



**Family &  
Community Services**  
Ageing, Disability & Home Care

# Accommodation Support Register (ASR) Guidelines

The Accommodation Support Register is the system used by the NSW Department of Family and Community Services (FACS) to record requests for accommodation support for people with disability and allocate vacancies in a person centred, transparent and efficient way.



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# 1. Introduction

## 1.1 Support for people with disability

People with disability are part of our community, our workforce and our families. They share the same rights, responsibilities and opportunities as others and should be supported to access social, education, employment and housing opportunities, and to actively participate and be included in their community.

Like other members of the community, people with disability rely on informal support from family, friends, and a range of other services in the community to meet their physical, health, emotional and social needs.

People with disability should participate in identifying their support needs, designing their support plans and overseeing their support arrangements to optimise service outcomes. This self-directed approach is based on the premise that people with disability, with the support of their family and friends are best placed to make decisions about what they need for their own lives. Consideration of what supports are available when planning should include informal, mainstream and community supports as well as formal services from disability support agencies, as may be required.

Service providers can assist people to identify goals, explore services and plan their supports, participate in the community, undertake activities of daily living and develop skills. An accommodation support option may be required to complement informal, mainstream and community supports to enable a person's needs to be met, specific to their disability.

The opportunities for people to exercise choice, gain control over their supports, build the skills necessary to plan and negotiate flexibility in support arrangements and self-direct supports will improve with the expansion of individualised funding arrangements. The Department of Family and Community Services (FACS) is supporting this process by facilitating access to individualised funding for people with disability, in readiness for the full implementation of the National Disability Insurance Scheme (NDIS) by 2018.

## 1.2 Information in other languages and formats

Assistance to understand this document can be provided.

If you need an interpreter to help you communicate, you can call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone ADHC on 1800 605 489.

If you prefer that we communicate with you verbally by phone, or in writing (for example via email), you can let us know.

If you are deaf, or have a hearing impairment or speech impairment you can contact us through the National Relay Service:

- TTY users phone 133 677 then ask for 1800 446 470.
- Speak and Listen users phone 1300 555 727 then ask for 1800 446 470.
- Internet relay users connect to the NRS at [www.internet-relay.nrscall.gov.au](http://www.internet-relay.nrscall.gov.au) then input 1800 446 470.



Information about support for people with disability and their families can be found at [www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live/accommodation-support](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live/accommodation-support)

## 2. Purpose of the guidelines

The *Accommodation Support Register* (ASR) is used by FACS to record and manage the requests of people with disability for accommodation support options.

The accommodation support options that may be available to eligible persons include:

- Group accommodation
- Drop-in support
- Individualised Funding

The ASR Guidelines (the guidelines) seek to promote good practice whilst providing for each FACS District to flexibly adapt their responses to local needs. The guidelines also intend to promote choice and control in disability support arrangements for people with disability. They are aligned with the Living Life My Way framework.

The guidelines:

- provide information about the accommodation support options available;
- provide information about how people with disability can be supported to make decisions about where they want to live;
- provide information about the process of applying for accommodation support;
- define the practice requirements in managing applications to ensure decision making occurs in a consistent, transparent and efficient manner;
- provide advice on the essential principles guiding people with disability in accessing accommodation supports;
- explain how the ASR is used to generate a shortlist of people for available vacancies; and
- guide Allocation Committees in making decisions about offers of accommodation supports when they become available.

### 2.1 Application of these guidelines

The guidelines have been developed for FACS and non-government organisation (NGO) staff to assist people with disability through the process of exploring, applying for and receiving suitable accommodation support.

As there is high demand for support, processes for suitable allocations to vacancies need to be conducted expediently and in a fair and transparent manner.

Although the guidelines have been designed to promote good practice, it is acknowledged that Districts vary in size, population and the type and amount of community, mainstream and specialist services they have to offer. This means that certain aspects of the guidelines may suit some Districts more than others. Taking a more flexible approach aims to ensure that person centred approaches are promoted.

The FACS staff working in the following business streams may also find the guidelines useful:

- Information and Pathways
- Community Support
- Service Development and Planning
- Accommodation and Respite

## 2.2 Where do these guidelines apply?

The guidelines apply to support options allocated via the ASR, being:

- Group accommodation (group homes, villas, apartments)
- Drop-in support
- Some types of individual funding, specifically Individualised Accommodation Support Packages (IASPs) and Supported Living Fund (SLF).

In relation to individual funding, the application of the guidelines is modified as described in Section 15.

Districts may choose to utilise these guidelines also in the allocation of services for other programs (e.g. Specialist Supported Living).

It should be noted that the ASR is a state-wide register which means people can register to live in areas where they are not currently residing.

## 2.3 Where do these guidelines not apply?

The guidelines do not apply to:

- Large Residential Centres (LRCs), for which a 'no admissions' policy applies, the only exception being emergency admissions approved by the Minister or Deputy Secretary, which must set out a definitive exit plan;
- Community Support Program (CSP);
- Services funded under the Home and Community Care Program (HACC);
- People who already receive services (delivered by either FACS or NGO) and want to individualise the funding associated with their supports. This can be explored further by:
  - phoning FACS on 1800 605 489;
  - emailing [livinglifemyway@facs.nsw.gov.au](mailto:livinglifemyway@facs.nsw.gov.au); or
  - contacting your [local FACS district office](#)
  - reading the [Living Life My Way \(LLMW\) framework](#).

## 3. Exploring support options

### 3.1 Information and decision making supports

People with disability who contact FACS Information and Pathways teams may be given a number of resources to help them make decisions about the best accommodation support options to meet their needs. These include:

- [Ability Links Coordinators](#) ('linkers')
- FACS and NGO Case Managers
- FACS and NGO Support Planners
- the nominated officer who coordinates the ASR process in the District

Please refer to the [FACS website](#) or the District Information and Pathways teams for further information about these roles.

By having contact with someone who provides decision making support, people can explore their goals, identify their support needs and understand the accommodation support options available. The Decision Making Tree provided at **Appendix 1** can be used to support this process.



[Refer to Appendix 1 – Somewhere to live Decision Making Tree](#)

The suitability of different types of accommodation support, in relation to a person's needs, may be explored further with the person using the following options:

#### **Needs assessment**

An assessment of need may also be beneficial to assist the person in determining the support required. This may include, for example, a functional assessment by an Occupational Therapist.

#### **Person centred support planning**

Person centred planning relies upon active listening to understand what is important to an individual now and in the future. It recognises a person's informal support networks, including family and friends as well as mainstream and community support options, and seeks to include these supports in the development of an individual support plan. A support planner or other professional generally assists people with disability through the process of developing a support plan.

#### **Getting Prepared – capacity building projects for people with disability**

The NSW Government has demonstrated its commitment to supporting people with disability, families and carers prepare for the NDIS by investing in 'Getting Prepared' – capacity building projects.



These projects are supporting people across the state to learn about how NSW is transitioning to the NDIS, how to develop their skills and enable participation confidently in individualised arrangements, and how to connect and share with other people with disability, families and carers. Further information about the projects is available on the [FACS website](#).

## 4. Eligibility requirements

Access to specialist accommodation support is available to people aged under 65 years who have a diagnosed long term disability (as defined in the [NSW Disability Inclusion Act \(DIA\) 2014](#)) that affects the person's ability to function without high levels of support. An easy read version of the Act is available on the [FACS website](#).

The Information and Pathways team will conduct an initial check of a person's eligibility to determine if the person has a disability as defined under the Act. Additional information about the person's disability may be requested if sufficient information is not available. If the person's eligibility status remains unclear an eligibility assessment may be required.

### Children and young people

Family based placements are the preferred support arrangement for all children (0 – 15 years) and young people (16 – 17 years) and especially for children under 12 years of age. Family or kinship placement should always be investigated for children in the first instance. FACS provides support options for families caring for children and young people with disability. Further information can be found on the FACS [website](#) or by phoning FACS' [Information and Pathways](#) services.

In exceptional circumstances, where group accommodation is sought for a child or young person, consideration can be given to placing them with peers of similar age, developmental capacity and interests, which reflects a typical sibling group.



Information about group accommodation placements for children and young people can be found on the ADHC website in the following publication: [Out-of-Home Care Policy](#) to guide the provision of placements for children and young people (2012).

Placement of an adult and children together will only be considered in exceptional circumstances and must be approved by the FACS Deputy Secretary for ADHC. Approval will generally only be provided where the adult has very complex health support needs and/or such limited mobility that potential risk to self and others is minimal.

## People with mental illness

FACS offers accommodation support to people with mental illness who have a disability as described above.

For people with dual diagnosis of mental illness and intellectual disability, the [Memorandum of Understanding](#) (MOU) between FACS and NSW Health has been designed to commit both agencies to work together to promote a safe and coordinated system.

Support for people with a primary diagnosis of mental illness as defined under the *Mental Health Act 2007* is coordinated by NSW Health except where this is provided in accordance with the *Boarding House Relocation Program* and *Integrated Services Program*.

The [Housing and Mental Health Agreement 2011](#) outlines how FACS and NSW Health support people with mental health problems and disorders who are living in social housing or who are homeless or at risk of homelessness.

## 5. Accommodation support options

Historically, supported accommodation for people with disability in NSW has been provided in group homes, usually for up to five people with funding going directly from FACS to the service provider. Similarly drop-in accommodation support has been provided to people living in their own homes or rental accommodation with the service provider funded directly by FACS. These service-centric approaches gave people with disability less choice and control over how supports were delivered.

As the sector moves towards the NDIS people with disability will have more opportunity to decide how funding for their support is managed and how their support is delivered.

FACS is working progressively towards individualising accommodation support arrangements so that people with disability have the opportunity to express an interest in individual funding. Current options include but are not limited to:

- using individual funding to live in private accommodation, private rental or social housing;
- using individual funding to remain living with family; and
- combining individual funding with others to live in a group arrangement.

Further information about individual funding is available at **Section 15**.

Accommodation support options funded to a service provider include:

- living in private or public accommodation and receiving drop-in support from a designated service provider (NGO or FACS); and
- living in a group accommodation and receiving more intensive support from a designated service provider (NGO or FACS).

It should be noted that people can accept a vacancy with a service provider that is not individually funded and then apply to have their support funding individualised. This is in accordance with the [Living Life My Way](#) reform (see section 2.3).

FACS also offers accommodation options that have been developed for people with specific support needs. It should be noted that these services are no longer considered exclusive to individuals with these specific support needs. Where a specific group vacancy is unable to be filled it can be allocated to a prioritised person who does not fit the specific group criteria, but does match the vacancy profile criteria and for whom identified risks can be managed. This serves to improve the efficiency and responsiveness of the existing accommodation support system.

