



Disability Services Commission

Summary of accommodation transition survey responses August 2016

Background

In August 2016, the Commission provided a survey to families of people who had completed their transition. The survey was designed to gauge their experiences, and those of their family member, throughout the process. The survey is one of a number of ways the Commission is remaining in contact with people who have transitioned to non government organisations to ensure their transition is successful. Other mechanisms have included home visits by Commission staff (including the Transition Team and Director General), ongoing dialogue with People With disability WA (PWdWA) who undertake a project-specific advocacy role, ongoing contract management activity, and participation in the State's Quality Framework.

The survey asked questions about both the process itself and the results it achieved for people with disability. Surveys were sent to 130 families members who were primary contacts in the transition process. Of those families, 53 responded.

Survey Results

In general, the survey showed that most respondents were happy with the way the transition worked and the service their family member is now receiving. In fact, several people commented on positive aspects of their new service and stated that they think their family member is now in a better situation than they were previously.

The survey also provided us with useful data on how the transition process has evolved over time. People who transitioned more recently felt the process was working more smoothly than those who transitioned early in the project. This tells us that the refinements we have made over time are having an impact.

Even more than that this data, the comments provided by people who have gone through the process have given us very meaningful feedback on things that have worked well for them, and things we can still make work better. Some of these comments are included at the end of this section.



Survey Results

Survey Question	Highly satisfied	Moderately satisfied	Partially satisfied	Not satisfied	Unable to judge
What was your level of satisfaction with the information received about the transition?	83%	8%	8%	0%	2%
What was your level of satisfaction with the support received from the Commission during the transition process?	79%	17%	4%	0%	0%
What is your level of satisfaction with the non-government provider since the transition?	72%	21%	4%	0%	4%

Survey Comments

What do think worked well during this process?

“The high level of communication allowing families to take their time to make the right decision. The Commission staff were very accommodating in providing the information from the different companies, making themselves available on the weekend so families could interview the different companies.” (Transitioned March 2016)

“I give credit to the Commission staff for their attitude and professional dedication toward a very successful transition.” (Transitioned February 2016)

“We were kept informed of the service providers options and capabilities. This allowed for a more informed decision to be made towards the preferred service.” (Transitioned 2016)

“House staff and new non-government organisations worked well together.” (Transitioned end of 2015)

“The whole transition went well without any stress on the residents.” (Transitioned November 2015)

“Support to meet and question multiple service providers prior to final decision.” (Transitioned November 2015)

“Excellent communication with the family. Smooth transition for my daughter who is now more content than I’ve ever seen her – amazing!” (Transitioned 2015)



Are there any activities that your family member is doing now that they weren't doing before?

“The opportunities for more individual care with social events and outings to break the continual contact with the same four residents.” (Transitioned December 2015)

“Having massage, more regular swimming and more conversations with staff.” (Transitioned December 2015)

“Person with disability is more involved eg. Member of Wildcats and South Fremantle Football Club and sees their occasional games.” (Transitioned May 2015)

“More stable, settled, happier and the service is investigating new activities for him.” (Transitioned February 2015)

“Having a monthly morning tea / lunch with family. Choosing a range of activities eg. Bushwalking and fishing.” (Transitioned 2015)

What do you think could have been improved to assist people going through the process?

“A proper consultation process with affected families prior to making a decision to privatise would have been helpful. The decision to privatise prior to the NDIS roll out was also not helpful and confused some of the issues for families.” (Transitioned October 2014)

“Opportunities to engage with non government organisations should have been facilitated to assist families in their decision making process.” (Transitioned October 2014)

The Commission is grateful to survey participants for providing us with their feedback through this process.

If any person involved in the transition process wish to provide us with feedback or raise concerns at any stage of the process, please contact us. You can do this directly through your Transition Officer, your Local Area Manager or our Consumer Liaison Officer on clo@dsc.wa.gov.au or 9426 9244.

If you would like support to raise you issue with us, PWdWA is providing dedicated, independent advocacy support for this project and is happy to be notified of any matters on our behalf. PWdWA is contactable on 9485 8900 (1800 193 331 for country callers) or info@pwdwa.org.