

## **Disability Resource Hub Disclaimer**

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# My Place...My Space...My Home



## Support Planner/Case Worker Accommodation Planning Inventory

Name of Accommodation and/or Service Provider

Location

Date

The following questions will help when assisting individuals seeking accommodation support

Questions to consider	Yes	No	Comments
<b>FIRST IMPRESSIONS</b>			
Are the first impressions positive?			
Is the décor attractive and homelike?			
Did you receive a warm and welcoming greeting from staff?			
Do residents socialise with each other and appear happy and comfortable?			
<b>ACCESS</b>			
Is the location convenient? Is it near accessible public transport if needed?			
Is the site near enough to family and friends?			
Is the site in a location that is close to public facilities and shops?			
Does the facility have access to basic services like water, electricity and phone?			
Does the building and grounds enable the physical access required?			
Is the floor plan easy to follow?			
Are handrails available to aid in walking if needed?			
Are elevators available for those unable to use stairways? If not is there a stair lift?			
Are cupboards and shelves easy to reach?			
Are floors of a non-skid material and carpets firm to ease walking?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
Is there good natural and artificial lighting?			
If access is not possible to certain areas, can it easily be adapted?			
Is it easy to get around the home?			
Are bathrooms and toilets suitable (e.g. access, supported use, hoist, accessible bath or shower)?			
Is it possible to access the toilet and bathrooms in case of a medical emergency (e.g. a person collapses against the door)?			
Is the laundry easily accessible to the living areas? Does it have its own clothes line?			
Will the building accommodate the person if their needs increase (e.g. ageing, hoist, transfer equipment)?			
Is there under cover access from garage/carport/ parking to entry door?			
<b>STAFFING</b>			
Do staff appear to treat residents, their visitors and each other with respect and in a professional manner?			
Are staff members appropriately dressed and personable?			
Is the staffing stable (that is, same group of staff, few changes in staff)? Can the person's physician or specialists remain involved? If not, how will records be transferred and consultations arranged?			
Does there appear to be adequate staff available? How many staff are on duty during the day and at night?			
Is there a staff induction? How are any new or casual staff inducted into the house, people and routines?			
Does the accommodation provider have a standby system if a worker cannot come (including notice to me)?			
Are the staff familiar with and capable in person centred practices eg 'active support'? - <a href="http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live/accommodation-support/active-support">http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live/accommodation-support/active-support</a>			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
How does the accommodation provider check (including police and working with children checks), train and supervise the people who will provide my services?			
Do the support workers and their supervisors have the necessary qualification and experience in disability?			
Do staff spend a portion of their time on administration and paper work? If yes, what percentage?			
Are there staff that are experienced in disability support needs? If not, will the accommodation provider train staff?			
Are the staff trained in: mental health, first aid, use of fire extinguishers, managing behaviours of concern, development of workplace procedures for support, eg manual handling?			
Are the staff trained in relevant personal care procedures (e.g. bowel care, ventilator management, oral care, administration of medication, as relevant)?			
Are the staff able to manage non-verbal or assisted communication?			
Is the staff office discreetly out of the way?			
Do you get a sense that staff will try to ensure that it really feels like a home rather than a workplace of paid workers? (i.e. Are support workers/tenants tending to "take over" the home or acting as visitors?)			
What is the process if someone wants to change their support worker?			
Is there a nurse on staff? If so, what hours is he/she available?			
Are staff available to provide 24-hour assistance with activities of daily living if needed?			
How does management supervise staff to ensure their good performance and that regular training is conducted?			
Do the senior executives have front-line disability experience?			
What is the annual turnover of the senior executive group?			
How do senior managers know what's really happening in front line services?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
What is the process if residents or staff do not follow the rules?			
Are the staff interested in learning about the family's expectations for behaviour, responsibilities and the appropriateness of responses given at home?			
<b>INVOLVEMENT OF PARENTS</b>			