In such cases, the District Director can approve and inform the Director Accommodation Programs of the variation of the vacancy being used outside the program's traditional target group, to ensure vacancies are allocated appropriately and not left vacant.

The District Director or delegate will e-mail Community Access Allocations, attention Director Accommodation Programs, to allow monitoring.

Further information about accommodation options targeted for specific support needs is available at **Appendix 2**.



## Refer to Appendix 2 – Accommodation options for specific support needs

### 5.1 Group Accommodation

Group accommodation has typically been presented as a house with four to five bedrooms located in a local community. There are now a variety of housing types that can support group living including houses, apartments, and supported villas. Housing can be privately owned or rented, managed by Housing NSW or a community housing provider, or owned by FACS or a NGO.

People with disability can opt to live in houses that are funded directly by the NSW Government or combine their individualised package with others to live in an arrangement of their choosing. Government funded and operated group accommodation services usually offer:

- Support suitable for people with disability with high and complex support needs;
- Daily active support with access to 24 hour assistance; and
- Rostered staff support that is based on the assessed needs and individual routines of the group of people living together.

### 5.2 Drop-in support

Drop-in support usually provides up to 35 hours per week of living skills assistance to a person with disability, to help them maintain a tenancy or independent living within their community. Drop-in services can be provided in the person's own home, private rental accommodation, social housing or in a residence that is owned or operated by a service provider.

Features of drop-in support include:

- It is designed for people who have low to moderate levels of support and higher levels of decision-making capacity.
- It can be provided to people who live alone or with others, including family, in their own home or leased accommodation.
- It provides active support to people to help them develop the skills needed to live as independently as possible.
- The amount of support provided will be determined by the person's disability support needs taking into account their existing supports (family, friends, and other services) and capacity to develop and maintain independent living skills.

The **My Life** and **Somewhere to Live Easy English booklets** available on the FACS website help to explain these supports.

FACS has funded service providers to deliver drop-in services to people with disability. People in receipt of an existing drop-in support service, also have the option of individualising their support arrangements (see section 2.3).

## 6. Requesting accommodation support

### Summary

Action	Timing/notes
Application made by person/guardian/ case manager with consent	
Application endorsed and person registered Type of support Location(s) desired Immediate or future need	Within <b>21 days</b> from date application received.
Application not endorsed	Applicant may seek review
Review of not endorsed application	Within <b>21 days</b> from date review request received.
Records made in CIS and TRIM	As required

### 6.1 Application requirements

An application for accommodation support can be completed with or without the assistance of FACS staff or other support workers as determined by the district, and involves the completion of the ASR Application Form and Client Risk information. Application documents can be obtained from the [Information and Pathways](#) service or from the FACS website. It can be beneficial for a person to receive assistance from a case manager or support planner, for example, to investigate suitable alternative support options at the point of referral, while waiting for an accommodation support option and/ or during transition planning.



Refer to [Appendix 3: ASR Application form](#)

Refer to [Client Risk Policy and Procedures](#) (Client Risk Profile and Management plan) available on FACS' website.

## 6.2 Submitting an application

When a person applies for an accommodation support option, they may be contacted by FACS to discuss their circumstances and support needs. Housing options (private rental, social or community housing), mainstream support and community support options including the former Home and Community Care (HACC) now known as the Community Care and Support program (CCSP), may be discussed to ensure all suitable alternate support options have been considered.

Due to the high level of demand for accommodation support, it benefits the person with disability to consider all alternative support options. Contact can be made with [Information and Pathways](#) if help is needed to pursue these options.

It is important to understand that the ASR is not a waiting list. The allocation of accommodation support is affected by suitable vacancy availability and decisions are made on a priority of need and suitability basis rather than the length of time a person has been registered. The period of time a person may have to wait for an allocation of support is therefore not determinable.

## 6.3 Location selection

Location preferences for accommodation support must be given, particularly when people are applying for group accommodation support. Locational preferences should also be given when people are seeking drop-in support options in a specific area or District.

A person's choice of location is based on the selection of one or more Local Government Areas (LGAs). The district may suggest that a wider area be selected to increase a person's opportunity of being considered for vacancies. To assist with this decision making process, maps of the fifteen FACS districts in NSW and lists of included LGAs are provided at **Appendix 4**.

People should identify and inform FACS of all the locations where they would be willing to live in order to receive accommodation support. This prevents offers being made to a person in locations that would not be acceptable e.g. an offer that is too far away from family and friends.

However, due to the limited supply of group accommodation, it is advised that people select as many locations they would be willing to live in, so their chances of being offered accommodation are not unduly limited.



Refer to Appendix 4 – [Map of districts](#)

## 6.4 Consent

The person or their decision maker should provide written consent to enable an ASR application to be considered by the District. If written consent is not practicable to obtain, witnessed oral (spoken) or otherwise signified (such as using a signing system or augmented communication device) consent may be accepted.

When a person is not able to provide informed consent, or there is complexity in determining the person's ability to provide informed consent, and they do not have an appointed decision maker to act in their best interest, advice may be sought from the [NSW Civil and Administrative Tribunal](#). This advice should be documented in the application and recorded in the FACS Client Information System (CIS).

## 6.5 Registration decision-making process

The District is responsible for determining a person's application and making a decision to register the person on the ASR. The decision-making process needs to be timely, efficient and minimise administration. It should also draw upon staff expertise in the area of decision support, as may be required.

During the decision-making process the person, their decision maker or their nominee may be contacted to provide additional information or to clarify information provided in the application.

If seeking additional information leads to changes to a person's request for accommodation support, the person or their decision maker must agree to these changes. Any changes made to the person's request for support should be recorded by FACS in CIS.

If the person or their decision maker does not agree with the suggested changes, the information in the original application is maintained and a decision is made based upon the information in the application.

The application will be either registered, or not endorsed.

## 6.6 Registering the application

To register the application, the person's details are placed on the ASR and recorded in CIS and TRIM (the electronic record information management system for FACS). As the ASR is a state-wide register, people can register to live in a number of areas including those where they are not currently residing.

## 6.7 If an application is not endorsed

If an application for accommodation support does not meet the requirements for registration and so is not endorsed, details of the decision-making process should be recorded in CIS and TRIM. The District will provide the reason for this decision to the person and/or their decision maker and any other identified contact person.



## 6.8 Advising the person about the outcome

The District will advise the outcome of the application for accommodation support to the person or their decision maker and other nominated contact persons within **21 days** of the completed application being received by the District. Exceptional circumstances may extend this period.

Communication should be provided using a method that best suits the person's needs. Additionally the District will provide the reason for this decision to the person and/or their decision maker and any other identified contact person, in writing.

## 6.9 Review of decision to not endorse

If a person is not satisfied with the decision made by FACS not to endorse an application, they can seek that the decision be reviewed, adding any additional information to their application. The request for review should be sent to the District Director of the District where the original application was made.

## 6.10 Registering a need for future accommodation support

Where a person is not willing to consider an immediate offer of accommodation support they can choose to place their details on the ASR and indicate an anticipated **future** need for support.

People registered on the ASR with an anticipated future need for accommodation support are not considered for any current vacancies.

It is important that [Information and Pathways](#) is contacted when a person's needs change and they are now willing to accept an offer of support, if made. Until FACS is formally notified of this change, the person's need for accommodation support will not be considered. A second application to the ASR is not required to transfer to the immediate need register.

To register an anticipated future need for accommodation support the person may complete the ASR application form at [Appendix 3](#).

## 7. Maintaining and updating information

### Summary

Action	Timing/notes
Review application for immediate need (refer to CIS database)	Annually
Adjust person's service need and priority as indicated by review	As required
Applicant or decision maker confirms or updates support service need	As required/annually
Applicant need ceases and FACS is advised	Cancel the service request in CIS

### 7.1 Reviewing an application

FACS uses the information provided in a person's application and entered on the ASR to offer suitable accommodation support options, as they become available. It is therefore crucial that people seeking accommodation support regularly update their information to ensure it remains relevant to their support needs and accurately reflects their circumstances.

Registered requests for accommodation support should be reviewed at least annually and/or when the person:

- advises FACS that their support needs or circumstances have changed (this includes making telephone contact with the Information and Pathways service); or
- has reviewed their support plan and identified changed needs in the process.

### 7.2 Review roles and responsibilities

Districts will use the CIS database to identify people on the ASR requiring an annual review of their information. Some people may require assistance to update their ASR information. Districts should assist these people to gain access to appropriate support. The review of a person's ASR information can result in a change to the priority status of their Accommodation Support Register service request.

#### FACS

The District is responsible for:

- initiating the review process by contacting the person or their decision maker;
- confirming the accuracy of the information held, including conducting any assessments it considers necessary; and
- facilitating support to enable the review of a person's accommodation support need, if required.

## **The person registered or their decision maker**

The person registered or their decision maker is responsible for:

- confirming the person's need for accommodation support;
- contacting FACS if the type of accommodation support or their locational preferences, contact details or circumstances change;
- requesting assistance, if required, from the District or a disability support provider to review their situation when needs change;
- advising FACS if support is no longer required; and
- providing consent and authority to accept a placement offer.

## **Allocated decision support person/professional**

Information and Pathways can provide assistance with referring a person to a case manager, or other suitable professionals, to assist the person and their family/carer to update their application.

An allocated decision support person is responsible for:

- supporting the person or their decision maker to contact FACS when the type of accommodation support required, their locational preferences, contact details or circumstances change;
- providing support to the person or their decision maker when FACS initiates a review process.

## **7.3 Review of accommodation support request**

If a person no longer has a need for accommodation support and/or their needs have been alternatively met, the District can complete or close the request in CIS. The District should provide written advice to the person or their decision maker confirming this decision and encouraging them to reapply should support be needed in the future.

The District should support the person's access to mainstream and community services or refer to an Ability Links Coordinator, if additional assistance is required to identify those options that may be suitable and could make a difference to their lives.

### **Person is not contactable**

Where a person who is registered on the ASR is not contactable by phone or e-mail, the district should attempt to contact the person by:

- sending a letter to their last known address;
- contacting any professionals previously involved with the person; and
- checking the telephone directory.

If making contact continues to be unsuccessful, the district can close the person's Accommodation Support Register service request. All contact attempts should be documented in CIS.

