

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B1: Hon Stephen Dawson MLC asked -

Number of agency staff that the agency [Disability Services Commission] has used in each month for the last year (2014/15); and the anticipated number of agency staff needed for the next 12 months (2015/16)?

Answer:

Number of agency staff for every month in 2014/15 (as at the end of each month)

| | |
|----------------|----|
| July 2014 | 73 |
| August 2014 | 76 |
| September 2014 | 88 |
| October 2014 | 79 |
| November 2014 | 84 |
| December 2014 | 76 |
| January 2015 | 68 |
| February 2015 | 75 |
| March 2015 | 79 |
| April 2015 | 72 |
| May 2015 | 61 |
| June 2015 | 53 |

Projected number to be used in 2015/16:

As of 1 July 2015 there are 52 agency staff employed by the Disability Services Commission. There are currently no plans to employ any additional agency staff.

As houses transition and staffing requirements decrease, the number of agency staff required will decrease commensurately.

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Disability Services Commission

Supplementary Information No. B2: Hon Stephen Dawson MLC asked -

Number of people [staff] stood down and the reason they were stood down over the past 12 months and where those positions were located?

Answer:

Between 1 July 2014 and 30 June 2015:

1. 13 people were directed to remain away from the workplace due to concerns about their fitness for duty. These positions were located in:
 - a. West Perth -4
 - b. Kelmscott -1
 - c. Brentwood -1
 - d. Mandurah -1
 - e. Bull Creek -1
 - f. Shenton Park -1
 - g. Maddington -1
 - h. South Lake -1
 - i. Joondalup -1
 - j. Morley -1

2. 19 people were suspended or directed to remain away from the workplace due to disciplinary matters. These positions were located in:
 - a. East Victoria Park -2
 - b. Bedford -3
 - c. Balga -2
 - d. Yangebup -2
 - e. Maddington -1
 - f. Karawara -1
 - g. Brentwood -1
 - h. Gosnells -1
 - i. Como -1
 - j. Noranda -1
 - k. West Perth -1
 - l. Morley -1



- m. Dianella -1
- n. Caversham -1

Note: Direction to stay away from the workplace and suspension (standing staff down) is not equivalent to termination of employment.

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ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

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Disability Services Commission

Supplementary Information No. B3: Hon Alanna Clohesy MLC asked -

How many of the residents of the Quadriplegic Centre have been able to access Combined Application Process applications, by year over the past three years?

Answer:

- | | |
|---------|---|
| 2012/13 | 12 people submitted a Combined Application Process application across three rounds. |
| 2013/14 | 11 people submitted a Combined Application Process application across two rounds. Eleven (11) of these were people who had submitted applications in 2012/13. |
| 2014/15 | 12 people submitted a CAP application across two rounds. Seven (7) of these were people who had submitted applications in 2013/14. |



ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

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Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B4: Hon Alanna Clohesy MLC asked -

How many people from the Quadriplegic Centre currently have applications in the Combined Application Process?

Answer:

Eleven (11).

A handwritten signature in black ink, appearing to read "H. Hunter".

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B5: Hon Alanna Clohesy MLC asked -

Number of residents [from the Quadriplegic Centre], by program type, by estimated transition time?

Answer:

Eleven people living in the Quadriplegic Centre have current applications through the Combined Application Process (CAP). Once recommended for funding an individual's circumstances will influence the length of time it takes to realise their plan, for example, - do they require a house, service provider availability, equipment required etc.

Holistic plans are not linked to programs; they are developed to identify an individual's goals and needs and services and supports are identified to realise these. Where required reasonable and necessary funds are allocated to implement the identified services.

CAP does not operate as a waiting list and realising someone's plan if they are prioritised for support is dependent on many factors particular to the individual; hence, there is no estimated transition time.



ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B6: Hon Stephen Dawson MLC asked -

Number of applicants for each Combined Application Process round held in 2014/15 and how many were Successful [funded]?

Answer:

In 2014/15 Combined Application Process (CAP) round I - applications were received from 787 individuals. The available budget allowed 180 people to be recommended to receive funding to meet their support needs.

The vast majority of the applicants who were not recommended to receive funding via the CAP received supports, services or individualised funding via other government funded programs or services.

In 2014/15 CAP round II - applications were received from 780 individuals. The available budget allowed 159 people to be recommended to receive funding to meet their support needs. 75% of the applicants in this round were carried forward from the last round (Round 1 above).

The vast majority of the applicants who were not recommended to receive funding via the CAP received supports, services or individualised funding via other government funded programs or services.



ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B7: Hon Sally Talbot MLC asked -

For a list of State funded early childhood intervention services in regional areas?

Answer:

The Western Australian Country Health Service (WACHS) provides early intervention services for all children, including children with disability and/or autism outside the metropolitan area.