Do staff listen to the insights from parents, ask for input from parents or learn about the concerns of parents?			
<b>BOARD OF MANAGEMENT</b>			
Are the board members from different backgrounds with different work experiences?			
Is there a stable board of management? When was the most recent board appointment made? How was the person recruited?			
Did a board member or a number of board members resign recently? What was the reason for their decision to resign?			
Does the board stay current with developments in the sector? How?			
<b>ASSESSING NEEDS &amp; OUTCOMES</b>			
Does the accommodation provider show how they work out interests, needs, goals and monitor changes required?			
Does the accommodation provider measure the outcomes of the services provided e.g. how do they know needs are being met?			
<b>SERVICES</b>			
Is there a description of services that are provided?			
Can residents arrange for transportation on fairly short notice?			
Is there scheduled transportation or access to transport for going to the doctor, the hairdresser, shopping, and other activities desired by residents?			
Do the services offered meet the needs of the person?			
<b>CULTURALLY APPROPRIATE</b>			
Are people from different cultural backgrounds made to feel welcome and respected by the accommodation provider?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
Are there any reported issues of conflict that have been culturally divisive?			
Are the activities offered inclusive of different cultures and significant yearly celebrations and events?			
<b>COMFORT</b>			
Is the temperature in the home comfortable?			
Is heating, cooling, or climate control in bedrooms, whole house?			
Is the accommodation clean and free of odours?			
Can the windows be locked partly open for security while cooling at night?			
Does the bedroom have a pleasant outlook?			
Is the natural and artificial lighting and ventilation appropriate?			
Does the house have a home-like environment?			
Is there enough space for my belongings?			
Is the bedroom large enough?			
Are bedroom windows protected from summer sun penetration?			
Is the lighting suitable and not irritating (e.g. glare, down light shadows)			
Do the residents have a say in house décor, paint colours, making a homely environment etc.?			
Can the residents bring their own furnishings? What should they bring and what is already provided?			
Does the resident's room have a telephone cable, satellite TV and internet access? How is billing handled?			
<b>DAILY ROUTINE</b>			
Is the daily routine flexible or fixed? Will it help gain greater independence?			
Are choices about routine, house arrangements and services supported?			
Does the accommodation provider support decision making based on the principle of enabling the residents to have maximum responsibility and control of daily routines.			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
<b>MEALS/FOOD</b>			
Do meals appear to be varied and nutritious?			
Are three nutritionally balanced meals provided a day, seven days a week?			
Are snacks available for residents?			
May a resident request special foods, and can the accommodation provider accommodate special dietary needs?			
Are common dining areas available?			
Is participation in menu planning, shopping and meal preparation encouraged?			
Is a kitchen area provided with a refrigerator, sink, and cooking element?			
May residents keep food in their room? May meals be provided at a time a resident would like, or are there set times for meals?			
<b>INDEPENDENT LIVING SKILLS</b>			
Are the kitchen and laundry large enough and suitable to do laundry or cooking (with any support needed)?			
Will the residents supported to do the household activities that interest them?			
Will the residents be supported to do outdoor activities if they want to, including gardening and barbequing?			
Are residents encouraged to make decisions about their life in the house?			
<b>RESPONSIBILITY AND CONTROL</b>			
Have the key areas of responsibility and control been identified e.g. ownership/tenancy arrangements, funding and staffing processes, choices regarding the living environment, others who may share that place, day-to-day matters of living etc?			
Is there a clear process of discussion and agreement on the key areas of responsibility and control being vested in the resident or others close to them?			
Where decisions are made by others, is that authority exercised in a manner that is faithful to your identity, preferences and needs?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
<b>FLEXIBILITY AND RESPONSIVENESS WITHIN A RESIDENTIAL SUPPORT ARRANGEMENT</b>			
Is there an awareness of the limitations of formal accommodation support models such as group homes with rostered, paid staff eg lack of flexibility and responsiveness to changing needs?			
Have regulations and other formal requirements in the arrangement been minimised so flexibility and responsiveness are achievable?			
Where formal support is required, is the accommodation provider creative and responsive to the needs of the resident?			
<b>LEAVING ARRANGEMENTS</b>			
What are the arrangements if a resident needs to be away from the accommodation for a period of time? Is this appropriate?			