## 8. Declaring vacancies

### Summary

Action	Timing/notes
For a planned vacancy, service provider notifies FACS as soon as they become aware and provide anticipated date of vacancy	<b>As soon as aware</b> of forthcoming vacancy
Service provider notifies FACS of service vacancy and provides vacancy profile (Appendix 5)	Within <b>7 days</b> of vacancy occurring
FACS accepts vacancy profile or requests amendments	Within <b>7 days</b> of receipt by FACS
If there is a proposal to reconfigure the vacancy: draft reconfiguration plan provided with vacancy notification.	Within <b>7 days</b> of vacancy occurring
FACS reviews or accepts reconfiguration plan	Within <b>7 days</b> of receipt of plan
Service provider submits amended vacancy profile if required.	Within <b>7 days</b> of request by FACS
Amended vacancy profile accepted, then CIS updated with vacancy	Within <b>7 days</b> of receipt

The disability service provider (FACS or NGO) is required to formally advise FACS within seven (7) days of a vacancy occurring, by completing and submitting the Vacancy Profile at **Appendix 5**. This includes group and drop in support vacancies. See section 15 regarding the allocation of individual funding.



Refer to [Appendix 5 – Vacancy profile](#)

FACS will confirm that the Vacancy Profile is accurate and that the vacancy is funded before it is confirmed and entered in CIS. The vacancy profile should identify the type and level of support offered as well as location, if applicable. Sufficient information needs to be given in the Vacancy Profile to allow effective matching and contribute to a successful allocation of support.

For options of accommodation support where the accommodation is shared it is essential that the Vacancy Profile provides sufficient detail about the characteristics of the accommodation. The Vacancy Profile should also provide sufficient de-identified information about other people sharing the accommodation to enable effective service planning.

If possible, FACS can arrange for a representative to visit the accommodation where a vacancy exists to meet with residents and staff, expand the vacancy profile and discuss critical elements for successful allocation to the vacancy. Alternatively FACS may request that a service provider representative attend a meeting to discuss filling the vacancy.

FACS should seek to complete vacancy profile review and update CIS within seven days of receipt of the vacancy profile.

## 8.1 Planned and unplanned vacancies

A **planned vacancy** can arise for many reasons such as a person in a group home choosing to transition into a more independent living arrangement or a person's move into residential aged care. An **unplanned vacancy** may occur through the death of a person or need to relocate to meet sudden change in needs (e.g. for safety).

For **all vacancies**, the service provider must provide a Vacancy Profile within **seven (7) days** of the vacancy occurring. For **planned vacancies** the service provider must also advise FACS as soon as they become aware of the forthcoming vacancy, and its expected date of occurring.

## 8.2 Service reconfiguration

The accommodation service system needs to be able to meet people's changing needs and to be responsive to meeting the individual needs of people prioritised for accommodation support. Reconfiguration can assist services to create this flexibility and optimise service outcomes.

A service reconfiguration generally involves a person(s) in a group home agreeing to move to alternative premises, including movements across districts. This usually occurs prior to the declaration of a vacancy in order to address suitability issues and improve the outcomes for people living in groups.

Service configuration across Districts may need District Director approval, with priority on filling the vacancy with a suitable person occurring without unnecessary delay.

Following a reconfiguration, the vacancy becomes available in a location other than where it initially occurred. Consent from the person with disability, their family and/or guardian is required when it is proposed that any person should move as a result of a reconfiguration plan. Changes in the CIS (for ADHC operated) and the Minimum Data Set (for NGOs) should be made accordingly.

When reconfiguration is proposed the service provider must provide FACS with a draft reconfiguration plan which complies with their funding agreement. FACS and the provider will discuss the draft plan where necessary to finalise it as a matter of high priority. The provider should notify FACS within **seven (7) days** of the vacancy being confirmed by submitting this with the Vacancy Profile. Where possible the district should seek to notify acceptance of the plan within 7 days of receiving it.

See Section 11.2.1 regarding when a facilitated reconfiguration process may be appropriate.

### 8.3 Additional requirements

Approval by FACS is required if the vacancy declaration period extends beyond 7 days. A request for an extension of time to fill or declare a vacancy should be accompanied by a plan stating the reasons for seeking the period extension, actions required to address these issues, other options considered, the person responsible for action and the revised timing.

Where timing is extended for any reason, the district is to ensure that requests for extensions are carefully considered and monitored, delays are minimised and that processes are followed in a timely manner so that vacancies can be allocated as quickly as possible.

## 9. Developing a shortlist

### Summary

Action	Timing/notes
Vacancy profile accepted	Refer section 9 above
Short list based on: Location Person's support needs Priority of need	Priority table below
Refer Suitability Considerations document	See Appendix 6
Check each preliminary short list candidate ASR information for accuracy and currency	Priority updated
Allocation committee convened	Refer section 11 below

Once an accommodation support vacancy has been confirmed, the ASR is used to identify people registered whose support requirements match the level of support offered by the vacancy. A shortlist is developed, generally of up to **five (5) people**, based on the three following criteria.

### Location

A match needs to occur between the location of the vacancy and those people on the ASR who have selected to receive accommodation support in the same Local Government area (LGA).

### Suitability

The vacancy available must adequately meet the identified accommodation support needs of those people on the ASR who are matched to the vacancy via the thorough assessment processes detailed in these guidelines. In determining the person best suited to sustainably fill a vacancy, the following factors should be considered:

- a match of the support needs of the prospective person with the vacancy profile;
- where the risk profile of the prospective person includes behaviour risks or vulnerabilities, clinical advice is required on the suitability of the person for the vacancy in consideration of the support needs of the current service recipients (for example, clinical advice obtained from an Optimal Service Model Report and Comparison Report against the proposed model as indicated in the **Support Model Assessment Practice Guide**); clinical reports need to be provided to assist in making informed decisions about placement suitability with adherence to the timeframes for managing vacancies in appendix 12;
- maintaining the individual's social networks, family relationships and community connections;
- maintaining the individual's access to meaningful daytime activities; &
- living with others in a shared support setting.

The Vacancy Profile must be used to assist the Allocation Committee in making decisions around the suitability of the grouping as outlined in the Suitability Considerations document at **Appendix 6**.



Refer to Appendix 6 – Suitability considerations

See section 15 regarding a person's suitability for individual funding.

### Priority for group and drop in accommodation

Priority is set out in the table below. If more than one person is considered suitable for the support option available, the person whose situation demonstrates a higher priority of need is selected.

In the event that a consensus cannot be reached, the committee chairperson will make the final decision based on the information available. Alternatively, two or more candidates may be sent to the service provider for consideration of a group home or drop in support vacancy. If the decision is contentious, the matter may be referred to the District Director.

High	<ul style="list-style-type: none"> <li>• homeless or effectively homeless</li> <li>• at imminent risk of homelessness, such as because the person's informal support system has broken down</li> <li>• the person is currently receiving short term (STF) funding from FACS to meet an immediate support need</li> <li>• the person's support needs have increased and the family is unable to continue to meet this need.</li> <li>• the person's primary carer is older than 65 (or 45 or over if an Aboriginal person or a Torres Strait Islander), or has ageing related support needs that require formal support</li> <li>• the person is at risk e.g. losing a tenancy or entering a more restrictive placement</li> <li>• a person exiting from the Integrated Services Program</li> </ul>
Moderate	<ul style="list-style-type: none"> <li>• a person is requesting to move from one accommodation place funded by FACS to another accommodation place funded by FACS where the current place does not adequately support a person's living arrangements or social connections</li> <li>• a person whose current living arrangements are not likely to be sustainable or whose current placement is showing early signs of breakdown</li> </ul>
Low	<ul style="list-style-type: none"> <li>• a person seeks relocation other than as a result of change of their support needs or</li> <li>• for any other reason not mentioned above.</li> </ul>



## 9.1 Confirming information in application

Once the District has developed a preliminary shortlist, each person's ASR information should be checked to ensure that it is current and provides sufficient detail to enable the Allocation Committee to make a fair decision. Information relating to a person's priority status should be confirmed and/or updated by the District officer as part of the shortlisting process.

Where a case manager or other professional is required to assist in updating a person's ASR information, it is the responsibility of FACS or the NGO disability service provider involved to ensure that this information is relayed promptly. This will avoid disadvantage to the person in being considered for a vacancy in accommodation support.

## 10. Allocation Committees

Allocation Committees oversee the management of District vacancies across a range of accommodation support options. Some Districts may choose to join resources and run Regional Allocation Committees.

Specific functions of the Allocation Committees are to:

- consider shortlisted applications;
- recommend people suitable for the accommodation support option available; and
- document and forward their recommendations to the District Director.

### 10.1 Allocation Committee membership

Each Allocation Committee will have a:

- Sponsor – a District Director or Executive Director, Large Residences and Specialist Supported Living (LRCSSL). The sponsor is responsible for providing the resources necessary for the Committee to operate in line with guidelines.
- Chairperson – a person appointed by the District Director or Executive Director, LRCSSL to coordinate the activities of the Committee, to give directions to the Committee to ensure compliance with these guidelines by Committee members and to monitor and report compliance with the policy.
- Members – persons appointed by the District Director or Executive Director, LRCSSL because of their experience in the delivery of accommodation and support services, or their knowledge of people with disability who require accommodation support. Members may nominate an alternative to take their place. An alternative nominee must be approved by the District Director or Executive Director, LRCSSL before being accepted as a member.

As a minimum, standing members on each Allocation Committee must include:

- two (2) FACS officers appointed by the responsible District Director or Executive Director, Large Residences and Specialist Supported Living, one of whom is the chairperson;
- two (2) people independent of FACS, at least one of whom is a relative of, or advocate for, a person currently receiving accommodation services in that FACS District; and
- two (2) representatives of an NGO funded by FACS to provide accommodation services in that FACS District.

Not all members are required to attend each meeting. The quorum for each Allocation Committee is:

- one (1) FACS staff member appointed by the responsible District Director or Executive Director, Large Residences and Specialist Supported Living as the chairperson;
- one (1) person independent of FACS who should be a relative of, or advocate for, a person currently receiving accommodation services in that FACS district; and

- one (1) representative an NGO funded by FACS to provide accommodation services in that FACS District.

Committee members who are not FACS staff are appointed to the Allocation Committee for one year. Expressions of interest for membership of Allocation Committees are sought annually or more often if Committee vacancies arise. If the Committee uses a voting system the Chairperson will have the casting vote.

## 10.2 Supplementary representatives

The service provider holding a vacancy may be invited to nominate a representative to inform the Allocation Committee about a particular vacancy and its service characteristics. An existing resident or resident representative may also be considered.

In these cases potential conflicts of interest should be considered and addressed. A service provider representing a vacancy should not unduly influence the decision made by the Allocations Committee (refer to section 11.3).

Districts may also invite a case manager or other professional to present an overview of any person being considered for a vacancy or individual funding allocation, or to provide any required additional information. The essential responsibility of this person is to provide an informed person centred, strengths based representation of a person to the Committee in the interests of supporting an effective allocation process.

