

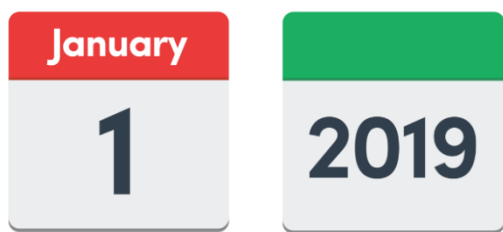
Getting ready to change to your new Service



We want to make sure you get information, are ready and supported for the change to your new service.



We will tell you who your new service is soon.



The change to your new service will start from January 2019 and will happen in steps – not everyone will change to their new service at the same time.



This paper shows what should happen when we tell you who your new service will be.

This paper also shows what should happen in the time it takes for you to change to your new service.



You will get information by mail, on the internet and at meetings.

The most important things will stay the same



Residents will keep the staff they know and trust like support workers, house supervisors and operations managers.



The way things are done in the group homes will not change. Residents will be supported in the same way to be part of the community and do activities they like.



You will meet managers from your new service soon.



There will be people from your new service that you can talk to about problems and tell them what you think.



Government and new services will work with you so you know what is happening and who is responsible for what.

This is our promise to you.

Step 1 You are told who your new service is



What will happen:

You will be

- told who your new service is
- told when you will change to the new service
- given information about the new service
- told when you will meet people from the new service

What the new service should do:

The new service should tell you:



- What they are good at
- Why they want to work with you
- What they believe in and how they want to manage the service
- How to contact people at the new service

What the Government should do:



The Government should tell you:

- More information about how the change will happen
- How we will help new services to get ready for the change
- How we will check that new services are ready for the change

What the new service should do:



The new service should give you:

- Information about important people at your new service
- A list of who the managers and staff are

What the Government should do:



The Government should give you:



- An invitation to meet the new service and people from the government

Step 2 In about 4 to 6 weeks' time



What will happen:

- You will meet the new service and people from the government
- Residents and families can help write resident profiles (these are called 'About Me')
- The resident profiles will help new services get to know residents and how the home runs

What the new service should do:



Managers from the new service will meet with residents and families

Managers should talk about:



- What the new service is good at
- What they believe in and how they want to manage the service

What the Government should do:



DHHS managers will meet with residents and families and answer questions



DHHS managers should talk about:



- How they will work with the new service to make sure residents and families are supported

What the new service should do:



Managers should talk about:

- How they will work with residents and families
- How you can contact people at the new service
- What rules the service has
- Why they are a good, safe service
- How the service will keep supporting you to get places
- How the service will look after money at your house
- How the service will make sure your house has enough staff

What the Government should do:



DHHS managers should talk about:

- Keeping people safe, making sure services do a good job and how this will happen

House supervisors will work with residents and families to fill in the 'About Me' forms to give to new services

What the new service should do:

Managers should talk about:



- How the service will choose new residents
- How they will help residents and families with the NDIS
- How they will help residents speak up and use advocacy services
- Staff training and how they will make sure staff are ready for the change



The new service will give you an information pack

Step 3: A few months before you change to your new service

What will happen:



- Residents and families will get information from the new service and the government
- People from the new service will visit your house
- The new service and the government will work together to make sure they are ready for the change
- DHHS Staff at your house will do training with the new service
- You will be told how the new service looks after the housekeeping money and paying bills

What the new service should do:

Your new service should:



- send out news and information to residents and families
- Meet with residents to find out more about how your house runs and your support needs

What the Government should do:



The Government should:

- Work with residents and families to get ready for the change
- Talk to other services like your day service to make sure they know what is happening

What the new service should do:



DHHS Staff at your house will do training with the new service

What the Government should do:



The Government should:

- Finish the rules about how we check that services are safe and that they are giving you a good service

Step 4: Just before you change to your new service

What will happen:



- The new service and staff will be ready for the change
- The new service will get information about residents and staff
- The new service will start looking after resident's money
- Residents will get a new 'Residential Statement' and information about NDIS and their house
- Government buses or cars at resident's homes will be given to the new service so residents can keep using them
- Equipment at the house that has been purchased for a specific resident to use like electric beds or hoists will be offered to that resident

What the new service should do:



The new service should:

- Make sure the service and staff are ready for the change

What the Government should do:



The Government should:

- Check to make sure that the change is going well and everyone is ready

What the new service should do:

The new service should:



- Give important information to residents and families in an easy way
- Give residents a new 'Residential Statement' and information about NDIS and their house

What the Government should do:



The Government should:

- Give information about the resident to the new service
- Move resident's money to the new service
- Help the service give residents new 'Residential Statements'

Step 5: After you change to your new service

What will happen:



- The new service will make sure they listen to residents, families and staff to make sure they are doing a good job
- 'Stakeholder Advisory Committees' will meet with Government and tell them what they think about the new service
- The new service will show government, residents, families and staff how they are doing a good job

What the new service should do:



The new service should:

- start supporting you
- Give residents, families and staff things like Surveys to check that they are doing a good job

What the Government should do:



The Government should:

- check that the new service is doing a good job and how the new service is supporting residents, families and staff

What the new service should do:



The new service should:

- make sure that they are listening to residents, families and staff



The new service will need to show government that they are doing a good job

What the Government should do:



The Government should:

- work with the new service to fix any problems



The Government can ask for more information at any time to check that the new service is doing a good job

