of non-government provider and transition planning with an individualised option

If you choose an individualised option, an options exploration officer will meet with you to discuss the process and your person's support needs and preferences. They will also discuss interim support whilst a long term option is being developed, as long term individualised options usually take several months to finalise.

You will work with the options exploration officer to choose your preferred provider/s and meet with your preferred provider/s. You will then choose your new service provider.

The options exploration officer will develop a transition plan with you, the provider, and the Commission's accommodation service managers/staff. To ensure a comprehensive handover occurs the transition plan will include (but is not limited to):

- ensuring important information is passed on such as historical and medical information, banking details etc.
- ensuring relevant institutions are informed of the change (ie banks, Centrelink etc.)
- ensuring individuals' personal possessions and finances are accurately recorded at handover.

### Transition to new provider

The transition to the new provider will follow your transition plan and may include new provider staff working alongside the Commission's accommodation staff for a period of time during handover, or nominated Commission staff being involved in a review process and/or being available to contact for a period of time post the transition (approximately three to six months).