NSW GOVERNMENT | Family & Community Services
Ageing, Disability & Home Care

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NSW GOVERNMENT

Family & Community Services
Ageing, Disability & Home Care

Accommodation Service Provider Guidelines Resource Kit

Resources 1–10 are information and templates issued in conjunction with the *Accommodation Service Provider Guidelines 2015*.

Family & Community Services
Ageing, Disability & Home Care

Resource 1: Active Support

Person centred active support is an evidence based approach to providing appropriate support and assistance to people with disability to participate in their daily lives. It involves listening and supporting a person to think about what they want from their lives now and in the future and providing effective support to improve participation, choice and control over their daily lives (active support). Active support is a way of implementing person centred approaches, positive behaviour support and communicating with people in a way that invites their participation.

Active support is designed to engage people meaningfully in their own lives to the best of their ability, as frequently as possible and as much as they wish in as small or large ways as they choose. Active support used regularly leads to beneficial outcomes for people with disability, their families and carers, as well as staff.

ADHC Active support videos

Videos showing active support moments are at:

http://www.adhc.nsw.gov.au/activesupport

Benefits of active support

Active support practice has demonstrated better outcomes for people with disability through a more active and engaged life and improved self esteem and feeling of control. Its results include:

- skill development
- increased independence and competence
- opportunities to build meaningful relationships and social inclusion
- role modelling appropriate behaviour
- decreases in challenging behaviour
- a reduction in mental illness including depression and anxiety.

Service providers and support staff also benefit from active support through:

- meaningful interactions with people with disability
- a happier more enjoyable work environment
- a supportive work culture
- a safer work environment
- a reduction in sick leave and injuries related to challenging behaviour.

Active Support

Simone assists Alkira to smell herbs that they will use to cook the evening meal

Kim talks to Mei while cleaning her teeth, letting her know what she does before she does it

David helps Ann to hold the garden hose and they water the flowers together

Emily asks Gordana what she wants to do and waits for Gordana to tell her what she wants

Rory leaves Janice's hairbrush in front of her and waits to see whether Janice will pick it up and brush her hair

Engagement

The mainstay of active support is engagement. It is important to recognise the distinction between engagement and disengagement. People can engage in meaningful activity and relationships in different ways by:

- doing the whole or only part of an activity/interaction/task
- taking the lead role
- joining in as an active participant
- being involved conversationally

Engagement **can be**:

- cutting the grass
- asking a shop assistant for a drink using the person's communication system (verbally, Key Word Sign, using objects or pictures).
- going shopping and putting items into the trolley
- playing sport of the person's choice
- cleaning their home
- preparing a meal
- getting money from the bank
- greeting neighbours
- using their own OPAL card on public transport
- testing the smoke alarm
- cheering on a sports team
- going to concerts
- inviting friends over for a cup of tea
- keeping in contact with family and friends

Engaged

George answers the phone

Lisa returns a book to the library

Muhammad holds the bin while Peter places the rubbish into the bin

Deb is introduced to a visitor at the house and shakes their hand

Natasha places a stamp on an envelope and places her mail in the letterbox

Engagement is **not**:

- not knowing what activity is happening next
- sitting or standing disregarded while staff go about their business
- pacing about aimlessly due to boredom
- sitting in the car waiting because it takes too long to get in and out
- not being given the opportunity to go shopping for your own clothes
- rocking
- finger-flicking
- waiting for staff to get things done before 'programs' can commence
- long periods of free time
- being unable to participate in decisions about health and lifestyle.

Not engaged

Chi is pacing around the garden, flicking a piece of paper

James withdraws Brad's money from the ATM while Brad waits in the van

Sangeeta waits in the lounge room while staff prepare for the house Christmas party

Alice bites her finger while waiting for Aaron to complete the washing

Resource 2: Service Agreement

My agreement with my service provider about where I live

A service agreement assists a person and their family to be familiar with their service provider and what support is going to be given. All parties agree on what is included and excluded, as well as individual roles and responsibilities.

My name is: _____

My service provider is:_____

I live at: _____

If different from above my new home will be at: _____

My agreement will start on (date) _____

My agreement will be reviewed every 3 months (dates):1 _____ 2_____3._____

My agreement will be reviewed and redeveloped in 12 months with me and my support person

My program is 24/7 accommodation service ☐ OR non-24/7 accommodation service ☐

I can talk and ask questions about where I live with my service provider and my support person.

My service provider has talked to me about:

- ☐ The cost of where I live (my rent and board).
- ☐ How I pay for my home.
- ☐ What is included and what is not included.
  E.g. food, amenities, furniture, vehicle, maintenance and equipment.
- ☐ What I do when something is broken.
- ☐ What my service provider looks after.
- ☐ How I can complain if I'm not happy where I live.