What are the grounds and length of notice if the resident or the proprietors wish to end the residency?			
<b>SOCIAL / RECREATION</b>			
Is there a range of social and recreational activities of interest?			
Is there evidence of organised activities, such as a posted daily schedule, events in progress, reading materials etc?			
How often are outings in the community organised?			
What is the balance between individual and group activities?			
Are there areas for family and friends to get together?			
Are pets allowed in the house?			
Is there a keen awareness of the importance of relationships to residents, especially those that are close and enduring?			
Is attention given both to sustaining existing important relationships and also looking out for opportunities for new relationships?			
Are individual hobbies supported?			
Can activities be arranged on a one to one basis?			
Is there a choice of leisure spaces for quiet sole or small group activity, and for larger group entertainment both inside and outside?			
Is there personal leisure space apart from the bedroom?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
<b>VISITATION</b>			
Can family and friends visit without restriction/ what are the rules?			
Do many people visit here or is it a quiet home?			
Do volunteers, including family members come into the community to help with or conduct programs?			
Can visitors come in to share a meal with residents?			
Does the accommodation provider allow a family member or loved one to spend the night? If so, is there a charge?			
<b>OUTDOOR AREA</b>			
Is there an outdoor sitting area?			
Are the grounds well maintained and safe?			
Is there an outdoor barbeque area?			
Are the gardens pleasant and appropriate?			
Does the bedroom have a private outdoor area?			
Are there a number of separate outdoor sitting/ relaxing areas?			
<b>MEDICATION HEALTH &amp; SAFETY</b>			
Does the accommodation provider have specific policies regarding storage of medications, training and supervision of staff, and record keeping?			
Is self-administration of medication allowed?			
Is there a staff person to coordinate health- care visits from a nurse, physical therapist, occupational therapist, etc. if needed?			
Will the service meet specific health needs (including oral health)? <a href="http://www.adhc.nsw.gov.au/personcentredresources">www.adhc.nsw.gov.au/ personcentredresources</a>			
Do existing residents access external health and other services?			
Is the accommodation well maintained, clean and tidy?			
Does the accommodation provider have clear procedures to identify risks and help to keep residents safe from abuse and harm?			
Does the accommodation have regular fire evacuation drills? Does the Fire Brigade visit to assist?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
Are there safety arrangements that the accommodation provider have in place to protect the resident?			
<b>OTHER RESIDENTS</b>			
Are other residents a similar age, nature and with similar interests (e.g. quiet, outgoing, active, etc.)?			
Do any other residents have behaviours of concern? If so are they supported to manage them?			
<b>STANDARDS</b>			
Does the accommodation provider have details of how its services meet the Disability Service Standards? <a href="https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services">https://www.dss.gov.au/our-responsibilities/disability-and-carers/standards-and-quality-assurance/national-standards-for-disability-services</a>			
Can the accommodation provider confirm that the facility meets Local Council planning regulations including the Development Control Plan and State Environmental Planning Policy (Affordable Rental Housing – AHSEPP 2009)?			
Can the accommodation provider show evidence of how their facility meets the Building Code of Australia requirements?			
Can the accommodation provider show evidence of how their facility meets the Australian Standard: Design for access and mobility Part 1 (AS 1428.1)?			
Can the accommodation provider show evidence of how their facility meets the Disability (Access to Premises) Standard 2010?			
Does the accommodation incorporate livable housing design? If so, what level ie Silver, Gold or Platinum? <a href="http://www.livablehousingaustralia.org.au/98/design-guidelines.aspx">http://www.livablehousingaustralia.org.au/98/design-guidelines.aspx</a>			
<b>INFORMATION / POLICIES &amp; PROCEDURES</b>			
Are the accommodation policies and procedures easily accessible and easy to understand?			
Is there written information for prospective residents?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
Has the accommodation service provided a copy of the document outlining residents' rights and responsibilities and discussed the tenancy agreement? (Note: there needs to be separate Supported Independent Living and Specialist Disability Accommodation agreements under the NDIS.)			
What are the policies relating to smoking, alcohol & other drugs? Does this suit the resident?			
Do all residents understand and respect the accommodation policies and procedures?			
<b>ENQUIRIES &amp; COMPLAINTS</b>			
Are my questions received positively?			
