



# SUPPORT FOR TRANSFER OF SERVICES

## SHORT TERM ACCOMMODATION ASSISTANCE (STAA)

**Carers Victoria is working with the Department of Health and Human Services (DHHS) to assist and support carers through the transition of Short Term Accommodation Assistance from DHHS management to new providers.**

The transfer starts from 1 January 2019 and will be completed by 30 October 2019.

The new providers are

- House With No Steps,
- Life Without Barriers,
- Melba Support Services,
- Possability, and
- Scope.

**For more details** from DHHS visit [www.vic.gov.au/ndis/transfer-of-disability-accommodation-and-respite-services](http://www.vic.gov.au/ndis/transfer-of-disability-accommodation-and-respite-services)

**For further advice** contact the Carers Victoria NDIS Advisory Service on 1800 242 636 or visit [www.everythingcarers.org.au](http://www.everythingcarers.org.au)

### KEY POINTS OF THE TRANSFER

- Existing houses remain the property of DHHS/the Victorian Government. The houses will be leased to the new providers.
- Current DHHS staff will transfer to work for the new providers, on the same terms and conditions for a minimum of five years. After this time providers will set their own work conditions.
- DHHS will continue to closely monitor the new providers after the transfer to ensure they continue to meet their obligations.
- There should be no change to service, availability, staff or prices.
- Some people will currently be receiving 'in-kind' respite (STAA). This means that the Victorian Government is continuing to pay for STAA for these people using DHHS houses until June 2019, when the NDIS rollout should be completed. If you receive in-kind STAA the cost does not come out of your NDIS plan.

### ACCESSING STAA

- People must now specify they require Short Term Accommodation Assistance (STAA), not respite, for accommodation needs, in their NDIS plan. Depending on the disability level up to 28 days are available. Higher needs may attract more days.

# FREQUENTLY ASKED QUESTIONS

## What experience and quality of services will the new providers have?

All providers are not-for-profit organisations with demonstrable experience at delivering high-level quality of care, support and safety.

All providers will be subjected to strict control oversight by DHHS until the end of 2025 with a focus on meeting safety and quality requirements.

## Will the providers be able to staff the houses with lower qualifications than DHHS staff?

Current staff (house supervisors, operations managers and direct care staff) will transfer to the new providers to ensure continuity of care and relationships. Any new staff will be employed under the same conditions, including qualification requirements as required by DSEA, as are all providers of disability services.

There will also be a significant investment in training, registration and accreditation to grow the Victorian disability workforce.

## Will existing bookings for respite be honoured?

Yes

## Will the booking process be done in the same way?

Each provider will have their own systems and processes. At information sessions and through their own direct contact each family and participant will be fully informed of what they are.

## Will transport arrangements change?

No. Transport is expected to remain as is, with no changes.

## How will residents and families be kept informed about the transfer?

Residents and families will continue to receive regular information.

The new providers are contacting residents and families directly about their organisation and other important details. Open houses will be held as transfer dates come closer.

## I currently have respite in my NDIS plan but it is not being paid out of my plan. It is being paid as in-kind. What does that mean?

Prior to the NDIS the DHHS paid providers directly. Under the NDIS participants pay for all services from their plan. To assist the transition into NDIS, current in-kind payments will continue until the end of June 2019.

## Will I have the same number of days of respite I have always had?

Generally the maximum number of (respite) STAA days per year will be 28 days.

Some (non-accommodation) service providers are offering a range of respite-style activities and services not previously available.

## How do I make sure that (respite) STAA is in my plan?

You must use the new term Short Term Accommodation Assistance (STAA) **not respite** to ensure you get STAA in your NDIS plan.

## Under what category in my plan is STAA listed?

Short Term Accommodation can be funded in a participant's plan under the 'Core Support Budget' in the 'Assistance with daily living' support category.

## Will costs increase?

Costs will be determined by the provider. However, these will be in line with the fees set by the NDIA and NDIS. Registered providers cannot charge above the prices set in the NDIA Price Guide (see page 6 of the Price Guide 2018).

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Funded by the Victorian Government.  
Carers Victoria is supported by the Australian Government, Department of Social Services.