OTHER:

_____

_____

_____

_____

My service provider will:

- ☐ Support me to develop my person centred plan with me and my support person. This will be reviewed every 3 months and redeveloped each year.
- ☐ work with me to find activities that fit my needs, desires and interests
- ☐ support me to improve my skills and wellbeing
- ☐ keep records on my medical needs
  help me manage and take my medication
- ☐ help me to plan a budget and stick to it
- ☐ treat me fairly and with respect
- ☐ listen to my ideas and concerns, and make changes accordingly

I will:

- ☐ support me to improve my skills and wellbeing
- ☐ talk about what I want in my person centred plan
- ☐ treat my housemates and support workers fairly and with respect
- ☐ help to look after my home
- ☐ talk to my service provider if I'm not happy with where I live
- ☐ pay my fees on time

I would like to add more information to this agreement about where I live (*attach documents if needed*):

_____

_____

_____

_____

Other things you might like to talk to your service provider about may include:

Paying my bills	Meal choices
Outings	Visiting my family and friends
Family and friends coming to visit me at home	Using the house phone
Holidays	Shopping
Support workers	My bedroom / space

Talking about my cultural background and religious needs (e.g. food, drinks, celebrations, my place of worship, how I get to my place of worship and who takes me).

Agreement signatures:
Signed by me

Signature _____ Print Name _____ Date: _____

Signed by my **support person** **OR** **Advocate/Guardian/Person Responsible** (Please Circle) if I choose to have one.

Signature _____ Print Name _____ Date: _____

Signed by my service provider

Signature _____ Print Name _____ Date: _____

Resource 3: Family agreement

This is a template agreement between a person with a disability, their contact person and the service provider about communication protocols

My name is: (*insert name*) _____

My contact person is: (*insert name of parent, guardian, advocate, friend)* _____

My relationship with: *(contact person)* _____ is *(e.g. brother, mother)* _____

He/she may be contacted on: *(phone number, mobile number, email*) _____

in the following circumstances and agreed times:

Your concern	**Call my support person**		**Suitable Time to call my support person**	**Comments** *Also comment if contact was attempted but not made.*
	Yes	**No**		
E.g. – fall	*yes*		*E.g. before 10pm and after 7am*	*E.g. only if medical treatment is required*
Temperature above ____ degrees				
Seizure				
Fall				
Alleged minor assault				
Medication missed/error/refusal				
Abscond				
Bruising explained or unexplained				
Doctor visit required				
Hospital visit required				
Ambulance called				
Police called				
Other				

NOTE: Please document all contact and attempted contact with support person in the individual's progress notes and communication book.

Resource 4: House meeting agenda

'Our house meetings' *are an important part of living in the house. We share a home and sometimes we like to do things together. This meeting is our time to talk and listen about what's important to all of us in the house.*

We will talk about some of the same things at every meeting but we can also add different things to the agenda that we want to talk about at each meeting.

What we need

- house diary
- pictorial resources if available
- minutes document or book
- outing ideas (*such as newspapers, computer images, movie pictures, restaurant brochures)*
- pen
- recipes book / meal planner

House name/ address:		**Date & time:**	
Chairperson:		**Note taker:**	
Present:			
Apologies:			

Things I would like to talk about

Things we talk about at every meeting
Meals - meal for the week or fortnight (depending on resident preferences and routines) - Who will be cooking the meal?
Outings - group activities or outings - individual outings (these can be discussed with key workers outside this meeting if not relevant to the group) - discuss events coming up such as birthdays, Christmas, religious events and holidays
My home - repairs and maintenance - would you like to make any changes to your home? - are you happy with the living spaces inside and outside?
Safety in my home - evacuation procedure to be discussed and a drill should be run during resident meetings. - talk about safety in the house: not inviting strangers into the house, closing the front and back doors and locking the house at night. - discuss hygiene and safety around the home such as washing hands, using gloves when handling food and cleaning up after ourselves.
Complaints - talk about how to make a complaint. - explain that it is okay to make a complaint in this meeting or in private. - would any one like to make a complaint?
Other items
Meeting closed time: **Next meeting date:**

Our house meeting notes and action list

House name:		**Date & time:**	
Chair person:		**Notes taker:**	
Present:			
Apologies:			

Item #	Issue	Notes/ Actions	Who	When

Item #	Issue	Notes/ Actions	Who	Time frame
Residents and staff please sign:				

Resource 5: ‘My belongings’ inventory

My name is: _____ Date the inventory was completed: _____

Item description *Include make, model and serial number if appropriate*	**Condition of item**	**Is the item special to you?** *Should we get your permission before we throw it away (dispose it)?*	**Where is the item kept in my home?**	**Disposal** *Does this item need to be thrown away?*	**Permission** *To throw away the item (from me and/or my support person)*

My signature:_____

Signature of my contact person if I choose to have one: _____

Signature of service provider representative: _____

Resource 6: Team meeting agenda

House name:		Date & time:	
Chairperson:		Minute taker:	
Staff present:			
Apologies:			

Current agenda items for this team meeting	Staff member

Standard agenda items for all team meetings	Time guide
Good news stories from the unit and/or the organisation	
Review last meeting minutes and actions	
Health and wellbeing issues - discuss medical appointments - discuss medical observations and data collated - discuss reports from doctors and/or clinicians - discuss support plans if necessary - are any plans due for review within the next 2 months? Actions?	
Family correspondence / day program / work place communication	
Review incident reports - what worked / didn't work - recommendations and actions	
WH&S - hazards in the work place - incident report feedback	
Unit and individual finances	
Staff - roster - staff duties - training	
Policy/ Procedures/ Guidelines review - review a relevant policy, procedure or guideline each month - new documents or document amendments	
Review of this meeting - have all agenda items been discussed? - what can we do different / better next meeting? - attach this agenda to the meeting minutes	
Meeting closed time:	**Next meeting date:**

Resource 7: Induction Checklist for Disability Support Workers

This template provides a basic induction format for front line staff. Its use will assist in ensuring that staff have the knowledge and skills to undertake their role and responsibilities as a disability support worker.