Does the accommodation service have a process for managing complaints?			
How can an issue or concern be raised without feeling there may be repercussions such as a decrease in the level or quality of service provided?			
How are resident disagreements managed?			
How can a complaint be made if the person is scared or hurt by others?			
How many complaints have been made by residents against front line staff in the past year? How have they been resolved?			
What are the majority of complaints about?			
Does the accommodation provider have an independent person to assist a person with a disability in making a complaint?			
Does the accommodation provider keep the complainant and/or family up to date with developments in complaint investigation?			
How does the accommodation provider ensure that the authorities are notified promptly when required?			
<b>PRIVACY &amp; SECURITY</b>			
Are residents' needs for privacy catered for?			
Are bedrooms separated within the house for privacy and quiet, or are they bunched together?			
Is there access from the bathroom and toilet with privacy from bedroom (not observed from living/ dining areas)			
Are there multiple separate living spaces if the person wants to be alone?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
Is there a way to secure special belongings, e.g. lockable safe or cupboard?			
Can the bedrooms be locked when unoccupied?			
How does the accommodation provider ensure exclusive use of bedrooms?			
Are the outdoor living areas private from neighbours and street view?			
Does the accommodation provider support third party observations of their service delivery (e.g. video monitoring)?			
<b>PERFORMANCE / FEEDBACK / TRACK RECORD</b>			
Will the accommodation provider give contact details of other people who have received similar services?			
Does the provider have a compliments and complaints register that is available which details resident experiences?			
Check the provider's most recent annual report for amount of debt compared to assets and the amount of current assets. Consult an accountant if you have any concerns.			
<b>FEES &amp; CHARGES</b>			
What are the fees/rent and what do they cover? Are they within the person's NDIS funding?			
Does the accommodation facility offer good value for money?			
What percentage of the pension will be required for rent/mortgage?			
Are there body corp./administration/sinking fund fees?			
Are the rates/cost of insurance/cost of utilities reasonable?			
Are there additional charges on top of the usual fees?			
Is there a list of all of their fees and charges including the different penalty rates and services provided on weekends or holidays?			
What happens if a service is cancelled, how much notice is required and are there any cancellation costs?			
What are the charges for food and groceries?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
What arrangements are there for internet access and use?			
What arrangements are there for use of house telephone?			
How does the house operator ensure the services that are paid for are delivered and how do they check if residents are satisfied?			
<b>DROP IN SERVICES</b>			
Is there minimum service time that has to be bought? For example if a worker is needed for ½ hour, will the person have to pay for a full hour or more?			
<b>ASSISTING PEOPLE WITH COGNITIVE IMPAIRMENT</b>			
If applicable, has the home and garden been designed or adapted to safely meet the needs of residents with memory impairment?			
Do the Manager and staff have knowledge of dementia and are they able to deal with different types of dementia?			
If a resident's needs increase, can he or she be supported to stay in the home through to end of life?			
Do staff have knowledge on how to support the person's particular disability?			
<b>INSURANCE, LICENSING, ACCREDITATION OR REGISTRATION</b>			
Does the organisation have full professional and employer's liability insurance?			
Does the organisation have relevant licensing, accreditation or registration? The certificates should be displayed near the front entrance.			
Is an advance payment or deposit required?			
What happens if the person's financial circumstances change?			
<b>EMERGENCY SYSTEMS &amp; CONTACTS</b>			
Can the organisation be contacted at all times and what is the out-of-hours emergency service?			
Are there call buttons to summon help in bedroom, bathroom, toilet?			
Does the building have fire sprinklers?			
Does the building have smoke detectors in all bedrooms?			

# My Place...My Space...My Home

Questions to consider	Yes	No	Comments
Does the building have clearly marked exits and clear evacuation policies and procedures?			
Is there a house procedure for handling critical/emergency incidents?			
Are there procedures for medical emergencies? If so, what is the process?			
Will rooms be reserved in the event of a hospital admission?			
<b>REPAIRS &amp; MAINTENANCE</b>			
Are urgent repairs arranged quickly? Is there a maintenance register?			
Is the general impression of maintenance and building repair positive?			
<b>CONCLUSION</b>			
Would the person being assisted in this process consider living here?			
<b>ADD YOUR OWN QUESTIONS HERE</b>			