## 10.3 Potential conflicts of interest

Members of Allocation Committees are required to declare any potential conflicts of interest in matters being considered by the Committee. Under the following circumstances, the chairperson will ask the Committee member to leave the meeting whilst the placement in question is being discussed:

- when the Committee is considering a vacancy in an NGO accommodation service managed by the Committee member's organisation, or
- if a member of the Committee is a relative or advocate of a person being considered for a vacancy or individual funding allocation, or
- the member is a relative or advocate of a person in a service where the vacancy is being considered.

A member of an Allocation Committee may be removed from the Committee by the District Director if they repeatedly:

- fail to attend meetings without a reasonable excuse;
- fail to notify non-attendance;
- breach the confidentiality of Committee deliberations;
- fail to act according to the chairperson's directions made under this policy or its procedures; or
- fail to follow these guidelines or are convicted of an offence, excepting a minor traffic offence.

## 11. Allocation of accommodation support

### Summary

Action	Timing/notes
Determine candidates for vacancy Up to 5 people ranked in order of suitability Chair may make final determination	Within <b>two weeks</b> of provider notifying of accommodation support availability Refer Section 9 above
Committee recommendations made	Documented in TRIM
Service provider (where block funded) is advised of first ranked candidate/s for service Relevant documentation provided	As soon as decision made
Service provider Suitability Feedback Form provided to FACS if required Discussed with service provider if required Next ranked candidate/s sent to service provider following a legitimate reason for declining the first ranked candidate	Within <b>7 days</b> of notification of decision. Refer Appendix 8
Letter of offer issued to accepted applicant	Record in TRIM and CIS Appendices 9 & 10

### 11.1 Determining the sustainability of the proposed match

The people considered for a vacancy are drawn from the ASR through the preparation of a shortlist by the district with sufficient consideration given to locational, suitability and priority factors, as detailed in section 9.

Recommendations to offer a person a vacancy are made by the Allocation Committee. The Allocation Committee also has the responsibility of carefully considering locational, suitability and priority factors when making these decisions.

Recommendations made by the Committee should be documented in meeting minutes or by utilising the Accommodation Committee Recommendation Form as at **Appendix 7**. This documentation must be filed in TRIM.



[Refer to Appendix 7 – Allocation Committee Recommendation Form](#)

Where possible, up to **five people** will be ranked in order of suitability for a vacancy offer. If two people are considered suitable, the person whose situation demonstrates a higher priority of need should be selected. In the event that a consensus cannot be reached, the chairperson will make the final decision based on the information available, or may refer the decision to the District Director. Alternatively, two or more candidates may be sent to the service provider for consideration.

The Allocation Committee should consider the capacity of the service provider to support a person prioritised for a vacancy. This is particularly relevant when the service provider is funded directly to provide accommodation support to a group of people and should include capacity to manage identified risk factors.

When a vacancy occurs in group accommodation, the committee should also consider the sustainability of the proposed placement based on the suitability for living with others sharing the accommodation and support available.

The approach used by the Allocation Committee to gather the required additional information, upon which fair decisions can be based, may vary across the state due to variations in district resources.

For vacancies where the service provider is funded directly to provide accommodation support, the Allocation Committee should advise the service provider of the nominee for the vacancy as soon as a decision is made. The committee should also make available the nominee's ASR information, Risk Profile, medical history, behaviour support plan, and any other specialist plans as may be relevant, to the service provider.

A case note including the outcome and reason for decision must be prepared and entered in both CIS and TRIM for each person considered by the Allocation Committee.

Feedback from the service provider in relation to the suitability of the nominee for the vacancy can be provided:

- using the Suitability Feedback Form (**Appendix 8**) which must be returned to FACS within **seven (7) days** of notification of the person recommended for the vacancy; or
- by participating in the Allocation Committee meeting.



Refer to [Appendix 8 – Letter to Service Provider and Accommodation Support – Suitability Feedback Form](#)

## 11.2 Receiving Suitability Feedback

The Suitability Feedback form is used for group and drop-in accommodation support options where a service provider receives the funding allocation.

When the Suitability Feedback form is returned and the service provider agrees to accept the recommended person into a vacancy, a Letter of Offer is sent to the person nominated and an initial meeting with the service provider arranged.

Where a matched profile is presented to a service provider who declines providing support to that individual, resolution should be sought by discussing management strategies better enabling the placement to occur.

Should the service provider require more information to make their decision to accept a candidate to their vacancy, they should request this from FACS promptly. Further discussion between FACS and the service provider may be required. If there is a legitimate reason for declining the first ranked candidate/s chosen by the Allocation Committee, the next ranked candidate/s will be sent to the service provider for consideration.

### 11.2.1 Vacancy Remediation

Where vacancies remain unfilled for longer than six weeks, Districts should alert other Districts for consideration of people who may consider locations outside their initial preference choice.

Alternatively, Districts may initiate a facilitated reconfiguration process across the ADHC supported accommodation system where a service provider consistently rejects candidates for vacancies. This may include (but is not limited to) reallocation of funding to other ADHC funded organisations to meet the accommodation support needs of people on the ASR, and/ or adjustment of funding to enable a vacancy to be 'moved' to an alternative provider. Refer to the Funding Agreement clause 2015-2018-3(b)(iv), 7.1(c), 7.2, 10.1(a).

### 11.3 Offering accommodation support

A person will only be notified that they have been considered for a vacancy when the recommendations of the Allocation Committee have been endorsed and the service provider has advised FACS that the nominated person is suitable for the vacancy, if applicable.

A letter will be sent by the District to the person, their decision maker and/or the nominated decision support person in relation to the accommodation support offer. The letter should include information about:

- the type of accommodation support
- information about the service provider
- the process to accept or decline the offer (for example, using an acceptance/rejection form)
- a District contact for assistance

For those vacancies which offer shared accommodation and support, the relevant de-identified Vacancy Profile may also be enclosed with the Letter of Offer.



Refer to Appendix 9 and 10 – Letters of Offer

## 12. Accepting or declining an offer

### Summary

Action	Timing/notes
Person made the offer needs to accept or reject offer	Within <b>7 days</b> of date offer made
If acceptance is not notified, following confirmation of receipt of the offer the application is deemed to be rejected	Within <b>14 days</b> after offer made
Case worker and person being offered support meet the service provider of the subject vacancy (group accommodation or drop-in)	Within <b>7 days</b> of acceptance of offer
Transition plan prepared	As soon as practicable

### 12.1 Accepting an offer

A person needs to accept the vacancy offer within **7 days** of the date of the Letter of Offer (the same date as any spoken offer). This can be achieved by advising the identified district contact by phone, or e-mail, by using augmented communication (which must be witnessed). Alternatively, the person can return the completed Acceptance/Rejection Form which can be attached to the Letter of Offer. Following confirmation of receipt of the offer, if notice is not received within **14 days** of the offer being made, it is deemed to have been rejected.

For group and drop-in accommodation support offers, the case manager or other professional who has sufficient familiarity with the person should convene an initial meeting with the service provider. This meeting should occur within **7 days** of the person accepting the offer and involve the person being offered support, the accommodation service provider and any other relevant persons.

The case manager or person's representative should also arrange a home visit to meet with other residents and support staff. The meeting with the service provider and the home visit may occur simultaneously, if appropriate.

If a person accepts an offer of placement, the case manager or other appropriate district officer will work with the person, appropriate family members, carers, guardians and service providers to prepare a transition plan.

## 12.2 Declining an offer

The selected person has the right to decline an offer. The person needs to decline the offer of accommodation support within **7 days** of a formal accommodation support offer being made. This can be achieved by advising the identified district contact by phone, or e-mail, by using augmented communication (which must be witnessed) or returning a completed Acceptance/Rejection Form.

When this occurs, a FACS officer will work with the person to identify why the placement was not accepted. The person's details on the ASR should be amended to reflect any changes to the person's request for accommodation support, if necessary.

If a person declines the offer of an accommodation place, the District will use the short list to make an offer to the person next in priority order as decided by the Allocation Committee.

Where a person rejects a second accommodation support offer, FACS will seek to resolve issues leading to that rejection. If a person declines three (3) offers of accommodation support the support needs of the person will be reviewed and discussed with possible outcomes including a recommendation for individual funding or other more suitable services.

It may be necessary to seek advice from the Deputy Secretary Operations in some cases, and a review done independently of the district, if warranted or requested.

If a formal notification of offer acceptance or rejection is not received within **14 days** of the offer being made, it is deemed to have been rejected.



## 13. Transition to group accommodation

### Summary

Action	Timing/notes
Upon offer acceptance commence transition planning	Refer section 13 above
Complete transition	Within <b>28 days</b> of offer acceptance
Obtain updated information on the person transitioning.	Prior to move-in date. Refer Appendix 12
Provide copy of transition plan to Allocation Committee chair	Within <b>14 days</b> of completion of transition

This section applies to people who are moving into a group accommodation service operated by FACS or an NGO, which may include group home and drop-in support arrangements.

Actual transition commences when a selected person accepts an offer of placement. Some people prefer scheduled visits to services or short-term stays to assist with settling in. Others may prefer a quicker move into their new accommodation.

At the beginning of the transition, other residents in the accommodation service and their families and carers will be informed that a new person is moving into the service. During the transition there should be opportunity provided for all residents and families to meet each other.

Transition timing should be individually determined and based on the requirements of the person, the service and the existing service users. A maximum of **28 days** is considered reasonable; in many cases the time required may be less than this. For those people where extra time is critical to placement success the District Director can approve an extension of time.

A case manager, or other suitable professional, will assist the person and their family/ carer to prepare a transition plan that meets the needs of the person prior to, during and immediately after the move into an accepted accommodation placement. The transition plan meeting will provide an opportunity to:

- schedule visits and overnight stays;
- discuss important issues and risks for the person before and when the place is accepted;
- develop actions and a timetable for managing the identified issues and risks;
- discuss the integration of current routines into the household;
- discuss how an active support approach will be used to promote independence and participation;
- identify the persons with responsibility for the actions and their implementation;
- ensure existing residents meet with the new person;

- discuss the integration of other programs, services and supports with the placement (for example, transport to community participation activities, school, health services); and
- agree on a transition completion date.

In addition to the above information, the case manager must also obtain the following information during the transition and prior to the move in date:

- a copy of the person's ASR profile;
- the person's Lifestyle Plan (if available);
- photos and Life Story Book (if a child or young person);
- support plans and a copy of the person's current routines;
- completed Risk Profile and other care plans such as Epilepsy Management Plan;
- court ordered family contact requirements (if relevant);
- current behaviour plans (if relevant);
- other plans requested by the service provider.

This information will assist staff to support the person appropriately and aim to ensure a smooth transition and positive experience for the person. At the end of the transition period the plan should be either signed off as completed by the person and service provider, or revised as necessary.