(Service provider please insert your own descriptions and modify this template according to your organisation's policies and objectives and to meet the specific needs and functions of the unit).

Discussion point	Notes					Staff	Manager
Organisational values and principles							
Dignity and respect in the work place							
Organisational structure							
Roles and responsibilities							
Job description							
Code of Conduct							
Individual Information/ documentation							
(Insert initials of resident in each column)							
Profile							
Communication plan							
Lifestyle/ Support plan							
Routines							
Family agreements							
Health care plans (including specific plans for each chronic health condition and oral care)							
Medication (including daily, psychotropic approvals & PRN)							
Allergies							
Risk plans							
Individual emergency profile							
Incident reporting (including mandatory notifications: Ombudsman Act 1974 Part 3C Protection of people with disability)							
Behaviour management assessment and support plans							
Restrictive practices authorisations							
Mobility, transport and falls management plans							
Nutrition and swallowing checklist							
Meal time management plans							
Other health plans							

Discussion point	Notes	Staff	Manager
Security / WH&S / safety			
Emergency evacuation procedure			
Known environmental risks or hazards			
Reporting hazards/risk			
Unit orientation			
Bedrooms			
Office			
Medication			
First aid kits house & vehicle			
Alarm panels & Fire response plan			
Outside			
Water mains			
Electric fuse box			
Neighbours			
Daily			
Communication book			
Unit diary			
Changeover checklist			
Daily reporting			
Shift duties			
House routines			
Contact list			
After hours support – on call			
How to cover shifts			
Swapping and changing shifts			
Finances			
House finances – petty cash			
Finances			
Shopping procedure			
Maintenance and repairs procedure			
Repairs procedure			
Contact details for tradesmen/ contractors.			
Vehicle usage			
Log books			
Fuel and repairs			
Human resources			
Pay			
Support and supervision			
Manager's name/no.			
Snr manager name/no.			
Reporting complaints & support for complainants			
Training needs			

Discussion point	Notes	Staff	Manager
Other			

Staff:_____Sign: _____ Date: _____

Manager: _____Sign: _____ Date: _____

Resource 8: Front line manager's checklist

To be utilised for all residents and particularly when a new resident moves in and new staff begin working at the home.

This check list is a good practice guide for front line managers and has been developed as part of the Accommodation Service Provider Guidelines (2015). It should be completed by the relevant manager and is recommended for use in inductions and training for staff and front line managers. Note that this checklist is not exhaustive and may require additions to meet mandatory requirements.

The results of this checklist should be discussed with the team to expand their knowledge of good practice and to introduce person centredness and operation into the home. You will find prompts and guidance to alert you to what is required of you under the Disability Inclusion Act 2014, Health and Wellbeing policy and as part of the organisation's legally binding funding agreement, including:

1. *Introductions*
2. *Person at the centre*
3. *Funding requirements – mandatory for service providers*
4. *Medication*
5. *Safety*
6. *Staff support*
7. *Legislation*

Service providers receive funding according to a Funding Agreement. The ADHC Funding Agreement describes the terms and conditions under which funding is provided to an NGO and the services to be delivered with that funding.Your organisation must comply with the Funding Agreement. If not, action may be taken and may include formal discussions, investigations or suspension of funds.

Actions	Yes	No	Follow up actions
Introductions			
Prepare and make arrangements to meet and engage with the people you will be supporting.			
Introduce yourself to families and carers.			
Introduce yourself to staff. Arrange support and supervision with each staff member within the first 4 weeks of your start date.			
Arrange a team meeting within the first 6 weeks of your start date and each month after.			
Make arrangements to introduce yourself to the neighbours and local community members.			
Develop a **family agreement** that covers how and when you will communicate with the families and support people of the people you support.			

Actions	Yes	No	Follow up actions
Introduce yourself to clinicians and/or specialist services involved with the people you support.			
Ensure the communication within the unit is clear and effective using a communication book, unit diary and shift duties lists.			
Person at the centre			
As a funded organisation you are required to adopt a person centred (PC) approach. Ensure that all staff understand PC and arrange further training if required.			
To gauge the effectiveness of the person centred approach measure service outcomes by way of observations and surveys. *See: How to measure person centred approaches*			
Explore common interests and hobbies amongst staff and the people you support: See this approach at "It's a good life" in the Provider Guidelines.			
The people you support should:			
Have a person centred plan.			
Have the freedom to make decisions about everyday task such as clothing, meals, home décor and outings.			
Have a way of contributing to their home environment (e.g. supported in housekeeping, cooking meals, etc.).			
Have an individual inventory "**my belongings**". *Providers should determine if the organisation's contents insurance policy covers the resident's possessions, and residents should be advised accordingly.*			
Have their privacy recognised and respected (e.g. people have their own private space within their home).			
Health and Wellbeing			
The Health and Wellbeing Policy applies to both ADHC operated and funded accommodation support services. It aims to streamline the health and wellbeing support system for the people we support. This policy and its procedures are mandatory for ADHC operated services however only the policy is mandatory for ADHC funded non-government accommodation support services. The way a funded organisation chooses to implement the policy is up to them. The attached procedures and process may be adopted or organisations may develop their own way of implementation.			
Health assessment – Each person has an annual health assessment conducted by a medical practitioner (reviewed every 3 months). This includes oral health care.			**Person's name** / **Yes** / **No** ( ) / ( ) / ( ) ( ) / ( ) / ( ) ( ) / ( ) / ( ) ( ) / ( ) / ( ) ( ) / ( ) / ( )

