



## Transfer of disability accommodation and respite services

### Factsheet for residents, respite service users and families

#### **New providers of disability accommodation and respite services**

The Victorian Government is pleased to announce that new service providers have been selected to deliver disability accommodation and respite services currently operated by the Department of Health and Human Services.

The new providers are:

- House with No Steps
- Life Without Barriers
- Melba Support Services
- Possability
- Scope

These providers are all high-quality, not-for-profit organisations with deep links into the community that:

- are already delivering innovative, high-quality and person-centred services that are tailored to individual needs and support people with disability to have greater choice and control;
- have safeguards in place to protect people with disability;

- are committed to a positive workplace culture and the continual development of their staff;
- have exceptional knowledge of the National Disability Insurance Scheme (NDIS);
- share the Victorian Government's commitment to achieving the best possible outcomes for people with disability, families and staff, and making the NDIS work in their interests.

The new providers were chosen based on their particular skills, their experience of delivering quality disability services in metropolitan, regional and rural locations, and their ability to deliver individualised services to people with disability.

The expertise and experience of the successful providers show the strength of our growing disability sector. We are confident that people with disability will continue to receive high quality services that meet their needs, wherever they live in Victoria.



### About the transfer of services

The government is transferring disability accommodation and respite services to deliver on the promise of the NDIS – that people with disability have greater choice and control over the services and supports they receive.

The successful providers were assessed in a rigorous evaluation process, against strict criteria developed in collaboration with people with disability, families and staff.

The evaluation process focused on how to ensure the delivery of high-quality support, safety and choice, as well as strong and effective management and a positive workplace culture for staff.

The transfer of accommodation and respite services will begin from early 2019 and will happen in stages. This means that services will transfer at different times, but the staff and people with disability in each group home will transfer together.

The government and new providers will work together with people with disability, families and staff throughout the transfer process, to ensure people with disability continue to receive the best support possible.

### A transfer with strict conditions

This is a transfer with strict conditions, focused on the delivery of high-quality and safe services.

The most important things for people with disability and families will be maintained to ensure continuity of support. To ensure this happens, the government has put in place the following protections:

- all people with disability in supported accommodation and respite facilities will continue to receive supports and services;
- staff supporting people with disability and families won't change, as they will also move across to the new providers;
- access to transport won't change, and people with disability will continue to be supported to participate in social and community activities;
- there will not be any change to the ownership of houses and residents won't have to move; and
- new providers must ensure people with disability have ongoing access to advocacy support.

Strict standards on quality and safety have been established for the transfer of services. The government will closely monitor all providers as part of a new Performance and Monitoring Regime to make sure they are meeting all of their obligations, and delivering the highest standards of quality, safety and workforce development.

The government will also ensure that the voices and experiences of people with disability and their families are listened to and acted upon.

**What happens next?**

The government has developed a roadmap for transfer based on feedback from people with disability, families and staff around the state. It includes what to expect in the lead up to transfer, and was sent to people with disability, families and staff in August. You can also find a copy of the roadmap on the NDIS Victoria website.

In the coming weeks, new providers will visit each group home and respite facility to learn more about the residents and respite users.

People with disability, families and staff will also work together to create individual resident profiles so new providers can get to know the residents and understand their needs. The new providers will visit each group home and respite facility to learn more about people with disability, their families and how the houses operate.

Regular updates from the Department of Health and Human Services and the new providers will also be given to people with disability, families and staff, by post and in face-to-face meetings.

**Roles and responsibilities**

The government and providers will keep people with disability, families and staff informed every step of the way so they can be confident about what to expect and how to raise questions or provide feedback. The following table details what the government and providers will do.

Government will	Providers will
<ul style="list-style-type: none"> <li>• ensure you receive regular updates and information, so you know what to expect at every stage, who is doing what, and where to go if you have any feedback or questions</li> <li>• attend the meetings with new providers and answer any questions you have</li> <li>• work with residents and staff to create resident profiles (called About Me) to introduce residents and give providers a good understanding of who you are and the day to day operation of the homes</li> <li>• work with providers to ensure the transfer is happening as planned, and that all required systems and processes are in place</li> <li>• securely transfer up-to-date resident information to new providers</li> </ul>	<ul style="list-style-type: none"> <li>• ensure you receive regular updates and information, so you know what to expect at every stage, who is doing what, and where to go if you have any feedback or questions</li> <li>• organise for residents, families and staff to meet with their senior executives and managers as soon as possible</li> <li>• attend the meetings and visit each group home to meet residents, families and staff and understand how it operates</li> <li>• ensure all systems are in place, and that staff know all the new requirements, processes and systems to continue to deliver quality services</li> <li>• work in partnership with people with disability and families to develop financial plans and assist to manage residents' funds</li> </ul>

Government will	Providers will
<ul style="list-style-type: none"> <li>• help develop new financial plans and transfer resident funds to the new providers</li> <li>• develop and let people know the new arrangements for paying rent, housekeeping and utility costs</li> <li>• transfer existing personalised equipment such as specialised beds to residents</li> <li>• transfer government-owned vehicles used by the group homes to the new providers</li> <li>• keep a close watch over providers post transfer to ensure they are meeting the strict service obligations.</li> </ul>	<ul style="list-style-type: none"> <li>• issue new residential statements and NDIS agreements to residents</li> <li>• deliver high-quality support and safe services</li> <li>• engage regularly with residents and families and seek their feedback on service quality and safety</li> <li>• demonstrate to government, residents and families that they are meeting their obligations</li> <li>• listen to and act on feedback from residents and families and staff.</li> </ul>

### Further support and information

From now, and continuing through the transfer period (commencing early 2019), you can speak to a staff member in your house or call the Department of Health and Human Services on 1300 156 631.

The government has also engaged VALID (for group home residents and families) and Carers Victoria (for respite service users and families) to keep people informed about the transfer through newsletters, information sessions and their websites. You can get information or support by calling:

- VALID on 1800 655 570; or
- Carers Victoria on 1800 242 636

For people who are happy to be contacted, providers will start to communicate directly with people with disability, families and staff in the lead up to the transfer.

### Want to learn more?

Visit the NDIS Victoria website at [www.vic.gov.au/ndis](http://www.vic.gov.au/ndis)