The Disability Services Commission's Early Years Consultancy Team provides supplementary support to WACHS for children with autism and the Disability Services Commission's Country Resource and Consultancy Team provides consultancy, training and ongoing professional development for therapists working with children (and adults) who live in the country (except for the Lower South West).

Specialist disability therapy and professional services, known as targeted services, also provide highly specific and unique services state-wide. These services complement general therapy services and are provided by Ability Centre, Autism Association of WA Inc, Family Planning Association of WA, Independent Living Centre, Nulsen, Secca, Silver Chain, Senses Australia, Therapy Focus (PEBBLES), Visability and WA Deaf Society

Early intervention services in the South West and Great Southern region are provided by WACHS through the following hospitals and health services - Albany Health Campus, Collie Hospital, Katanning Hospital, Manjimup Hospital and South West Health Campus (Bunbury) – supplemented by the specialist and consultancy therapy services identified above.



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QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B8: Hon Stephen Dawson MLC asked -

Names of houses and number of residents in those houses that will transfer in 2015/16 [from Disability Services Commission's supported accommodation]?

Answer:

It is not possible to give an exact answer to this question as the timeframes for transition are dependent on the individuals and their families making decisions about their future living arrangements. As an estimate, the Disability Services Commission anticipates the following 28 group homes and 167 residents may transition during the 2015-16 year.

| | |
|---------------------|---------------|
| Leake | 5 individuals |
| Beeston | 8 individuals |
| Walden | 5 individuals |
| Bolsbay | 5 individuals |
| Aldridge | 8 individuals |
| Birdwood | 7 individuals |
| Fairbrook | 4 individuals |
| Fitzroy | 4 individuals |
| Karriloo | 8 individuals |
| Stalker | 8 individuals |
| Clarke | 5 individuals |
| Albany | 5 individuals |
| Merian | 7 individuals |
| Koolunda | 7 individuals |
| Pike | 8 individuals |
| Crocker | 5 individuals |
| Belstead | 5 individuals |
| Morley | 9 individuals |
| Yangebup | 6 individuals |
| Derrington | 7 individuals |
| Harris | 5 individuals |
| Healy | 5 individuals |
| Walkington | 6 individuals |
| Margaret (Ashfield) | 3 individuals |

| | |
|----------|---------------|
| Colstoun | 8 individuals |
| Lawrence | 5 individuals |
| Staunton | 4 individuals |
| Kenton | 5 individuals |

Staunton

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Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B9: Hon Stephen Dawson MLC asked -

Provision of a copy of the Disability Services Commission supported accommodation transition document?

Answer:

Please see the attached document.

A handwritten signature in black ink, appearing to read "M. Dawson", is located in the lower right quadrant of the page.



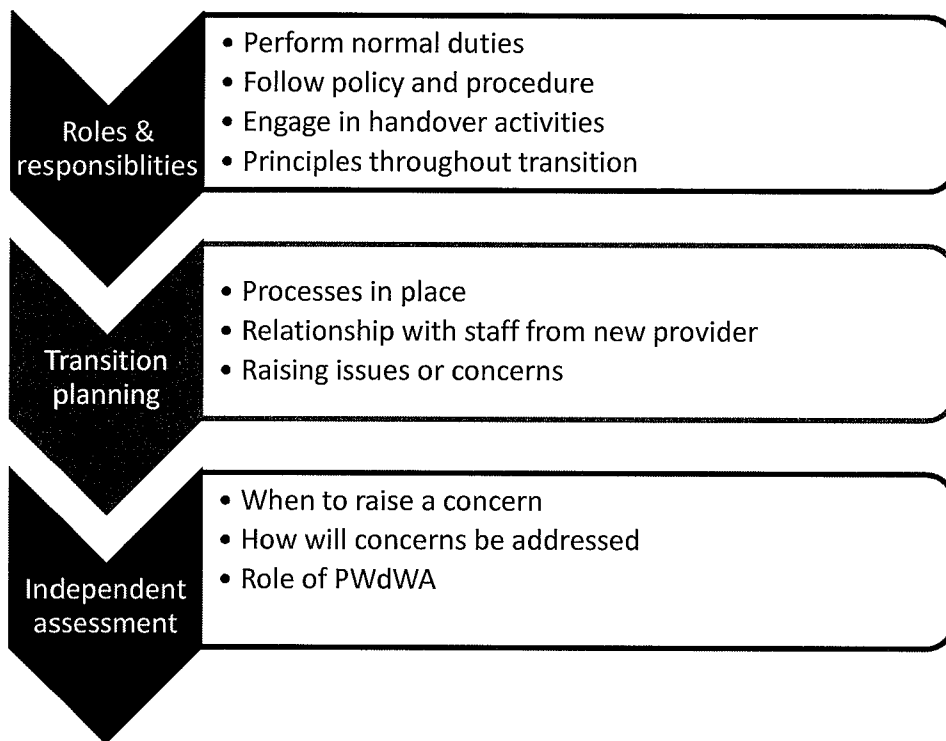
Staff Transition Handbook

| | |
|---------------------------------------|-------|
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| Roles and responsibilities..... | Pg 2 |
| Planning for a smooth transition..... | Pg 4 |
| Independent assessment..... | Pg 12 |
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Preamble

This document provides a practical guide for staff who are supporting individuals during a transition process.