Actions	Yes	No	Follow up actions
Each person has an annual assessment to identify **Nutrition and Swallowing** risks. When a risk is identified management plans will need to be developed.			Person's name / Yes / No
Each person with **Epilepsy** has a plan that records the type of epilepsy, seizure description, treatments, management and risk associated with the condition and is reviewed during regular health assessments.			Person's name / Yes / No
Each person who has a **life-threatening illness** or a chronic illness with an end stage, is supported to plan for treatment or illness management that reflects their own end of life wishes.			Person's name / Yes / No
Health and related plans as above, are reviewed every three months with the person and support workers with input from support people and their wellbeing practitioners as required			Person's name / Yes / No
Medication			
Medication needs are determined by a treating practitioner, and prescribed medications are administered according to the practitioner's orders.			
Medication reviews are conducted during regular health assessments and include medications prescribed by other health providers.			
Processes are applied to ensure all medications are administered (with approvals for psychotropic medication accompanied by Behaviour Support Plan), as prescribed and stored securely.			
Safety			
First Aid Kit			
The **home** must be equipped with a first aid kit that has been customised to the needs of the people you support.			
If the home has a **vehicle**, it must have a first aid kit that has been customised to the needs of the people you support.			

Actions	Yes	No	Follow up actions
Fire Safety			
Annual fire safety statement *Must be provided annually to the local council and Commissioner of Fire and Rescue NSW (FRNSW) and displayed in the workplace.*			
Equipment – checked on a monthly basis. *Installation of appropriate fire or smoke detection, alarms*, sprinklers**, fire fighting hoses/ extinguishers, fire blankets, exits, lighting, signage, evacuation equipment (e.g. slings, drag mats).* **Photoelectric smoke alarms in each bedroom and living areas (FRNSW recommended).* ***Sprinklers: AS2118 Part 5- Automatic Sprinkler Systems–Domestic (FRNSW recommended). Consider installation of sprinklers in the roof or other concealed spaces as required in VIC group homes.*			
Staff knowledge and awareness *All staff participate in fire safety education and are aware of the policies and procedures applying in their workplace.*			
Staff experience *All staff participate in drills, first attack fire training and hands on training such as evacuation assists staff in a real emergency situation. See examples of Home Escape Plan Preparation and practice at https://www.fire.nsw.gov.au/page.php?id=81*			
Advise NSW Fire and Rescue of the home location, how many people reside there, any physical or behavioural limitations and restrictions in case of an emergency.			
Staff support			
You and the staff you support should:			
Feel comfortable to express ideas, concerns and raise complaints with no fear of retribution (NB: retribution could be a criminal offence). *Refer to Community Services Complaints, Reviews and Monitoring Act and the Work Health and Safety Act. The ADHC Funding Agreement requires that funded organisations maintain a complaints policy.*			
Be provided with a thorough 'induction' regarding the people you will be supporting and the home.			
Be encouraged and provided with opportunities to develop your skills by means of training and mentoring.			
Have the right to be consulted about the development of the unit roster as well as			

Actions	Yes	No	Follow up actions
any changes affecting you.			
Be aware of any known risk associated with the property.			
Be aware of the organisation's arrangements for urgent repairs.			
Be assured tradespeople and contractors coming onto the property to conduct repairs and maintenance have relevant licenses and insurances. *Does your organisation have a list of recommended or retained qualified trades or contractors that may be contacted for urgent repairs and maintenance?*			
Need to know how and when to report critical incidents to management, including notification to the NSW Ombudsman for reportable incidents. *Part 3 of the Disability Inclusion Act 2014 senior executives of providers of disability supported group accommodation in NSW to notify the Ombudsman within 30 days of becoming aware a reportable incident has occurred within their service.*			
Be aware of the requirement for reporting of serious offenses to NSW Police. *A person who is aware of a serious offense is required to report it to police.*			
Are mandatory reporters and according to employment conditions are obligated to report to management and police if they suspect a crime has been committed (Including responding and reporting alleged abuse).			
Asset management: The premises must be managed by a registered community housing provider, OR the housing provider must have a robust asset management strategy including:			
A budget for maintaining the asset that is separate from any budget for disability supports or services.			
A schedule for repairs/ maintenance that ensures the premises' long-term viability.			
Staff have instructions for urgent repairs, including a list of suitable and approved trades and contractors to contact.			
The premises have correct planning permission for use as a group home.			
Legislation and good practice: You and your staff should be familiar with:			
The NSW Disability Inclusion Act 2014			
The Work Health &Safety Act 2011			
Work Cover NSW			

Actions	Yes	No	Follow up actions
ADHC policies including mandatory policies and recommended procedures.			
Dignity and respect in the work place			
The standards in action			
Community Services (Complaints, Reviews and Monitoring) Act 1993 no.2			
Restrictive practices must follow strict guidelines according to the Behaviour Support Policy and Practice Manual. If the appropriate approval is not given an offence might be committed.			

