

NEWS UPDATE for residents & families

Transfer of Disability Services in Victoria

APRIL 2019

Where we are in the transfer process

I am delighted to share the information below as part of our ongoing commitment to keeping you informed about activities underway for the Services Transfer. We are on track with our preparations to provide a safe and smooth transition, that has minimal disruptions to the residents we support.

Possability Service Planners have visited all houses, reviewed current support plans and spoken to supervisors and residents, to ensure we capture all current and ongoing requirements. This will further enable us to learn more about how individual houses run and to ensure we meet people's specific needs.

We have been delivering training and education sessions to employees to ensure they have the appropriate knowledge and tools to fully take advantage of the new processes and system improvements. The response from employees has been very positive, they've found the information relevant and the trainers knowledgeable, friendly and approachable. Overall, employees reported feeling more secure about the transfer and the changes.

Looking further ahead

After the transfer, we will have a further review of service plans and modify them if required in line with residents needs to assist the NDIS planning process. Possability has close to six years' experience in working in the NDIS and we will use this expertise to ensure that residents get the best from the scheme.

We will continue to seek strong engagement with families and residents to ensure timely and accurate feedback, so we can respond to any issues as soon as they arise.

As we move closer to the Service Transfer becoming reality, we are looking forward to working with you and your family member, so that they can achieve their goals and live a satisfying life.



Paul Csoban
General Manager,
Victoria Operations

New offices

Possability is in the process of setting up offices at Bendigo, Stawell and Ararat, in addition to our Sunshine office. The Bendigo office is located at 426 Eaglehawk Rd, California Gully. Leases are being finalised for offices in Ararat and Stawell. All offices will be open prior to the Services Transfer in those areas, which is scheduled for late June.

Supporting Residents from Day 1

We have reviewed all aspects of client fund management and have changed little in how we will administer and monitor client funds. Australian Unity will continue to be the Trust Fund Provider for client funds. There will be no change in fees or how funds are administered. You will have received information recently from the Department of Health and Human Services confirming your current and future contributions. We will shortly be contacting administrators and families to approve and sign the Residential Statements which will confirm these arrangements.

We have also extensively reviewed individual transport plans, along with individual house requirements and will be taking possession from DHHS of all vehicles currently located at houses. In coming months we will review any extra requirements for vehicles to ensure all resident's transport needs are fully met. We have already purchased six additional vehicles to be used as pool cars.

We have a strong commitment to promoting self-advocacy for residents and access to independent advocates. We will continue to hold house meetings and other forums on a regular basis, with support from an advocacy organisation. This will provide another avenue for residents to have their say about their services and to raise any concerns if they have any.

Queries or concerns?
If you have any further
questions, please feel free to
contact us:

1300 067 067
welcome@possability.com.au



Image: (top) Sunshine office staff celebrating Harmony Day. (bottom) Selection & Engagement Coordinator Rahaf Al Khatib organised the afternoon tea pictured next to the food from different cultures.

Celebrating cultural diversity

The Sunshine office celebrated all things multicultural on 21 March at an afternoon tea for Harmony Week. Harmony Week celebrates Australia's cultural diversity and is about inclusiveness, respect and a sense of belonging for everyone. All of these values mirror our own as an organisation, making the event especially relevant.

Some of the cultural backgrounds of Sunshine staff members that were celebrated included Holland, India, Brazil, South Africa, Kenya and more!

Staff members made food from their culture to enjoy and wore traditional dress. They also displayed photos of where they were from, with people guessing which photo belonged to which staff member to win a prize. Much fun was had by all!