It is aimed at Social Trainers and provides a comprehensive overview of the transition process including:



However, like each individual we support, it is recognised that each transition process will be unique. Sometimes, there may be issues which arise that are not specified in this document. Where new issues arise, the Commission aims to be flexible and respond in a timely manner. Further supports and guidelines will be introduced where needed, in consultation with staff.

The well-being of individuals is integral to every transition process and at all times. The Commission recognises and respects the many years of experience and the practical knowledge of the care requirements for individuals built up by Social Trainers.

The transition process aims to ensure the transfer of this knowledge and experience of individual needs as part of the transition process. The Commission encourages the sharing of knowledge to ensure the best outcomes for individuals.

Roles and Responsibilities

What is expected of me during a transition process?

First and foremost, you are required to perform your normal role and duties. During a transition period all individuals remain in the care of the Commission and there should be no change to normal operating practices and procedures.

During transition, you will continue to:

- be an employee of the Commission
- undertake your duties as required and directed, in accordance with Commission policies and procedures
- engage with your Local Area Supervisor (LAS) as required, for example if you are unsure of a particular issue that is unforeseen or out of the ordinary during the transition period
- continue to take a primary role for the care and welfare of individuals within the group during the transition period
- continue to apply your training, skills and operational knowledge of the group home in accordance with Commission requirements and standards
- complete feedback sheets during each handover shift, capturing information about each individual as necessary, during the period of transition, documenting observations of individuals' engagement and general well-being (see Appendix B)
- work cooperatively with staff from the new provider
- provide your insights and practical knowledge of the care requirements for individuals to the staff from the new provider
- raise any issues of concern directly with your LAS/LAM as they present

LAS = Local Area
Supervisor

LAM = Local Area
Manager

Principles through transition

The following principles give a broad approach to your responsibilities during transition:

1. Share and offer insights wherever possible of individuals' needs/supports required

The intended goal of the transitional arrangement is to ensure the effective transfer of the knowledge and experience of: the Commission's Social Trainers, developed over many years; and on the practical every day routines and systems that have been established to support individuals living in the group home.

2. You are providing services to people in their own home

When working with individuals, it is timely to remember you are working in their own home. Accordingly, all people working in a group home need to ensure their conduct is positive, appropriate and professional. The needs of the individuals must be prioritised at all times during the transition period.

3. When in doubt consult your Local Area Supervisor

The Commission is committed to supporting anyone working in a group home during a transition period. Accordingly, the LAS will work in the group home as is required during the transition period to support staff. It is critical, when there is uncertainty in regards to any aspect of care that needs to be addressed that the LAS is made aware of this situation and has the opportunity to appropriately address the issue.

4. Policies and procedures are not exhaustive in every situation

It is expected that unanticipated or unusual situations may arise during the transition period and the parameters defined in this document are not exhaustive. Therefore, internal and external employees may be faced with situations in which there is need to clarify and determine an appropriate mechanism to support the individuals during this time. Managers and Supervisors will ensure that any issues that arise are addressed using a timely and effective approach. In such situations, employee patience and understanding will be required while these issues are resolved.

Planning for a smooth transition

What processes are in place to ensure transition occurs smoothly?

The following processes will support the transition to ensure a smooth process for both individuals and staff.

ED Meeting

Once staff receive notification that the group home within which they are employed is to transition, the ED Services will arrange to meet with staff as soon as is practicable to provide an opportunity for discussion around the transition process and any other issues which staff may have concerns around regarding the handover.

Issues that may impact on the handover process will be discussed and the issues register is created. At this meeting, the ED Services will seek staff views on how long the handover process needs to take and this will be documented on the Handover Form (see Appendix A). The process for determining the recommended length of a handover is outlined below in the section on the Readiness Check.

The meeting will be held at a time that maximises the opportunity for house staff to attend during their shift and staff will be notified of the meeting arrangements via electronic communication and the LAS will note the date of the meeting in the house diary. Invitations to attend the ED Meeting will be extended to **all** house staff, the house LAS and the house LAM.

Staff that are rostered off duty on the day of the meeting who choose attend will be paid for the time spent at the meeting. Staff that are unable to attend are encouraged to submit prior written feedback for consideration at the meeting. A written response to the feedback will be provided.

Handover Template

A handover template will be introduced for signing off the handover. This template will commence as soon as a house is identified for transition (prior to a provider being identified) and will include the following:

- Initial views of staff as to how long a transition may take.
- General concerns relating to individuals which will need to be factored into the handover.

