

# Preparing for the transfer

## Residents and families

**We want to make sure you are informed, prepared and supported for the transfer to new disability accommodation or respite service providers.**

The new providers will be announced soon. The transfer will begin from January 2019 and will happen in stages meaning everyone will transfer at different times.

This roadmap shows what you can expect when your new provider is announced and in the time leading up to the transfer. You will receive regular updates from the Department of Health and Human Services and your new provider by post and in face-to-face meetings, and information will also be available at [www.vic.gov.au/ndis](http://www.vic.gov.au/ndis).

The most important things will stay the same – disability support workers, house supervisors and operations managers will also move across to the new providers meaning residents will continue to be supported by staff they know and trust. The routines in the group homes will not change and residents will be supported in the same way to participate in social and community activities.

Over the coming months, you will meet senior managers from your new provider, and there will be new contacts for raising issues or giving feedback.

The government and new providers will work closely with you so you know:

- what is happening at every stage of the transfer
- who is responsible for what

That way, you can be confident about what to expect and where to go if you have any questions or concerns. The department will inform you every step of the way and involve you so that the transfer goes smoothly as planned. This is our commitment to you.



### When your new provider is announced

You will be told who your new provider is and when you will transfer. You will also receive detailed information about your provider and the meet and greet session.

#### What to expect from your provider

An introductory fact sheet about your new provider:

- their experience and expertise
- why they applied to take on government services
- their values and vision for the service
- their approach to delivering services
- an organisational chart
- biographies of key people
- contact details

#### What to expect from government

You will receive more detailed information about how the transfer will happen and how we will assist and oversee providers to get ready for transfer.

You will receive an invitation to attend a meet and greet with your new provider and government.

### About 4 to 6 weeks after announcement

You will have the opportunity to meet with your new provider and government.

You can contribute to resident profiles (called About Me) to introduce residents and give providers a good understanding of who they are and the way homes are run.

#### What to expect from your provider

Senior leadership team members from the new providers will be at the meet and greet sessions and give more information about:

- their experience and expertise
- their vision and approach
- their plans to communicate with and engage residents and families
- how they will work with you to prepare for the transfer
- how you can contact them

They will also be able to provide more information and discuss with you:

- their policies and procedures
- their approach to service quality and safety
- how they manage transport
- how they manage house finances
- how they support filling vacancies in group homes, assess compatibility of new residents and support all residents
- how they support residents and families to transition to the NDIS
- their approach to advocacy support for residents
- preparing staff for transfer, including training and induction

You will also receive an information pack at the meet and greet session to take with you.

#### What to expect from government

Senior DHHS staff will attend the meet and greet session, answer your questions and provide more information about:

- how the department will work with new providers to ensure residents, families and staff are supported and ready to transfer
- how the department will establish the performance and monitoring regime

We will work with residents and families to compile About Me profiles for new providers.

### In the months before transfer

You will receive regular updates and information from your new provider and government.

Your new provider will visit your group home.

Government and providers will work together to ensure all required systems and processes are in place.

Staff will take part in relevant training and induction run by the new providers.

You will be told of new arrangements for paying rent, housekeeping and utility costs.

#### What to expect from your provider

Your new provider will send you regular news and information.

They will arrange to meet with residents (and your family or your chosen support person) to learn more about how your house runs and your specific needs.

Your current support staff will receive training so they know how to use the new provider's systems.

#### What to expect from government

We will work closely with new providers, residents, families and staff to prepare for the transfer.

We will tell other service providers, such as day services, about the transfer so they know what is happening and who to contact.

We will finalise performance and monitoring processes.

### Just before transfer

All required systems will be in place and staff will have received training.

All up to date resident and staff information will be securely transferred to the new provider.

New financial plans will be developed and resident funds transferred to the new provider's system.

New residential statements and NDIS agreements will be issued by providers.

Government-owned vehicles used by the group homes will be transferred to the new providers.

Personalised equipment such as specialised beds will be given to the residents.

#### What to expect from your provider

Providers will be ready and have all systems in place to enable the transfer to be smooth and successful for residents, families and staff.

Providers will have delivered training and induction to staff so they know all the new processes and systems required.

Providers will make sure residents and families have easy access to all important information, including new processes and contact details.

Providers will issue new residential statements and NDIS agreements.

#### What to expect from government

We will have a rigorous testing process in place to ensure providers are ready and have all systems in place so the transfer is smooth and successful for residents, families and staff.

We will securely transfer resident information to the new provider.

We will transfer resident funds to the new provider's system.

We will assist new providers to issue new residential statements.

### After transfer

Providers will engage regularly with residents, families and staff and seek their feedback on service quality and safety.

Providers will regularly demonstrate to government, residents, families and staff that they are meeting their obligations.

#### What to expect from your provider

Providers will be responsible for delivering services.

There will be regular feedback mechanisms, including surveys to residents, families and staff, to monitor new providers' performance in meeting their service obligations.

Providers will be required to listen to and act on feedback from residents, families and staff.

Providers will regularly report back to government to prove they are meeting expectations including safety, quality and fair workforce conditions.

#### What to expect from government

Through the performance and monitoring regime, we will keep a close watch over how providers are delivering services, and if they are meeting their obligations to residents, families and staff.

If there are concerns, we will work with the provider to address the issues.

Government has the power to audit a provider to check their operational practices are in line with their service obligations if necessary.

This transfer roadmap has been developed through a collaborative (co-design) process with residents, families and staff. Read the full co-design report at [www.vic.gov.au/ndis](http://www.vic.gov.au/ndis)