The transition plan should use a communication method that best suits the person's needs. However, a suggested template (**Appendix 11**) is also available to document actions and timeframes.

The case manager should provide a copy of the plan to the Allocation Committee within **14 days** of the transition period end date.



Refer to [Appendix 11 – Transition Plan template](#)

## 14. Finalisation of a vacancy

A vacancy is finalised when the Allocation Committee recommends confirmation of the placement to the District Director, who endorses.

If at some stage all parties agree that the proposed placement is not suitable for the person, the chairperson of the Allocation Committee should be advised immediately. A representative of the receiving service provider (service manager or CEO) should detail the reason(s) why the placement was not suitable for the person prioritised.

The person's profile on the ASR should be updated to reflect any relevant new information pertaining to the person's service need.

Where an accommodation option has been unsuccessful, the Allocation Committee chairperson will refer to the short list for the vacancy and commence the allocation process for the next prioritised person.

To manage an allocations process, the District can use a checklist (**Appendix 12**) to ensure all steps for vacancy management are being followed.



Refer to Appendix 12 – Checklist for Managing a Vacancy

## 15. Individual funding

The individual funding packages in scope for these guidelines are Individualised Accommodation Support Packages (IASP) and Supported Living Fund (SLF).

Individual funding is based on a tailored support plan that meets a person's unique needs and circumstances. Individual funding may be used to support people living on their own, in the family home or in shared arrangements. Individualisation of funding can occur as part of an offer of accommodation support, dependent on District considerations.

Features of individual funding include:

- It is an individualised funding source that is portable, flexible and allocated to the person, not the service provider.
- An individual can move to a different area, or change from one service provider to another without having to change their current living arrangement (e.g. family care) and their funding will remain the same.
- Support is based on an agreed person centred and individualised support plan. The funding and level of support a person can expect to receive is based on their disability support needs, as outlined in the support plan.
- More Information is available on the FACS website at [Individualised Accommodation Support](#).

### 15.1 Expressing an interest in individual funding

People requiring accommodation support who would prefer individual funding can indicate this in the process of applying for the Accommodation Support Register (ASR). See section 6 for details.

Where a person is already receiving accommodation support and wishes to individualise their funding this can be explored as outlined in Section 2.3.

### 15.2 Maintaining and updating information

Individual funding applications may be reviewed and updated as outlined in section 7.

### 15.3 Location sought

Due to the portability of individual funding, people may apply for this support with the District where they live. If they receive a package, they are able to take the funding package with them, should they choose to move between districts.

### 15.4 Declaring availability of individual funding

An individual funding allocation may become available due to a number of reasons (e.g. a person relinquishes their package). It is the responsibility of the funded organisation to advise FACS immediately when this occurs. Available individual funding may be notified by filling in the first section of a Vacancy Profile (Appendix 5), as determined by the District. Individual funding is generally reallocated within the same District.

## 15.5 Suitability for individual funding

Considerations for individual funding suitability that should be taken into account by the Allocations Committee are that the person with disability:

- has an understanding of individual funding and is committed to making it work;
- his/her family and carers can demonstrate that an informal support network exists or has the capacity to be developed;
- is not in crisis, and has living arrangements that can be sustained within his/her plan and the allocated budget using a mix of formal/ paid and informal supports.

## 15.6 Priority

Priority for individual funding is determined by each District based on a number of aspects:

- availability of funding which is sufficient to meet the person's unmet disability support needs;
- specific program requirements; and
- through the identification of risk factors in current arrangements.

## 15.7 Allocation Committee

See section 10 regarding the role of the Allocation Committee, which is responsible for the allocation of individual funding.

## 15.8 Allocation of individual funding and development of support plan

Candidates for individual funding are determined within **14 days** of notification by the funded organisation (or person responsible in the case of Direct Payment Agreement-DPA). Up to five people may be ranked in order of suitability for an allocation of individual funding.

A suitability feedback form is not required for allocation of individual funding. When the Allocation Committee considers suitability and priority factors (indicated above) and recommends a person for individual funding, this is documented in TRIM.

The person is then sent a letter formally advising of their prioritisation for the allocation of individual funding, pending the outcome of the planning process (see letter templates in the Business Rules for the type of individual funding allocated - for example, the Individualised Accommodation Support Package (IASP) Business Rules, located on TRIM or the ADHC Intranet). The Individual Funding Handbook provides information about the items that may be purchased with individual funding.

A support plan is then developed with the person and their family, generally in collaboration with a support planner, **as soon as practicable**. FACS can arrange for the person to be assisted by a support planner, if required. An intermediary fund manager (or service provider) is chosen by the person and their family to assist the person to manage their individual funding. When the support plan has been developed, it needs to be approved and costed by FACS. If approval is given, the funding will commence.

## 15.9 Declining an allocation of individual funding

Should the person prioritised for individual funding decline this support, this should be done within **7 days** of receipt of their letter. This can be achieved by advising the identified district contact by phone, or e-mail, by using augmented communication (which must be witnessed) or returning a completed Acceptance/Rejection Form, if appropriate.

If a formal notification of declining individual funding is not received within **14 days** of confirmed receipt of the letter of offer, it is deemed to have been rejected.

If a person no longer has a need for individual funding and/or their needs have been alternatively met, the District can complete or close the request in CIS. The District should provide written advice to the person or their decision maker confirming this decision and encouraging them to reapply to be placed on the ASR should support be needed in the future.

The District should support the person's access to mainstream and community services or refer to an Ability Links Coordinator, if additional assistance is required to identify those options that may be suitable and could make a difference to their lives.

Also see section 7.3 Person is not contactable, if appropriate.

## 15.10 Transition to a shared accommodation setting

See section 13 for information to guide transition into a shared accommodation setting that a person with individual funding has arranged themselves.

## 15.11 Requesting group or drop in accommodation support

If a person already has individual funding and seeks block-funded group or drop in support accommodation, they may re-apply to go on the ASR. They will be required to relinquish their individual funding when accepted into a group or drop in support accommodation placement.

## 16. Transition to the NDIS

People who are receiving specialist disability services will transition to the NDIS over time. People who are new to the specialist disability system (i.e. those people who are not currently receiving any specifically funded disability support) living in areas which have transitioned to NDIS can make an application to the NDIS at any time.

FACS is advised by the National Disability Insurance Agency (NDIA) as people successfully transition to the NDIS. Once this occurs the service request with FACS for accommodation support will no longer be active.

## 17. Feedback and complaints

### Complaints about FACS services

People can make a complaint to FACS about any aspect of its business or the services it provides directly. If a person is not satisfied with the decision made by FACS not to endorse an application, they can seek that the decision be reviewed, adding any additional information to their application. The request for review should be sent to the District Director of the District where the original application was made.

### Complaints about FACS funded services

FACS funds many organisations to provide services. These include:

- non-government disability organisations, such as those who operate group homes or provide respite, day programs, intermediary funds management, drop-in support and case management
- organisations providing services under the Home and Community Care (HACC) program such as Meals-on-Wheels and the Home Modification and Maintenance Service.

Should there be a complaint against a FACS funded organisation regarding their provision of service, it is recommended that the person with the complaint discuss their issue with the organisation first.

Following this, if a person still wishes to make a complaint to FACS about the organisation, FACS may review the organisation's complaint handling policy, ask the organisation how a particular complaint was handled and/ or address the concern as appropriate, following the terms and conditions of the Funding Agreement with the organisation.

### Making a complaint

A complaint can be made to any FACS staff member. The person making the complaint is encouraged to discuss the complaint with local staff first, where possible. If the complaint is about a FACS staff member, or a particular area or group of staff in FACS, the complaint will be handled independently of the person or group in question. The complaint may also be referred to an external investigator.

Complaints can be made in a number of ways: by letter, e-mail, over the phone, in person or using the [online complaint form](#). FACS will help the person making a complaint if they need assistance. For example, an interpreter may be organised if required. An advocate or someone can act on the person's behalf to help them make a complaint. There are a number of advocacy services that provide this kind of assistance.

More information is available at [Advocacy and Information Services](#)

There are other external agencies that may be able to give advice or assist in making a complaint. These include the [NSW Ombudsman](#) and the [National Disability Abuse and Neglect Hotline](#).



**Note that it is an offence to threaten or take action against a person in retribution for a complaint made in relation to a disability service.**

Refer section 47 of the [Community Services \(Complaints, Reviews and Monitoring\) Act 1993](#).




Information about feedback and complaints can be found on the ADHC website [http://www.adhc.nsw.gov.au/contact\\_us/complaints\\_procedure](http://www.adhc.nsw.gov.au/contact_us/complaints_procedure)

## 18. Definitions

Accommodation Support Register (ASR)	The system used by FACS to record a person's current need and eligibility for accommodation support. The ASR provides a clear and accurate picture of the support that is currently required, so that when supports become available, they can be allocated in a fair and efficient manner.
Carer	A person who provides unpaid care and support to a family member or friend who has a disability.
Case management	Case management is a service provided for people with disability who are in complex situations and require assistance to identify issues and goals to plan and implement solutions and strategies.
Child	A person who is under the age of 16 years.
CIS	FACS's Client Information System
Community services	Services or supports within local communities for all community members. Examples include health services, education, transport and home cleaning.
Current need	A person's requirement for support that is unmet (or partially met, including through episodic supports), occurring in the present or within the direct foreseeable future, and directly related to the person's disability.
Decision maker	A decision maker can be a primary carer, friend, family member, advocate or an appointed guardian. A paid worker such as a case manager or disability support worker is not a decision maker.
Decision support	Assistance (including sources of information and advice) available to a person with disability, their family or carers to enable them to exercise choice and control over support and service arrangements.
Disability support	Support that specifically meets the needs and goals of a person with a disability.
Disability Inclusion Act 2014	The legislation in NSW that provides the legal framework for the delivery of disability services.
Formal support	Formal supports are those that are government funded including those funded by FACS such as specialist accommodation support options, NSW Health, etc.
Future need	You are not ready to accept an offer of accommodation support now, but would like your need for accommodation in the future to be registered.

