

## **Transitioning management of accommodation services to non-government providers**

### **Update – September 2015**

#### **A quick update**

Since we started the process to transition 60 per cent of the Commission's accommodation services to the non-government sector, 45 people in nine homes have successfully transferred their services to new disability service providers. All homes in Transition Group 1 and some in Transition Group 2 have completed their transition.

Of these nine homes, most individuals and families have chosen a group pathway, continuing to live with the same people in the same house. Staff from the Commission and new service providers have been working hard to ensure a smooth handover of information and services, and I often hear from family members that people were pleased with the transition process. See below for Wayne's story featured in the Winter 2015 disAbility Update magazine, tells of his experience of the transition process with his sons, Leigh and Glenn.

Handover of services is now underway for a further 20 people from four homes. A further 133 people have started or are mid-way through the transition process, and 34 people have chosen their disability service provider. In addition, 12 people are exploring other models of accommodation support by choosing a more individualised pathway.

The majority of families and decision-makers of individuals in Transition Group 4 and 5 have had initial meetings with the Transition Team. Some groups have already met to discuss exploring potential disability service providers.

#### **How are people picked to be transitioned?**

An independent panel approved a set of guidelines to prioritise people and houses for transition. The group comprised of parents of people within the Commission's accommodation service and with non-government services, representatives from advocacy organisations and the Office of the Public Advocate.

People are prioritised for transition when they meet all the following guidelines:

- people's individual support needs are complementary to the support needs of those they live with
- the needs of the people can be fully met by non-government organisations
- the building (house) meets the needs of the people living there and/or another building option is in the process of being built or modified for relocation
- planned, deliberate transition at this particular time is likely be successful and sustainable, and is appropriate to the people's current circumstances.

For a house to be identified for transition, all guidelines must be met. Life events can be unpredictable and may impact on people's readiness to transition, therefore groups are only identified shortly before begin the transition process. People can also self-nominate to start the transition process at any time and explore other accommodation options.

### **New Transition Team member**

Peter Hodgson joined the team in March 2015 as a Transition Officer. He works with families and key decision-makers in Transition Group 4 and 5. He has a wealth of experience gained from his 33 years at the Commission as a social trainer, supervisor and Local Area Manager.

Jon Peach  
Executive Director Services  
Disability Services Commission

September 2015

## Collaboration leads to smooth transition

A strong collaborative process over 18 months has supported around 50 people to complete the transition of their accommodation service to a non-government provider.

The Disability Services Commission started a process in January 2014 to transition about 60 per cent of its accommodation service to the non-government sector.

This process is in line with the Government of Western Australia's Delivering Community Services in Partnership Policy and the principles of the National Disability Insurance Scheme.

The transition aims to offer people with disability who live in Commission accommodation more choice and control over the supports and services they receive.

By July this year, around 170 people in five groups had begun the process of planning for their choice of future service provider.

Wayne Johnson's sons Leigh, 43, and Glenn, 40, underwent the transition process and chose Nulsen as their service provider.

The two men both have fragile X syndrome and live in different houses near their parents in Perth's northern suburbs.

Mr Johnson said the transition process was well-managed and ran smoothly.

"When the project first started, like lots of families we had lots of misgivings and doubt in our minds, especially since the boys had formed good relationships with the Commission staff who looked after them," he said.

Mr Johnson said Commission's Transition Team, which has included Neil Paynter, Luke Doyle and Sue Cannell, was extremely helpful, caring and professional.

"(They) took a great deal of trouble to put us at ease. Neil even took us around to explore group homes held by other service providers before we made our decision on the service



**Wayne Johnson, with his sons Leigh (left) and Glenn, has been impressed with the transition process and the Commission's Transition Team.**

provider – the service was first class," he said. Mr Johnson said Nulsen held workshops for parents, to explain the handover process, and they had opportunities to talk with staff at the various houses.

"When the handover occurred between the Commission and Nulsen, our service provider, it was a very smooth process, there were no hiccups, no dramas at all."

Nulsen Service Development Manager Jen Crabtree, who was involved in the project from the start, said the Commission was facilitating the whole process well by giving families choice and options.

"When these families completed the transition, they realised their family members actually have new opportunities in their lives – they've got a fresh perspective on community involvement and socialisation, they're forging new friendships and taking a more active part in activities in their homes," Ms Crabtree said.

For more information contact [transition@dsc.wa.gov.au](mailto:transition@dsc.wa.gov.au) or 9426 9333.