A copy of the handover template is attached at Appendix A.

Information exchange

Once the new provider is selected by families and stakeholders are informed of this decision, the Team Leader from the new provider and the LAS will commence the information exchange and discuss the date of formal commencement for provider staff. Substantial information is shared with the new provider about individuals living in the group home, including individual profiles, any behaviour support plans, individual histories, any meal time management plans and lifestyle plans. This enables staff from the new provider to become familiar with the individuals they will

be supporting and to understand the support needed by each individual before a handover commences.

Readiness check and determination of the likely handover period

Two weeks prior to the commencement of handover, the LAS and LAM will review the readiness for the handover process. The review will ensure the process is current and consider and document any outstanding or additional factors.

Following this feedback, feedback provided by Commission staff opinions (as captured in the handover template) provided at the ED Meeting, as well feedback from the new provider and the Transition Team who work closely with families, a recommendation will be made with regards to the likely length of the handover. A notional eight week period is recognised and the handover period will take as long as it needs to take.

DG for sign off

The recommendation for the length of the handover will be reviewed and signed off by the Commission's Director General. This will be reviewed throughout the handover and if the handover needs to be extended or shortened for any reason, this will be considered and documented.

Provision of a supporting allied health practitioner

A dedicated allied health professional will be added to the operational transition team. This practitioner will provide additional support to individuals and also provide staff with a clinician with whom they can raise concerns relating to the progress of individuals and their welfare within the transition.

The practitioner may be invited to attend the weekly handover meetings and will be contactable to all staff within the group home. Where necessary, following completion of the handover, the practitioner will also be able to provide further support to individuals for a short period ensuring that the transition is as seamless as possible.

The dedicated allied health professional will be one of the senior behavioural consultants, but will be able to draw upon appropriate resources from any discipline across the Services Directorate in a timely manner, to seek to address concerns raised

Signed undertaking of compliance

Any practices used at any time in a group home that appear to be inconsistent with Commission policies or procedures should be brought to the attention of your LAS or LAM without delay. By raising your concern in writing you will ensure you have a record of the matter being raised with your LAS or LAM and you may expect a written response to your concern.

Prior to a handover taking place, the LAS and LAM will be required to satisfy themselves as far as is reasonably possible that the house is operating in compliance with Commission policy and procedures. The compliance check will involve the LAS and LAM working with staff to discuss the practices used in a house. The respective managers will be required to confirm in writing that they have

reviewed the house practices and that they are consistent with Commission policies and procedures. Any restrictive practices that are included on the register of restricted practices for the house should be noted.

This comprehensive review will provide a further safeguard to staff that their operational practices have been reviewed and are compliant with Commission policies and procedures. This cannot, however, negate actions where staff operate outside of policy and procedure, or breach the Code of Personal Conduct.

Local Area Supervisors

During a handover period, the LAS will play as active a part in the handover as is needed. They will be available to staff throughout the handover period; however they may not be at the house full time, due to the risk of unsettling or disrupting individuals.

A dedicated Transition LAS is also available to provide further support to staff working in houses in transition.

Feedback sheets

During each shift worked by staff during the handover period, staff are required to complete a feedback sheet. Staff are to capture information about each individual, documenting observations of individuals' activities during the shift as relevant or appropriate, any positive responses or difficulties experienced (which may relate to the individual themselves or any other person or event).

Any concerns at all may be noted on the feedback sheets.

Raising concerns

If you have a concern about an individual's welfare it is a requirement that you raise the concern with the LAS or LAM in the first instance. The LAS or LAM will look into your concern and make a decision if any changes or extra help is needed to support the individual during handover.

If you document your concern, you can expect to receive feedback in writing from the LAS or LAM in relation to their decision about a concern. The timeframe for provision of feedback about a concern is variable and may depend on the severity of the issue and/or the availability of suitably qualified staff, amongst other considerations.

If, after reporting your concern to the LAS and LAM, you feel those concerns are not being acted upon, for example, if no feedback is given about what actions will be taken or there has been an unreasonable delay in obtaining feedback, you should escalate your concern in writing to the Transition LAM, the supporting Allied Health practitioner, the Director Service Delivery or the ED Services.

You also have the option to discuss your concern with an independent advocate from People with Disabilities WA (PWdWA). You can also contact PWdWA if you feel that your concern has not been addressed.

Further information about the independent advocate follows on page 12.

Commencement of staff from the new provider

There may be a need for staff from the new provider, particularly the Team Leader, to visit the group home prior to the commencement of a handover. Where staff from the new provider will be in the group home at any time, staff will be advised of this via the house diary and they must be accompanied at all times by a Commission staff member.

Induction

All staff from the new provider who are in a Commission group home during a handover process will be required to undertake formal induction into the group home and sign an induction checklist. Staff from the new provider will not be employees of the Commission however they will be required to follow Commission policies and procedures. (More information about the role of staff from the new provider is below).