Manager Name	
Mobile	
E-mail	
Service Address	
Date	

Resource 9: Premises Checklist

To be utilised when considering purchasing or renting a premises or when modifications are imminent, with the aim of creating an environment where a person with disability can fully participate in all house activities.

This check list is a good practice guide for providers and has been developed as part of the Accommodation Service Provider Guidelines (2015). It should be completed by the relevant property officer/front line manager and provided to senior management. It is unlikely that all actions will be met in existing premises obtained from the market. In such cases it may be of assistance in comparing premises under consideration. Note that this checklist is not exhaustive and may require additions to meet mandatory requirements.

The results of this checklist should be discussed with the team to expand their knowledge of good practice and to introduce maintenance and operation of the home. You will find prompts and guidance to alert you to what is required of you under the law and as part of the organisation's legally binding funding agreement, including:

1. *Accessible and inclusive design*
2. *Planning , building and fire safety*
3. *Number of people*
4. *Fit out*
5. *Communal areas*
6. *Asset management*

See the ADHC website for information regarding Design Standards for Group Homes.

Actions	Yes	No	Follow up actions
Accessible and inclusive design: The premises must be:			
Domestic in scale and appearance, in keeping with the aesthetic of the neighbourhood.			
Easy to enter and navigate in and around. Accessible entrances, bathrooms, kitchens, hallways and sufficient space in hallways. It must be capable of easy cost effective adaption and be responsive to the changing needs of the home occupants. *Active support should be accommodated, e.g. kitchen large enough to support someone to participate in food preparation.*			
Robust with secure fittings and furniture; consider: volume of spaces, acoustics, lighting, colours, reflections, durability, wall linings, glazing, plumbing fittings. *To ensure person centredness, clinicians such as OTs and specialist behaviour support should be consulted where necessary.*			

Actions	Yes	No	Follow up actions
Where the premises are new buildings – designed and built in compliance with Australian Livable Housing Design Guidelines. *These Guidelines provide technical advice and guidance on the main easy living features that make a home easier and safer to live in for people of all ages and abilities.*			
Planning, building and fire safety: The premises must comply with all relevant planning, building and fire safety requirements including:			
Local Council approval: if the premises are rented or newly purchased, it may be necessary to check with the local council to determine if a Development Application for Change of Use is required.			
Building Code of Australia, Disability (Access to Premises) Standard 2010 *These Standards ensure that dignified, equitable, cost-effective and reasonably achievable access to buildings, facilities and services within buildings, is provided for people with disability.*			
Fire safe construction New buildings and renovations are built to standard and older buildings inspected &/or modified to minimise risk. Advise NSW Fire and Rescue of the group home location and how many people reside in the home and any physical or behavioral limitations and restrictions in case of an emergency. *Refer to the ADHC website for further information regarding legislation, funding policies and links to organisations that can assist in understanding and complying with fire safety regulations.*			
Equipment Installation of appropriate fire or smoke detection, alarms, sprinklers, fire fighting hoses and extinguishers, fire blankets, exits, lighting, signage, evacuation equipment (e.g. slings, drag mats).			
Ensure emergency management and evacuation plan and procedures are prepared and take into consideration the support needs of residents.			
Engage with local community in developing safety procedures (e.g. for bush fires, flood risk including risk of isolation during a flood).			
All power and lighting circuits should be protected by a safety switch (Residual Current Devices or RCDs).			

Number of residents: The premises must be on a domestic scale whereby:			
Group homes should generally have no more than five (5) bedrooms for use by residents. Each resident has their own room and does not share with another, unless part of a couple and both choose to share.			
Bedrooms: Bedrooms for use by residents must:			
Have a minimum size of 13 square metres not including the wardrobe.			
Where clinically appropriate the bedroom layout should ensure that a person in a bedroom cannot be observed from another bedroom.			
Where clinically appropriate bedrooms should not be grouped together, but dispersed to promote privacy.			
A person should generally be able to move from their bedroom to toilet or bathroom discreetly unless clinical needs require.			
Where possible meet good practice requirements as set out in the Livable Housing Design Guidelines e.g. bedroom space should encourage ease of movement.			
Fit out: The premises must be appropriately:			
Lit *(ensure no distracting shadows, e.g. from downlights; ensure lamp colour is suitable, e.g. 'warm white' consult OT if necessary)*			
Ventilated *(note cross ventilation for summer)*			
Furnished and equipped *(refer to OT for special needs of residents)*			
Climate control *(note any clinical requirements)*			
Have a homelike appearance where personal possessions are displayed in bedrooms and the common areas of the house.			
Communal areas: Premises must have sufficient communal areas that consider the number and likely support needs of residents including:			
Recreational areas (living/family room) for residents and alternative spaces to use (e.g. for individual or quiet pursuits).			
Bathroom & toilet *(suitable number, position and size for resident needs)*			
Kitchen *(consider participation of residents and active support)*			
Laundry facilities *(consider participation of residents and active support)*			

Varied outdoor spaces available for active, passive and quiet solo use.			
Asset management: The premises must be managed by a registered community housing provider, OR the housing provider must have a robust asset management strategy including:			
A budget for maintaining the asset that is separate from any budget for disability supports or services.			
A schedule for repairs and maintenance that ensures the premises' long-term viability.			
Staff have instructions for urgent repairs, including a list of suitable and approved trades and contractors to contact.			