Guardian	A guardian is a substitute decision-maker with authority to make personal or lifestyle decisions about the person under guardianship. A guardian is appointed for a specified period of time and is given specific functions (e.g. the power to decide where the person should live, what services they should receive and what medical treatment they should be given). A private guardian may be appointed - a family member or friend - provided the circumstances of the matter allow for this and they meet the criteria set out in the legislation. Otherwise, the Tribunal will appoint the NSW Public Guardian.
Immediate need	You would accept an offer of accommodation support in selected locations if made to you now.
Informal support	Naturally occurring support or assistance available within families, among friends, neighbours and members of a community.
Nominated person	An individual nominated by a person with disability to assist with making choices about what supports they require and who will provide them. The nominated person may be deemed as a substitute decision maker and assist with the arrangements for the provision of the supports and management of the funding administration arrangement.
Person	A person with a disability who is the subject of the ASR application and request for accommodation supports. The term is used to describe people at different life stages such as childhood, adolescence and adulthood and acknowledges the varying needs and involvement of family and carers.
Reconfiguration	Reconfiguration can involve a person or persons moving to another service location for reasons such as improved grouping suitability, being closer to family or work or to a preferred location prior to the location of the final group accommodation vacancy and vacancy profile being declared.
Short list	A prioritised list of possible people to be considered for placement created when a vacancy arises. This is based on location, the type of support offered, the suitability of the vacancy in terms of meeting individuals' support needs and a relative priority of need for support.
Suitability	Refers to the extent to which an individual's physical, emotional, social and support needs are similar nature, enabling them to reside together harmoniously within a group.
TRIM	Is the official records and electronic document management system for FACS.
Young person	A person who is aged 16 or 17 years old.

# Appendix 1: Somewhere to live decision making tree



**Family & Community Services**  
Ageing, Disability & Home Care

## My life + Somewhere to live

### Help with your life and a home that's right for you

For people aged 16–65 years who have a long-term disability

**How can I choose what's right for me?**


I can plan my life by talking to:

- my friends and/or family
- an Ability Linker to find out what help I can get in my local area
- my GP, who can refer to an Occupational Therapist so we can work out what help I need
- someone in a service I use
- a Support Planner
- someone I know in FACS/ADHC (e.g. the Information and Pathways team).

See **My life – things to think about** (booklet 1) about getting help in your local area.

The Getting Prepared page can also help.

**Booklet 1**



[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

**My possible living arrangement**

There are many options I can consider for where and how I live.

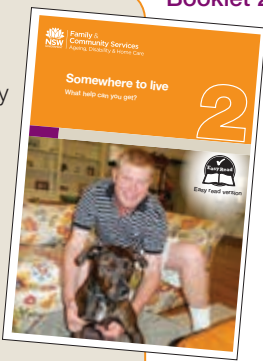
I can live **by myself** in the house I own, a private rental or public housing, and I can get help to live in my house if needed.

I can live **with other people** in a place not managed by a disability service provider. For example, I could share a place I own or rent.

I can live **with other people** in a place managed by a disability service provider who receives funding from the NSW Government.

See **Somewhere to live – what help can you get?** (booklet 2)

**Booklet 2**




[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

**If I need extra help**

I can register for group accommodation services or individual funding.

See **Somewhere to live – about the Accommodation Support Register** (booklet 3)

**Booklet 3**



[www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)

Register to individualise my current supports.  
Contact **1800 605 489**

[livinglifemyway@facs.nsw.gov.au](mailto:livinglifemyway@facs.nsw.gov.au)

To get a copy of the *My life and Somewhere to live* Easy English booklets, contact your local FACS district at [www.facs.nsw.gov.au/about\\_us/contact\\_us](http://www.facs.nsw.gov.au/about_us/contact_us)



If you need this information in another language, you can call Translating and Interpreting Service (TIS) on 131 450.

You can also see their website [www.tisnational.gov.au](http://www.tisnational.gov.au)



Talk to FACS/ADHC about finding help in the community from an Ability Linker in your local area.

### For more information

**Phone** (02) 9377 6000 **TTY** (02) 9377 6167

**Email** [servicembx@facs.nsw.gov.au](mailto:servicembx@facs.nsw.gov.au)



**Family & Community Services**  
Ageing, Disability & Home Care

## Appendix 2: Accommodation options for specific support needs

### Boarding House Relocation Program (BHRP)

The Boarding House Relocation Program includes services provided to people who have relocated from an Assisted Boarding House and have high support needs. For example: accommodation support services such as group homes and drop-in support; and community based activity services.

Boarding house relocation vacancy management is managed through district processes. Residents and their families are consulted about accommodation options available to them in the event of a boarding house closure.

[Boarding House Guidelines Boarding House Guidelines 2](#)

### Community Justice Program (CJP)

The primary aim of the CJP is to minimise re-offending by people with intellectual disability who have exited a correctional facility and facilitate appropriate community integration through the provision of specialised accommodation and support along with pre- and post-release clinical and case management services. A person who is referred for services from CJP must be:

- in contact with the criminal justice system and have served time in custody;
- at serious risk of re-offending; and
- unable to access other services.

Entry into the CJP is managed in accordance with these guidelines and the policy and procedures governing CJP.

[Community Justice Program](#)

### Integrated Services Program (ISP)

The Integrated Services Program (ISP) is a joint initiative between FACS, NSW Health and Housing NSW that fosters improved life outcomes for people with complex needs requiring behaviour support in the Sydney metropolitan area. The ISP is a specialist service which coordinates a cross-agency response to adults who have been identified from across the NSW government human service agencies. The ISP aims to reduce the associated cost to the service system and community, and contribute to the evidence base for supporting the target group to live effectively in the community.

[Integrated Services Program](#)

## **Leaving Care Program (LCP)**

The LCP is designed for young people with disability who are leaving the Parental Responsibility (PR) of the Minister for Family and Community Services and will likely require funded support from the age of 18 years.

A range of support options available for young people is outlined in the policies and procedures governing the program. Responsibility for identifying individuals who are eligible for support under this program rests jointly with FACS agencies including Community Services, FACS Central Office and Districts. The Executive Director of the Community Access Directorate has the delegation for LCP funding. All decisions for LCP resources must be noted or approved by the Executive Director.

### [Leaving Care Program](#)

## **Specialist Supported Living Services (SSL)**

Specialist Supported Living Services (SSL) provides accommodation and specialist support to people with complex ageing, complex behaviour and/or complex health needs, who may be over 65 years of age. These services are managed and operated by FACS and provide 24 hour nursing support.

State-wide SSL vacancies are notified by the Director LRCSSL-SS to all Information and Pathways teams with a Vacancy Profile and date for receipt of applications for consideration. The SSL Allocation Committee will assess a person's application and available supporting information against the [SSL Eligibility Guidelines](#). District SSL vacancies are managed by the District with SSL senior staff given the opportunity to review a person's profile information and seek further information prior to an offer of placement being made. SSL accommodation support may be a short or long term option and like most service options, may require reassessment if or when the person's support needs change.

## **Younger People in Residential Aged Care Program (YPIRAC)**

The NSW YPIRAC Program aims to provide more appropriate living options and practical support for some younger people with disability living in, or at risk of entry to, residential aged care. Entry is managed in accordance with the policies and procedures governing the Younger People in Residential Aged Care Program. The priority group for this program is people who are under the age of 50 and who live in residential aged care in NSW.

### [Younger People in Residential Aged Care Program \(YPIRAC\)](#)

## Appendix 3: ASR Application Form

This form is available as an interactive PDF at [http://www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live) under ADHC publications.

**You may be able to find support in your local community to help you live in your own home. You may not need to be on the ASR to get accommodation support**

- See “Somewhere to live- Easy English handbooks for people with disability and their family” at [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au) for more information on all available accommodation support options.

**You, or someone on your behalf, can apply if**

- you have a disability as defined in the NSW Disability Inclusion Act 2014 See: [Disability Inclusion Act 2014](#). This includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder full and effective participation in the community on an equal basis with others.
- you have a current and ongoing need for accommodation support.
- your support needs in general daily living are related to your disability and may include self care, communication, social relationships, interpersonal interactions and community access.

**How is this application form used?**

- This form is to be completed in consultation with the person with disability and their family/carer/guardian/advocate/decision maker and decision support (e.g. case manager or support planner) in regards to accommodation support options.
- For example- If a person sometimes requires supervision and support to help maintain their tenancy or independence, Drop in Support or individual funding may be suitable. If a person requires continuous supervision and support, a 24/7 group accommodation placement may be more suitable.
- To ensure the best possible outcome for the person seeking accommodation support, please ensure the information is detailed, accurate and current.
- This profile must be reviewed at *least annually* to confirm that it is current and accurate.
- The person with disability, family/carer/guardian/decision maker for the person and the decision support must all agree that the request for accommodation support is appropriate.



Section 1: Your personal details				
Name			Age	
Gender	Male <input type="radio"/>	Female <input type="radio"/>	Date of birth	
Primary Disability	Other disability			
Indigenous status	Yes <input type="radio"/>	No <input type="radio"/>	Indigenous identity	
			<input type="radio"/>	Aboriginal
			<input type="radio"/>	Torres Strait Islander
Ethnicity			<input type="radio"/>	Both Aboriginal & Torres Strait Islander
Interpreter required	Yes <input type="radio"/>	No <input type="radio"/>	Country of birth	
Address	Suburb			
Post code	Mobile			
Daytime phone	Email			
Section 2: Primary contact (if different to the above)				
Name	Name			
Relationship to person requiring support	Relationship to person requiring support			
Phone	Phone			
E-mail	E-mail			
Address	Address			
Organisation (if applicable)	Organisation (if applicable)			
Section 3: Person completing this form (if different to section 1 & 2)				

Section 4: Understanding your current housing and living situation									
Please tick one box below to tell us where you currently live.									
Placement under the care of the Minister	<input type="radio"/>	Children's Respite Unit	<input type="radio"/>	Adult respite centre	<input type="radio"/>	Family home	<input type="radio"/>	Hospital	<input type="radio"/>
Own home (private residence)	<input type="radio"/>	Community housing	<input type="radio"/>	Mental health facility	<input type="radio"/>	Foster family	<input type="radio"/>	Group home	<input type="radio"/>
Residential Aged Care Facility	<input type="radio"/>	Large residential centre	<input type="radio"/>	Boarding House	<input type="radio"/>	Other:			
Do you require accommodation support:	Immediately?	You would accept an offer of accommodation support in selected locations if made to you now.							
	In the future?	You are not ready to accept an offer of accommodation support now, but would like your need for accommodation in the future to be registered.							
<b>Note:</b> People on the ASR, registered as having a future need are not considered for current accommodation support vacancies. You must contact the Information and Pathways team if your needs change and you would accept an offer of support now.									
Why do you need accommodation support?									
Who do you live with?:	Live with family	<input type="radio"/>	Live with others	<input type="radio"/>	Live alone	<input type="radio"/>			