Staff social function

If the holding of a social function is considered to be in the best interests of the individuals living in a group home, the Transition LAM or LAS may approach the new provider to offer a function to be held between Commission staff, staff from the new provider and individuals. Should the new provider be amenable to a social function being held, the timing will be predominantly based on the needs of individuals living in the group home - it may be held prior to, or during the handover period.

Weekly Handover Meetings

During the handover period the group home will have weekly handover meetings to discuss issues and ensure the process is progressing smoothly. These meetings are an additional opportunity to raise concerns and ensure/monitor the wellbeing of individuals during transition. Handover readiness will also be reviewed at each meeting.

Attendees at the weekly handover meetings are the Transition LAM, house staff and the supporting Allied Health practitioner where required.

Staff will be advised of possible dates for the weekly handover meetings and a schedule of meetings is circulated in advance via the schedule function of Microsoft Outlook. Notification of the meeting schedule is also provided via email to the house email address and the LAS is asked to enter the dates of handover meetings in the house diary.

Key points from the discussion and any actions arising are captured by the LAS during the meeting and are distributed to staff.

Staff deployment

As each house transitions, staff who are based at that house will need to be deployed into available vacant Social Trainer positions where possible.

The process to deploy staff will be in accordance with the Commission's Deployment Guidelines, which are available on the Intranet. Further clarification about the deployment process to be used for Social Trainers following a handover was provided via a Memo dated 29 July 2014, see Appendix C

Staff may discuss their situation with respect to their deployment with their LAM throughout the transition process and if they are dissatisfied with the deployment process they may provide feedback to their LAS or LAM in the first instance. Feedback may be escalated to the Branch Manager, Director Service Delivery and the ED Services if staff remain dissatisfied. Staff may also request an independent review of their deployment from Mr Sheldon Levis if desired.

Whilst every effort will be made to accommodate staff preferences, operational requirements will always have priority, and may at times override the process.

Handover Finalisation

At least two weeks prior to the notional handover date, the handover meeting will confirm readiness of the home to finalise transition, any outstanding issues will be identified as well as an appropriate strategy to manage these.

Feedback obtained at the handover meeting, as well as feedback from families/decision-makers and feedback from the DSO is considered in making a decision about the readiness or otherwise of a house to handover to the new provider. When the group home is confirmed as ready for final handover, a handover document will be progressed to the Director General for approval (see Appendix A).

One week prior to handover date, a final meeting will be held to confirm all issues for individuals have been resolved.

Handover will only be finalised once the Director General is satisfied that all issues have been resolved to a satisfactory standard.

Debriefing

One to two weeks after final handover, a staff debriefing session will be held. An opportunity is provided to comment /feedback on what worked well for individuals and staff, and staff may also provide feedback on things that didn't work well and/or could be improved for future processes.

Feedback gathered during the Debriefing meeting is used to identify and incorporate improvements in to the process used for future handovers of group homes. An example of this was the development of the buddy system that was adopted to provide opportunities for staff from the new provider to take on more social training duties before a house is handed over. The template used to guide discussion at a debriefing meeting is included at Appendix D

Soon after, a member of the Transition Team will meet with DSO staff to receive further feedback.

What support is available for Commission staff?

The Commission recognises that change within an organisation and uncertainty about the future can be stressful for employees. The Commission values and recognises that people are our most important asset and as such, is committed to supporting employees through transition.

Staff are encouraged to seek counselling through the Commission's Employee Assistance Program's (EAP) counselling service. This includes six free counselling sessions per employee per issue and includes:

- Managing workplace stress
- Workplace change
- Family and personal issues
- Critical Incident Response - 24 hour 7day a week crisis line
- Telephone counselling - for people in remote locations with travel restrictions or special needs
- Training – e.g. stress management.

The Commission has two EAP services available to staff:

1. Centrecare Access Program
 - Web: www.accesspl.com.au
 - Phone: 1300 66 77 00
2. Optum (previously PPC Worldwide)
 - Web: <http://www.optum.com.au>
 - Phone: 1300 361 008

Staff may also apply to access leave entitlements during the handover period. If you are unfit for work due to illness or injury at any time, you may access paid personal leave, or where you do not have paid personal leave credits available to you, you may access unpaid personal leave.

Applications for recreational leave (annual leave, ADOs, public holidays and long service leave) will be considered in the context of the Commission's operational requirements. Where release of staff can be accommodated, a leave application may be approved by your line manager.

What will staff from the new provider do in the group home during handover?

Staff from the new provider will not be employees of the Commission however they will be required to follow Commission policies and procedures during the handover period.

During handover, staff from the new provider will be learning from Commission staff and will not take responsibility for the care of individuals or administer medication to individuals.