Completed by: _____

Position: _____

Date: _____

Review by Senior Manager: _____

Date: _____

Family & Community Services
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Resource 10: Additional Resources

10.1 Legislative obligations

Every service provider is required to fulfill governance and service management obligations under the Disability Inclusion Act (DIA) 2014.

Organisations also should be aware of the provisions and requirements of:
Ombudsman Act 1974, particularly Part 3C Protection of people with disability

Community Services (Complaints, Reviews and Monitoring) Act 1993, particularly Part 4 Complaints, and s. 47 Protection of a complainant against retribution.

10.2 Mandatory policies and requirements

NSW Disability Standards

https://www.adhc.nsw.gov.au/__data/assets/file/0008/235970/Standards_in_action-Full-April-2016.pdf

National Standards for Disability Services- Easy English

https://www.dss.gov.au/sites/default/files/documents/03_2014/1301_-_dss_-_disability_service_standards_booklet_v4_web_2.pdf

Policies that disability accommodation service providers must comply with under the terms and conditions of the ADHC Funding Agreement are:

General

- Fire Safety (PDF)
- Sub-contracting & Brokerage Policy (PDF)
- Governance Policy (PDF)
- Position statement on ADHC Service Providers Mergers (PDF)
- Probity in Employment Policy (PDF)
- Regional Protocol for Memorandum of Understanding between Community Services and Ageing Disability and Home Care on children and young people with a disability (Metro, Hunter, Southern, Northern and Western regions) (PDF)

Reporting and Compliance

- Reporting Policy (PDF)
- NSW User Guide HACC MDS v2.1g (PDF)
- Acquittals Guideline (PDF)

Service Delivery

- Quality Policy (PDF)
- Aboriginal Cultural Inclusion Framework 2011-15 (PDF)
- Decision Making and Consent Policy and Procedures (PDF)
- Disability Standards in Action (2nd edition 2011) (PDF)

Accommodation

- Accommodation Support Policy
- Client Death Policy and Procedures (PDF)
- Policy to guide the provision of out-of-home care placements for children and young people with a disability (PDF)
- Palliative Care Policy and Procedures (PDF)

Community Access

- NSW Advocacy Program Guidelines (Disability) (PDF)
- NSW Information Program Guidelines (Disability) (PDF)

Individuals

- Abuse and Neglect Policy and Procedures (PDF)
- Attendant Care Program Service Review Policy (PDF)
- Behaviour Support Policy (PDF)
- Child Protection Guidelines (PDF)
- Client Risk Policy and Procedures (PDF)
- Epilepsy Policy and Procedures (PDF)
- Health Care Policy (PDF)
- Lifestyle Planning Policy (PDF)
- Nutrition and Swallowing Policy (PDF)
- Nutrition in Practice Manual (PDF)
- Wills and Estates Policy and Procedures (PDF)

10.2.1 Preventing deaths of people with disabilities in care: NSW Ombudsman fact sheets

Information for staff of disability services
https://www.ombo.nsw.gov.au/news-and-publications/publications/fact-sheets/community-and-disability-services/preventing-deaths-of-people-with-disabilities-in-care-information-for-staff-of-disability-services

Information for licensed boarding house staff and services
https://www.ombo.nsw.gov.au/news-and-publications/publications/fact-sheets/community-and-disability-services/preventing-deaths-of-people-with-disabilities-in-care-information-for-licensed-boarding-house-staff-and-services

Information for General Practitioners
https://www.ombo.nsw.gov.au/news-and-publications/publications/fact-sheets/community-and-disability-services/preventing-deaths-of-people-with-disabilities-in-care-information-for-general-practitioners

Smoking, obesity and other lifestyle risks
https://www.ombo.nsw.gov.au/news-and-publications/publications/fact-sheets/community-and-disability-services/preventing-deaths-of-people-with-disabilities-in-care-smoking,-obesity-and-other-lifestyle-risks

Breathing, swallowing and choking risks
https://www.ombo.nsw.gov.au/news-and-publications/publications/fact-sheets/community-and-disability-services/preventing-deaths-of-people-with-disabilities-in-care-breathing,-swallowing-and-choking-risk

10.3 Other policies, document links and training

Note, resources mentioned throughout this document and its appendices that are not provided by FACS or NSW Government are not necessarily endorsed by FACS but are mentioned to foster discussion and understanding of person centred practices.