Section 4: Understanding your current housing and living situation														
Do you have a carer?		Yes <input type="radio"/>	No <input type="radio"/>	If yes, please provide their name		Date of birth								
Do you have a decision maker?		Yes <input type="radio"/>	No <input type="radio"/>	If yes, please provide name		Organisation (if relevant)								
If yes, please tick one of the boxes: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Legal Guardian <i>(appointed by the NSW Guardianship Tribunal)</i></td> <td><input type="radio"/></td> <td>Family member</td> <td><input type="radio"/></td> <td>Friend</td> <td><input type="radio"/></td> <td>Other:</td> </tr> </table>							Legal Guardian <i>(appointed by the NSW Guardianship Tribunal)</i>		<input type="radio"/>	Family member	<input type="radio"/>	Friend	<input type="radio"/>	Other:
Legal Guardian <i>(appointed by the NSW Guardianship Tribunal)</i>		<input type="radio"/>	Family member	<input type="radio"/>	Friend	<input type="radio"/>	Other:							
Are you currently on a Housing Pathways (public housing) waiting list?		Yes <input type="radio"/>	No <input type="radio"/>	If yes, with which agency?										
If no, are you intending to apply?		Yes <input type="radio"/>	No <input type="radio"/>											
Do you have an informal support network? <i>(This may be family members, friends, neighbours, local shop keepers, clubs or anyone providing unpaid support)</i>		Yes <input type="radio"/>	No <input type="radio"/>	If no, are you interested in developing an informal support network?		Yes <input type="radio"/> No <input type="radio"/>								
If yes, describe your network:														

Section 5: Daily living skills											
<p>The more information you give about your support requirements, the easier it is to identify a place that would be suitable to you. For each task you must describe the support you need, and any equipment or items you use in the task.</p> <p>As an example of what you might include for showering or bathing:</p> <ul style="list-style-type: none"> <li>• <b>Describe:</b> Do you prefer a bath or shower? Morning or night or both? Before or after meals? How many people help you to complete your routine?</li> <li>• <b>Equipment:</b> Do you need a shower chair, a rubber mat or other aids such as a ceiling hoist?</li> </ul>											
		No help:	You are fully independent. You need no help to complete the task.								
		No help but uses aids:	With aids, you can complete the task by yourself with no help.								
		Prompting:	You need reminders or prompting to do the task.								
		Some support:	You need prompting or modelling, and some hand-over-hand support.								
		Full physical support:	You cannot complete the task without full physical support.								
<b>Showering/bathing</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Toileting</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Grooming</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Dressing</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											

Section 5: Daily living skills											
<b>Domestic tasks</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Decision making</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Cooking</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Taking medication</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Eating</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											
<b>Using money</b>		No help	<input type="radio"/>	No help but uses aids	<input type="radio"/>	Prompting	<input type="radio"/>	Some support	<input type="radio"/>	Full physical support	<input type="radio"/>
Describe:											
Equipment:											

Section 6: Day and night supports							
What do you do during the daytime, Monday to Friday? Please complete your schedule below. Include times (AM or PM) and places you go.							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Time you leave home Place you go							
Time you return home							
Please provide the names and addresses of the services you attend including your day program and employment.							
Do you require night support? If so, please explain what this involves.							
How many nights per week do you usually need night-time support?	1-2	<input type="radio"/>	2-3	<input type="radio"/>	3-4	<input type="radio"/>	5+ <input type="radio"/>
How many times during the night do you need support?	1-2	<input type="radio"/>	2-3	<input type="radio"/>	3-4	<input type="radio"/>	5+ <input type="radio"/>
During these times, how long do you usually need support for?	less than 30 min	<input type="radio"/>	30 min – 1 hour	<input type="radio"/>	1-2 hours	<input type="radio"/>	2+ hours <input type="radio"/>

<b>Section 7: Getting around</b>	
<p><b>Do you need help to get around your community? If so, describe the assistance you need.</b></p> <p><i>For example if you need help with steps, uneven surfaces or getting into vehicles.</i></p>	
<p><b>When you are out in the community as part of a group, do you need one-to-one support from a dedicated person to help you? Can you please explain?</b></p>	
<p><b>What transport do you mainly use to travel to and from places?</b></p>	
<p><b>Do you need help to use public transport, taxis and other transport? If yes, please give details.</b></p>	

<b>Section 8: Health and wellbeing</b>	
<b>How do you express your feelings?</b> For example, when you are not happy with a situation, how does your family/carer support you?	
<b>Do you use any communication aids?</b> If so please list and describe how they are best used to support you.	
<b>How do you understand others?</b> Is there a way that staff should communicate with you to help you understand what they are saying? Are you able to follow people's conversations?	
<b>Do you have a communication assessment?</b> Yes <input type="radio"/> No <input type="radio"/>	<i>If yes, please attach a copy.</i>
<b>Do you have any ongoing medical needs? If so, please describe them and how they affect your life and your support needs.</b> <i>For example you may have severe asthma and this means you can sometimes only walk short distances before needing a rest.</i>	
<b>Do you attend regular health appointments? If so, what are your appointments for, how often do you attend and where do you go? Do you need support to go?</b>	
<b>Do you have a health or medical care plan?</b>	<div> <input type="radio"/> Yes         <input type="radio"/> No       </div> <div><i>If yes, please attach a copy.</i></div>



Section 8: Health and wellbeing				
Have you done any actions that people in your life have thought is harmful or dangerous to yourself or others?		Yes <input type="radio"/> No <input type="radio"/>	If yes – please explain your actions below	
Where possible, for each action you have identified please provide information on the following:		<ul style="list-style-type: none"> <li>• What are you expressing through this action?</li> <li>• How often does it occur (e.g. twice a day, five times a week)?</li> <li>• Where do you tend to do this action</li> </ul>		
Action	What expressing	How often does it occur?	Where it occurs?	
What happens after these situations? How do you feel? Is there an impact on other people, or things?				
What works well and what doesn't work well to reduce these actions from occurring?				
Do you have a Behaviour Support Plan?	Yes <input type="radio"/> No <input type="radio"/>	If yes, please attach a copy		If no, would you benefit from one Yes <input type="radio"/> No <input type="radio"/>

Section 9: Where do you want supports or want to live?				
What is important to you in your day?				
Do you have any preferences about who you would like to live with? <i>Include males/females, age and interests.</i>				
How would you react if someone you lived with acted in a way you found disruptive? <i>For example making loud noises or entering other people's personal space.</i>				
Do you do anything that other people might find disruptive? <i>For example making loud noises or entering other people's personal space.</i>				
I would prefer to:		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		Live alone	Live with others	Live with my family
<b>Support required</b>				
The table below and the Decision Making Tree (Appendix 1 of the ASR Guidelines) may assist you in completing this section. More than one option may be selected.				
<input type="checkbox"/>	Individual funding	<i>Individual funding may suit people who wish to combine paid support with unpaid, informal support so they can remain in their own home or shared accommodation with others. It is a portable funding source that is allocated to the person, not the service provider.</i>		
<input type="checkbox"/>	Drop-in	<i>Practical support provided to assist with essential activities of daily living e.g. getting ready for the day, cooking. It is usually provided in the person's own home.</i>		
<input type="checkbox"/>	Group accommodation	<i>A shared supported living arrangement, typically for between two and five people with disability. Can offer daily assistance and/or active support during the night. Places are generally not suitable for people wishing to actively maintain their independence and flexible living arrangement.</i>		

## Section 9: Where do you want supports or want to live?

**Please select at least one or more Local Government Area (LGA) and place in order of preference (type numbers).** Please note you may be considered for suitable accommodation options that arise outside of the areas you have selected.

Appendix 4 of the *Register of Request for Supported Accommodation Guidelines* provides a list of the LGAs within each District and a map of the Districts is available on the FACS website at

[http://www.facs.nsw.gov.au/data/assets/file/0005/273965/local\\_facs\\_districts\\_a3.pdf](http://www.facs.nsw.gov.au/data/assets/file/0005/273965/local_facs_districts_a3.pdf)

Central Coast			Hunter New England			Mid North Coast			Murrumbidgee			Northern Sydney		
Gosford		Armidale Dumaresq		Maitland		Bellingen		Albury		Jerilderie		Hornsby		
Wyang		Cessnock		Moree Plains		Coffs Harbour		Berrigan		June		Hunters Hill		
Far West		Dungog		Muswellbrook		Kempsey		Bland		Leeton		Ku-ring-gai		
	Baltanald	Glen Innes Severn		Narrabri		Nambucca		Boorowa		Lockhart		Lane Cove		
	Broken Hill	Gloucester		Newcastle		Port Macquarie-Hastings		Carathool		Murray		Manly		
Central Darling		Greater Taree		Port Stephens		Northern NSW		Conargo		Murrumbidgee		Mosman		
Wentworth		Great Lakes		Singleton		Ballina		Coolamon		Narrandera		North Sydney		
Unicorp. Far West		Gunnedah		Tamworth Regional		Byron		Cootamundra		Temora		Pittwater		
Illawarra Shoalhaven		Guyra		Tenterfield		Clarence Valley		Corowa Shire		Tumbarumba		Ryde		
Kiama		Gwydir		Upper Hunter Shire		Kyogle		Deniliquin		Tumut Shire		Warringah		
Shellharbour		Inverell		Uralla		Lismore		Greater Hume Shire		Urana		Willoughby		
Shoalhaven		Lake Macquarie		Walcha		Richmond Valley		Griffith		Wagga Wagga				
Wollongong		Liverpool Plains				Tweed		Gundagai		Wakool				
Nepean Blue Mountains								Harden		Young				
Blue Mountains		Penrith						Hay						
Hawkesbury		Lithgow												

### Section 9: Where do you want supports or want to live?

South Eastern Sydney		South Western Sydney		Southern NSW		Sydney		Western NSW		Western Sydney	
Botany Bay		Bankstown		Bega Valley		Ashfield		Bathurst Regional		Lachlan	Auburn
Hurstville		Camden		Bombala		Burwood		Blayney		Mid-Western Regional	Baulkham Hills Shire
Kogarah		Campbelltown		Cooma-Monaro		Canada Bay		Bogan		Narromine	Blacktown
Randwick		Fairfield		Eurobodalla		Canterbury		Bourke		Oberon	Holroyd
Rockdale		Liverpool		Goulburn Mulwaree		Leichhardt		Brewarrina		Orange	Parramatta
Sutherland Shire		Wingecarribee		Palerang		Marrickville		Cabonne		Parkes	
Sydney LGA – Inner and Fast SI As		Wollondilly		Queanbeyan		Strathfield		Cobar		Walgett	
Waverley				Snowy River		Sydney LGA – South and West SLAs		Coonamble		Warren	
Woollahra				Upper Lachlan Shire				Cowra		Warrumbungle Shire	
Lord Howe Island				Yass Valley				Dubbo		Weddin	
								Forbes		Wellington	
								Gilgandra			

Would you live in suitable accommodation outside of the areas you selected above?