Staff from the new provider will:

- undertake an initial two-week period of shadowing to observe and learn from Commission's Social Trainers while they carry out their duties in the group home
- engage in the day to day activities of the individuals in the group home where appropriate, with a Commission employee present to monitor and provide guidance
- take on a secondary support role, where engagement and supports provided to Commission individuals are being monitored and facilitated by a Commission Social Trainer; or when appropriate authorisation has been given, without a Commission Social Trainer being present
- ensure that their conduct on Commission premises does not compromise the health and safety of Commission individuals and employees
- complete and adhere to the health and safety checklist that is provided as part of the induction process
- ensure any communication from outside of the group home is passed on to a Commission Social Trainer
- remove themselves from any incident to allow Commission staff to respond appropriately
- complete and sign a house induction checklist which will be facilitated by a Commission staff member

During the initial two-week shadowing period, in addition to shadowing a Commission Social Trainer, staff from the new provider are required to read information about the individuals in the home.

Following the shadowing period a buddying arrangement may commence, where staff from the new provider work alongside Commission staff and assist in all areas of Social Training duties with the exception of duties where a required formal assessment of competency is yet to be achieved. These duties include meal time management and manual handling. Staff from the new provider will not dispense medication during a handover period.

What will staff from the new provider do if they have concerns during the handover process?

Staff from the new provider are required to follow Commission policies and procedures while they are working in Commission homes during a handover process. If staff from the new provider have concerns, they are encouraged to promptly seek advice from the Commission LAS; however they may also contact the team leader from their agency. Staff from the new provider are encouraged to report any specific concerns as soon as possible.

What should I do if I encounter an issue or problem related to the transition process?

Your first course of action should always be to report concerns to the LAS or LAM. The LAS or LAM will look into your concerns and recommend any changes or additional help to support the individual during handover. You will be advised of the

outcome once the LAS/LAM has made a determination on the issue. If you feel your concern has not been adequately addressed, please refer to the below section – Independent Assessment.

Independent Assessment

What should I do if I don't feel my concerns have been addressed by the LAS or LAM?

If you have concerns about an individual's welfare it is a requirement that you raise the concerns with the LAS or LAM in the first instance.

If, after reporting your concerns to the LAS and LAM, you feel those concerns are not being acted upon, or have not been addressed, you may discuss those concerns with an independent advocate from People with Disabilities WA (PWdWA).

An individual or a family member can also contact PWdWA directly, if they wish.

Who is PWdWA?

PWdWA is an independent advocacy body that has been engaged to provide an alternative mechanism for Social Trainers who are involved in transition of a Commission group home to raise concerns about the welfare of individuals during this period.

PWdWA is an advocacy service to support people with disabilities and their families to have their voice heard on issues that affect their lives. The PWdWA service is free and confidential and Advocates can:

- assist you to research options
- provide you with information
- discuss your concerns
- communicate with relevant stakeholders
- attend meetings

Further information about PWdWA is available on 08 9485 8900 or at www.pwdwa.org

Will I get in trouble for discussing those concerns with someone external to the Commission?

No.

If you have concerns about an individual's welfare during the hand-over period and you believe your LAS/LAM has not adequately addressed your concern, then you will be using a Commission-sanctioned mechanism to discuss those concerns with an external party (PWdWA).

How will PWdWA address my concerns?

PWdWA will listen to your concerns independently to the Commission and discuss the matter with the individual's family/guardian as appropriate.