10.3.1 Person centred approaches

Lifestyle planning – information for families
http://www.adhc.nsw.gov.au/__data/assets/file/0019/262432/Lifestyle_planning_-_Information_for_families_Oct_2012.pdf

Exploring and Implementing Person Centred Approaches
https://www.adhc.nsw.gov.au/__data/assets/file/0005/228290/DADHC_PersonCentred201208.pdf

Checking your organisation's progress in Using Person Centred Approaches is essential for growth within your organisation.
http://www.idfnsw.org.au/images/files/ProgressforProvidersAustralia_online-version-updated.pdf

It's a good life
These short films demonstrate People with Disability exercising control and choice about their lives with the help of their personal support networks.
http://vimeopro.com/user6314524/living-a-good-life-personal-support-networks

Picture my future Australia
An online training module and toolkit that can be used in the process of planning person centred services and supports.
http://picturemyfuture.com/

Every moment has potential
Greystanes person centred active support training modules.
www.activesupportresource.net.au

Supporting Inclusion
An online learning program developed by La Trobe university, detailing how person centred active support can be applied within supported accommodation services and in the community.
http://supportinginclusion.weebly.com/

Person centred active support at Greystanes – you tube channel
http://www.youtube.com/playlist?list=PL7Nixh78GXauYIePERSliHxyV0ED_eKtS

ADHC Active Support videos
www.adhc.nsw.gov.au/activesupport

Active Support handbook
http://arcuk.org.uk/publications/files/2011/03/Active-Support-Handbook.pdf

Transforming staff practice through Active Support – CDS
http://www.cds.med.usyd.edu.au/transforming-staff-practice

Active Support: Organisational preparation and support
www.dhs.vic.gov.au/.../pdf_file/...and-ONell-2011-Active-Support.pdf

Person Centered Thinking Resources USA
http://www.inclusion.com/

Helen Sanderson Associates UK
http://www.helensandersonassociates.co.uk/

Circles Network – Building Inclusive Communities UK
www.circelesnetwork.org.uk

In Control UK
http://www.in-control.org.uk/

Association for Real Change
http://arcuk.org.uk/activesupport/

Transition to retirement: A guide to inclusive practice
A guide to assist older people with long term disability to gradually build an active and socially inclusive retirement lifestyle through volunteering and participating in mainstream community groups.
http://purl.library.usyd.edu.au/sup/9781743323274

10.3.2 Person centred living environments

Bigby, C et al (2008) Making life good in the community – **When is a house a home?**
http://www.dhs.vic.gov.au/__data/assets/pdf_file/0007/605977/When-is-a-house-a-home.pdf

10.3.3 Supporting the workforce

ADHC and ADHC funded accommodation services
http://www.adhc.nsw.gov.au/sp/delivering_disability_services/supported_accommodation

Pre-employment checks

Working with children
http://www.kidsguardian.nsw.gov.au/working-with-children/working-with-children-check

Police check
https://www.nationalcrimecheck.com.au/police-checks-individuals?utm_expid=48872849-0.NRYuAssGQbuf6RVVs5FTjA.0&utm_referrer=https%3A%2F%2Fwww.nationalcrimecheck.com.au%2F

ADHC's essential pre-employment criteria include:

- Current Driver's Licence (if not, is there a reasonable explanation why a person does not have a current drivers licence, as per the Equal Employment Opportunity Commonwealth of Australia Act 1987 (EEO) http://www.comlaw.gov.au/Details/C2012C00896. This should be coordinated by the manager to minimise impact to the employee and people supported).
- A valid First Aid Certificate

General Staff Training

Oral care for people with disability
This oral care training resource is for support workers and carers of people with disability. It shows the importance of maintaining good oral care.

Studies show people with disability experience a higher level of oral health care problems which can lead to secondary health issues and behaviours of concern.

You can download it from the ADHC website:
http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live/accommodation-support
http://www.adhc.nsw.gov.au/sp/delivering_disability_services/supported_accommodation/accommodation-support

My Disability supports: managing safety
This training tool is aimed at people with disability who directly employ worker/s to provide support to them in home or in the community.
http://www.safetymds.nsw.gov.au/home

Disability Induction Program
This free online e-learning program developed by NDS and carecareers is suitable for people either interested in the sector, new to the sector and people already working that require further training.
http://www.carecareers.com.au/page/disability-induction-program

Compassion and Presence training

These research-based, non denominational seminars for carers and health professionals show how to integrate and sustain mindfulness, meditation, empathy and compassion to effectively enhance care and prevent burn out, exhaustion and compassion fatigue. For further information contact the Spiritual Care Programme:
australia@spcare.org
http://www.spcare.org/en/about/what-we-offer

Front line management tools

Templates, checklists and other frontline management tools are available as Resources 2-9 in the Accommodation Service Provider Guidelines Resource Kit on ADHC's website.

Transitioning to group accommodation

A transition plan should be easy to read and understand, with simple terms and pictures if necessary. It is a working document that includes issues and tasks to be completed by a person/s responsible and within a given timeframe.

Information on how to support a person's transition to group accommodation can be found in Section 14 of the Accommodation Support Register (ASR) Guidelines. A template transition plan is also available at appendix 11.

Residency Charges- Fees for Board and Lodging

Each service provider determines their own residency charges in discussion and agreement with the person transitioning to their service. This should be formalised in a service agreement and discussed during transition planning.

Residents of ADHC group accommodation services pay 75% of their Disability Support Pension (DSP) plus Pension Supplements and Commonwealth Rent Assistance (CRA) on a regular agreed basis (e.g. fortnightly or monthly) as a contribution towards the cost of living at the service. A guide to ADHC's accommodation fees is included in the Fees for board and lodging policy:
http://dadhc-intranet.nsw.gov.au/documents/client_services/accommodation_policy/group_homes/Fees_for_Board_and_Lodging_Residency_Charge_Policy_Sept_2010.pdf

Other organisational resources

Guide to visiting and good group homes

A research based guide providing information on observation of quality practice and what good practice looks like, considering quality of life domains: personal development, self-determination, interpersonal relations, social inclusion, emotional wellbeing, physical well-being, material well-being and rights.

http://arrow.latrobe.edu.au:8080/vital/access/manager/Repository/latrobe:37300;jsessionid=E2A45B927D99C30D5CD56827798B1365

People and Capability – Change Management – The Change Room
http://www.idfnsw.org.au/people-and-capability-change-room

Michael Kendrick USA
www.hendricksconsultinggroup.com

Small Business NSW
http://www.smallbusiness.nsw.gov.au/

National Disability Services
http://www.nds.org.au/

Social Impact Measurement Tool
http://idfnsw.org.au/social-impact-measurement-tool

National Disability Insurance Scheme
http://www.ndis.gov.au/

NDIS Registered Providers
http://www.ndis.gov.au/find-registered-service-providers

Employing people with disability
http://www.adhc.nsw.gov.au/individuals/inclusion_and_participation/in_the_workplace

The Practice Improvement Framework (PIF) is one of the long term systemic solutions developed by Clinical Innovation and Governance to improve work practice in specialist behaviour support within the government and non-government disability sector.
https://promo-manager.server-secure.com/download/files/13839/304482/PIF.pdf

Anti discrimination laws
http://www.antidiscrimination.justice.nsw.gov.au/Pages/adb1_antidiscriminationlaw/adb1_antidiscriminationlaw.aspx

Violence, Harassment and Bullying Fact sheet
https://www.humanrights.gov.au/what-you-can-do-stop-bullies-be-supportive-bystander-violence-harassment-and-bullying-fact-sheet

Privacy notice – Easy English
http://www.facs.nsw.gov.au/?a=296758

10.4 Healthcare resources for people with disability

Medicare Rebates for people with disability
http://www.health.gov.au/internet/main/publishing.nsf/Content/74EB0CF19603E7B7CA257BF0001FA204/$File/Fact%20Sheet%20-%20CDM%20-%20Individual%20Allied%20Health%20Services%20-%20Patient%20Info.pdf

Hospitalisation guidelines for people with disability
http://www.adhc.nsw.gov.au/__data/assets/file/0011/269345/Hospitalisation_Guideline.pdf

Easy read health fact sheets for people with disability
http://www.nswcid.org.au/health/ee-health-pages/easy-fact-sheets.html

For example – going to the doctor, signs of sickness, going to hospital for surgery, taking medication, etc.

Pharmaceutical Allowance
http://www.humanservices.gov.au/customer/services/centrelink/pharmaceutical-allowance

Continence Aids Payment Scheme
http://www.continence.org.au/pages/continence-aids-payment-scheme-caps.html

Free oral health for people with disability
http://www.health.nsw.gov.au/oralhealth/Pages/default.aspx

'Smiles for life' oral care training
A **FREE** ½ day work shop is available for support workers and carers of people with disability. It covers a basic introduction into oral care, oral disease, denture care and diet, including a hands-on work shop with the special care dental team.

To make a booking contact the Smiles for Life team on 9845 7423;
or e-mail WSLHD-SmilesForLife@health.nsw.gov.au

Accessible Mental Health Services for People with an Intellectual Disability
http://3dn.unsw.edu.au/sites/default/files/ddn/page/Accessible%20Mental%20Health%20Services%20for%20People%20with%20an%20ID%20-%20A%20Guide%20for%20Providers_current.pdf#overlay-context=the-guide

Free online training modules on intellectual disability and mental health
http://www.idhealtheducation.edu.au/

Care search
An online resource about palliative care
www.caresearch.com.au

Dying matters – a workbook on caring for people with learning disabilities who are terminally ill
http://www.communitycare.co.uk/2005/10/20/dying-matters-a-workbook-on-caring-for-people-with-learning-disabilities-who-are-terminally-ill-new-review/

10.5 Other assistance for people with disability

Taxi Transport Subsidy Scheme
http://www.transport.nsw.gov.au/ttss

Mobility Allowance
http://www.humanservices.gov.au/customer/services/centrelink/mobility-allowance

Thinking about…Housemates
A booklet to assist people with disability think about how to find a housemate, consider whether sharing with a housemate would be suitable and suggested precautions when sourcing a housemate.
www.belongingmatters.org

***My Life* and *Somewhere to live* Easy English handbooks**
Information on accommodation support options for people with disability and their family
www.adhc.nsw.gov.au

NSW GOVERNMENT

Family & Community Services

Family and Community Services

www.facs.nsw.gov.au

3474 FACS 300816 Resource