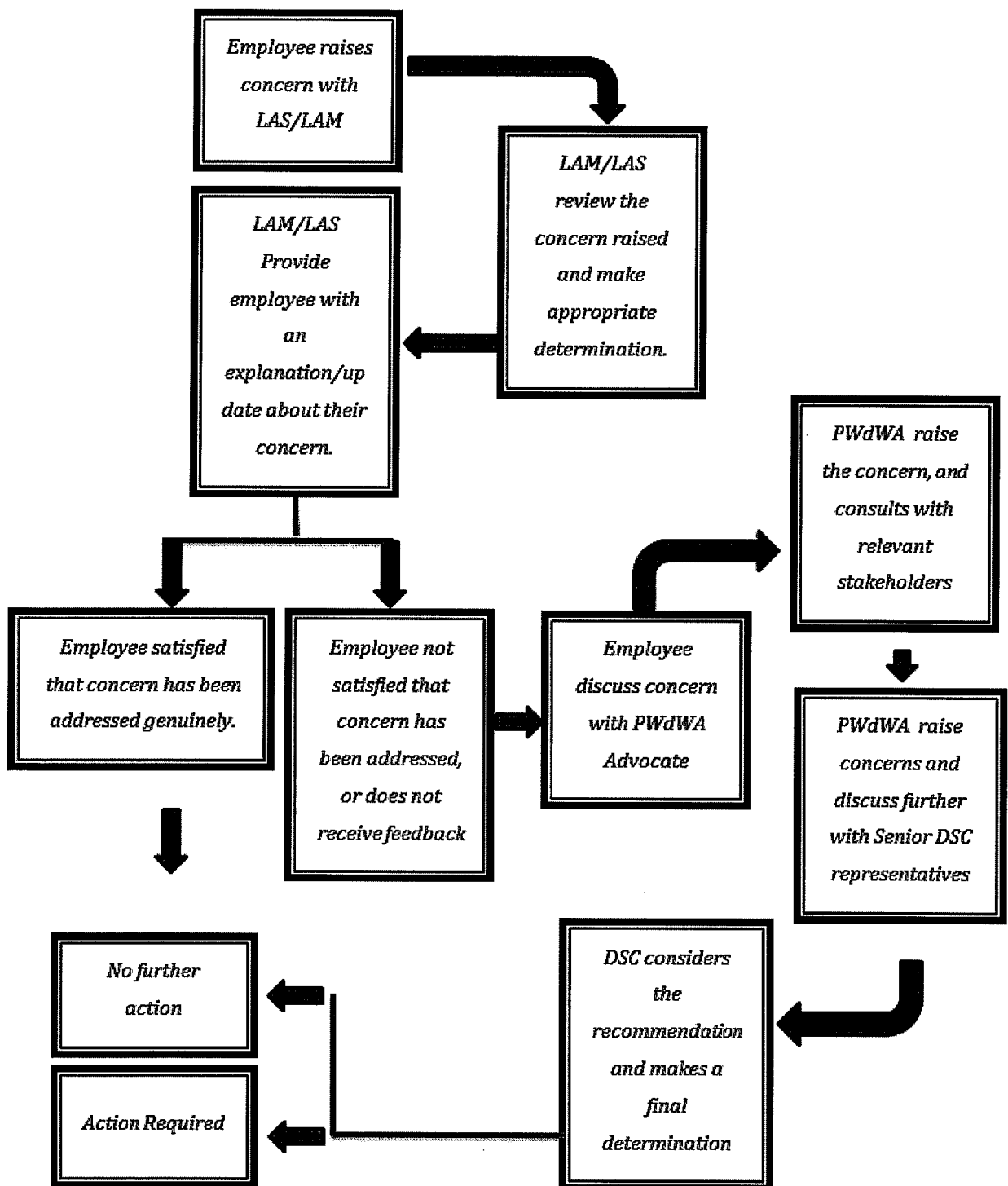
Following consideration of the issue, PWdWA will raise your concerns with the LAS or LAM of the group home that is in the transition period.

The PWdWA representative will also talk with the LAS and LAM to ensure a solution that benefits the individual during the transition period. PWdWA has the ability to raise their recommendations to senior officials within the Commission, specifically directly to the ED Services and the Director General if required.

Where issues have been raised with PWdWA over the transition period, a PWdWA Advocate will be invited to attend the final weekly meeting of staff. Where matters are ongoing, the PWdWA Advocate will continue to assist the individual following the hand-over of his/her services.

When should I use this alternative mechanism?

The flowchart below outlines the process you can use if you have concerns about an individual's welfare during the hand-over period:



Handover Form

PART 1

| Staff Name | Anticipated handover timeframe | Comments |
|------------|--------------------------------|----------|
| | | |
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**LAS/LAM Anticipated
Timeframe
Recommendation:**

Rationale:

**Executive Director
Decision:**

Sign:

Date:

Staff Advised? YES
NO

Sign:

Date:

PART 2

*To be completed prior to handover commencing (approx. 2 weeks prior)

Original handover timeframe confirmed with staff? YES NO

If the anticipated timeframe has changed from initial estimate, why?

PART 3

*To be completed two weeks prior to handover completion

1. The relevant Transition Officer has ensured families/decision-makers are satisfied with the progress of the handover and are amenable to the transition being completed as scheduled:

Sign: _____ **Date:** _____

Evidence attached: YES NO

2. The LAM Transition has ensured all staff are satisfied with the progress of handover and are amenable to the transition being completed as scheduled:

Sign: _____ **Date:** _____

Evidence attached: YES NO

3. The Transition Team Leader or Director Strategic Services has ensured the Disability Sector Organisation is satisfied with the progress of handover and is amenable to the transition being completed as scheduled:

Sign: _____ **Date:** _____

Evidence attached: YES NO

| Issues identified | Resolution |
|-------------------|------------|
| | |
| | |
| | |
| | |

| Issues identified | Resolution |
|-------------------|------------|
| | |
| | |
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| | |
| | |
| | |

Handover date confirmed as:

Director General Approval

Sign:

Date:

Handover of group home

Feedback Sheet

Date: ____/____/____

Shift Time: _____

Staff Name: _____

1. WHAT ACTIVITIES / ROUTINES OCCURRED? (i.e. dinner routine, recreation)

2. WERE THERE ANY DIFFICULTIES IN CARRYING OUT THE ABOVE?

3. IDENTIFIED POSITIVE RESPONSES OF INDIVIDUALS

| NAME | RESPONSE/REACTION |
|------|-------------------|
| | |
| | |
| | |
| | |

4. IDENTIFIED ISSUES / CONCERNS THAT MAY NEED TO BE ADDRESSED OR DISCUSSED FURTHER (i.e. residents behaviour during or after, or issues that you can see may be presented in the future etc)

| NAME | RESPONSE/REACTION |
|------|-------------------|
| | |
| | |
| | |
| | |

Internal Memo

Your Ref:
Our Ref:



All Support Workers

Deployment Process – Support Workers

As you will be aware, the process that will result in approximately 60 per cent of the Commission's accommodation services to be transitioned to the non-government sector is currently underway. As each house transitions, the Support Workers who are based at that house will need to be deployed into vacant positions.

The process outlined below operates within the Commission's Deployment Guidelines (June 2012). Whilst every effort will be made to accommodate staff preferences, operational requirements will always have priority, and may at times override the following process. The process will be managed by a senior Commission manager, independent of Accommodation Services' direct-care line management, to ensure the principles contained within the Deployment Guidelines (June 2012) are upheld.

Deployment Process

1. Each support staff members personal circumstances will be compared to vacancies that exist at the time, and the best possible match made between the staff's personal circumstances and the existing vacancies. *Personal circumstances included staff's current role, hours of work, and home address.* The outcome of these considerations will be presented to support staff individually.
2. Support staff are encouraged to discuss their situation with their Local Area Manager on an ongoing basis.
3. Between notification that you as a support worker will be deployed and the actual transition occurring, the vacancies within the directorate will almost certainly change: existing vacancies will remain, but new ones may be added. During this time a staff member's personal circumstances may also change, (for example their home address).
4. Therefore, as soon as the transition timelines are confirmed for any support staff members current work location, the Local Area Manager will arrange a further discussion with each staff member. During those discussions, every effort will continue to be made to consider each staff's personal circumstances, including staff role, hours of work, and distance from home to the new work location.

5. Further, a review will be undertaken of each pending vacancy, to maximise the match between the personal circumstances of the support staff mooted for that vacancy, and the operational needs of the location holding the vacancy.
6. If a support staff member is not able to be deployed to a position that is consistent with the above, they may choose to have their name added to a formal "movement of base location request" register. Redeployment will be considered at this point

If you have any queries regarding the content of this internal memo, please contact Sheldon Levis, Manager Marketing and Recruitment on 9426 9205.

Wendy Cox
Executive Director, Accommodation Services
Disability Services Commission

29 July 2014

Cc Managers Accommodation Services
Cc Local Area Managers
Cc Local Area Supervisors
Cc Emergency Accommodation Services Co-ordinators

Reflection Template
(Post Team Activity Debrief)
 [insert name of group home] Staff
 date
 location

Attendees:

Facilitator – Kerry Peterkin
 [insert name of attendees]

Rules:

To develop a supportive, caring climate for people to feel safe and free to express themselves the following rules were agreed.

- Honor confidentiality
- Participate as much as possible
- Speak only for myself, not others
- Be open and honest with group members
- Be silent if it feels right
- Stop the discussion if a rule is being broken and restate the rule

Purpose: To be used for the identification of anything you do not want to happen again and for everything you do want to happen again.

What Happened?

We handed over the direct care support for four individuals who we had been supporting for a long time.

What went well?

| Individuals | Staff |
|-------------|-------|
| | |
| | |
| | |
| | |
| | |
| | |
| | |

Why?**What didn't go so well?**

| Individuals | Staff |
|-------------|-------|
| | |

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| | |

Why?

The Team

Did the team meet sufficiently often and work productively together?

What constraints or barriers did we face? How did we overcome them or did we?

Did we have enough time to accomplish all of the tasks to make this a success?

How can we do better next time?

Finish and Safety Check

ESTIMATES AND FINANCIAL OPERATIONS COMMITTEE

QUESTIONS ON NOTICE SUPPLEMENTARY INFORMATION

Wednesday, 24 June 2015

Disability Services Commission

Supplementary Information No. B10: Hon Member MLC asked -

In respect to supported accommodation transition planning, how long before starting to plan do families/individuals know there is access to an independent advocate?

Answer:

Access to individual advocacy is available to people in the Disability Services Commission's accommodation service and their families at all times, whether they have been identified for transition or not. This information has been repeatedly advised to families through regular updates from the Commission.

In addition, families are re-advised of this information when they commence the transition process and an advocate is invited to attend the first group meeting for each house in the transition process. Should family members wish, the advocate is also welcome at any other meeting.

A handwritten signature in black ink, appearing to read "H. M. M. M.", is centered at the bottom of the page.