Yes ☐ No ☐

Would you change location of your day supports if suitable accommodation was available?

Yes ☐ No ☐

<b>Section 10: Consent to register and share information</b>	
<p>You or your decision maker must provide consent for the application of supports and information provided in the application to be used in the following ways:</p> <ul style="list-style-type: none"> <li>• to create a file (electronic and/or paper)</li> <li>• to make a decision about registering your need for support</li> <li>• seen by external people when making decisions about allocating funding or a vacancy</li> <li>• to help set up a support you have been allocated, including external service providers</li> <li>• for statistical reporting.</li> </ul> <p>Your <u>decision maker</u> could be a primary carer, friend, family member, advocate or an appointed guardian. A paid worker such as a case manager or support worker cannot be your decision maker.</p>	

<b>Written Consent</b>			
<p>I have been informed and consent to the use of information in this application for the purposes of registering an application for accommodation options I understand that this information may also be used in consideration and allocation of supports, and provided to external agencies for this purpose. I also understand that this consent allows for information in this application to be used for statistical reporting purposes.</p>			
Signed:	Name:	Date:	
If signed by a decision maker, please state your relationship to the applicant:			
<b>Spoken/signing<sup>1</sup> consent only to be used where it is not practicable to obtain written consent and witnessed where possible</b>			
<p>I have discussed the purpose and disclosure of this information with the applicant or their decision maker and am satisfied that they understand how the information will be used, and that they have provided informed consent to the submission of this application for support.</p>			
Spoken/signing consent provided to:	Date:		

<sup>1</sup> Signing refers to use of a signing communication system or augmented communication device or tools.

<b>Details of the person</b>					
Person/practitioner name		Position		Organisation	
Details regarding consent				Name of person giving consent	
Relationship to the person with disability				Date	
				Signature	

<b>Approval</b>					
Case Manager/Support Planner Name		Title		Date	
				Signature	
Manager Name		Title		Date	
				Signature	

<b>Checklist</b>			
	You have contacted the appropriate District Officer		Either you or your decision support person signed the consent agreement
	You have explored all reasonable options for your support		You have attached other supporting documentation such as your Behaviour Support Plan and Medical Plan
	You have completed all sections of the form		

<b>For FACS staff use only</b>	
Email this form to the relevant District officer	Ensure this form is stored in TRIM

## Appendix 4: Local Government Areas per FACS District

Local Government Areas per FACS District	
Sydney	Ashfield Burwood Canada Bay Canterbury Leichhardt Marrickville Strathfield Sydney LGA – South and West SLAs
South Western Sydney	Bankstown Camden Campbelltown Fairfield Liverpool Wingecarribee Wollondilly
South Eastern Sydney	Botany Bay Hurstville Kogarah Randwick Rockdale Sutherland Shire Sydney LGA – Inner and East SLAs Waverley Woollahra Lord Howe Island
Illawarra Shoalhaven	Kiama Shellharbour Shoalhaven Wollongong

Local Government Areas per FACS District	
Western Sydney	Auburn Baulkham Hills Shire Blacktown Holroyd Parramatta
Nepean Blue Mountains	Blue Mountains Hawkesbury Lithgow Penrith
Northern Sydney	Hornsby Hunters Hill Ku-ring-gai Lane Cove Manly
Northern NSW	Ballina Byron Clarence Valley Kyogle Lismore Richmond Valley
Central Coast	Gosford Wyong

Local Government Areas per FACS District	
Hunter New England	Armidale Dumaresq Cessnock Dungog Glen Innes Severn Gloucester Greater Taree Great Lakes Gunnedah Guyra Gwydir Inverell Lake Macquarie Liverpool Plains Maitland Moree Plains Muswellbrook Narrabri Newcastle Port Stephens Singleton Tamworth Regional Tenterfield Upper Hunter Shire Uralla Walcha
Mid North Coast	Bellingen Coffs Harbour Kempsey Nambucca Port Macquarie- Hastings

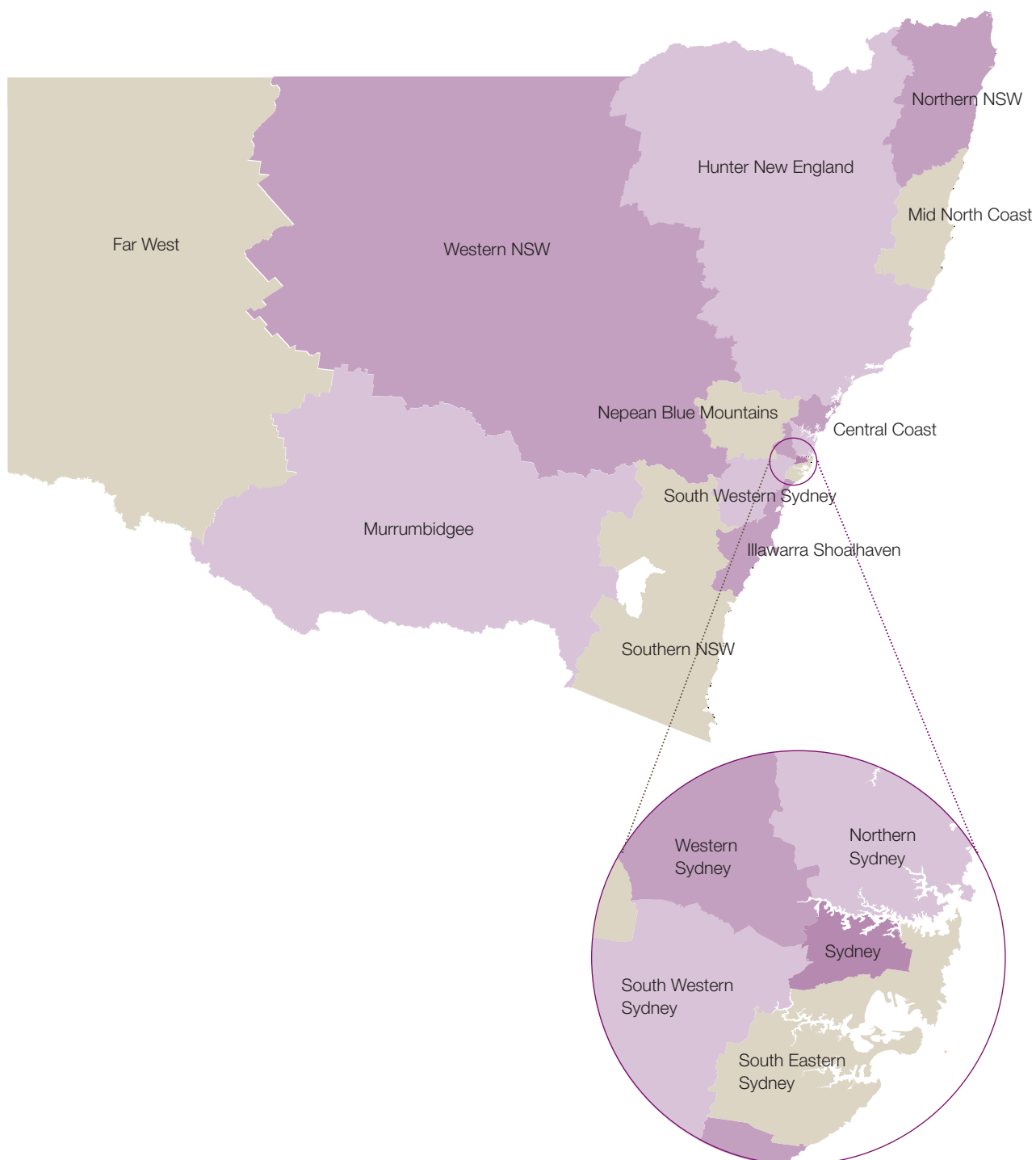
Local Government Areas per FACS District	
Southern NSW	Bega Valley Bombala Cooma–Monaro Eurobodalla Goulburn Mulwaree Palerang Queanbeyan Snowy River Upper Lachlan Shire Yass Valley



Local Government Areas per FACS District	
Murrumbidgee	Albury Berrigan Bland Boorowa Carrathool Conargo Coolamon Cootamundra Corowa Shire Deniliquin Greater Hume Shire Griffith Gundagai Harden Hay Jerilderie Junee Leeton Lockhart Murray Murrumbidgee Narrandera Temora Tumbarumba Tumut Shire Urana Wagga Wagga Wakool Young

Local Government Areas per FACS District	
Western NSW	Bathurst Regional Blayney Bogan Bourke Brewarrina Cabonne Cobar Coonamble Cowra Dubbo Forbes Gilgandra Lachlan Mid-Western Regional Narromine Oberon Orange Parkes Walgett Warren Warrumbungle Shire Weddin Wellington
Far West	Balranald Broken Hill Central Darling Wentworth Unincorp. Far West

## FACS districts



## Appendix 5: ASR Vacancy Profile Form

This form is available as an interactive PDF at [http://www.adhc.nsw.gov.au/sp/delivering\\_disability\\_services/supported\\_accommodation](http://www.adhc.nsw.gov.au/sp/delivering_disability_services/supported_accommodation) under ADHC publications.

This form is a notification of available FACS funded accommodation support (e.g. group and drop-in support) and captures the information needed to identify a person who would be suitable for an available accommodation support vacancy. It is to be completed by a representative of a FACS funded or operated service when a vacancy occurs and returned to the relevant FACS District officer.

This form may also be used to declare individual funding (e.g. Individual Accommodation Support Package- IASP), by filling in Page 1 and Section 1 only.

### FACS USE ONLY

<b>Please fax or e-mail the completed form to:</b> (insert District officer name)					
<b>District Fax:</b>		<b>District E-mail:</b>			
To be forwarded to Manager Information and Pathways team					
<b>Trim Number:</b>		<b>Date Forwarded:</b>			
<b>Date Received Information and Pathways:</b>		<b>Allocated to:</b>			

<b>Organisation Name:</b>					
<b>Contact Person</b>				<b>Position Title</b>	
<b>E-mail Address:</b>				<b>Phone</b>	
<b>Vacancy profile authorised by:</b>				<b>Position Title</b>	
<b>Contact phone number:</b>					
<b>Signature:</b>				<b>Date:</b>	

### Section 1: General Information about vacancy

<b>Please tick:</b>	Government (ADHC) <input type="radio"/>		Non-Government Organisation <input type="radio"/>		
<b>Reason for vacancy:</b>					
<b>No. of vacancies</b>			<b>Date vacancy occurred:</b>		
<b>Please tick one or more of the following accommodation options:</b>	<input checked="" type="radio"/>	<b>Group accommodation</b>	<b>No. of bedrooms available:</b> <input type="text"/>		
	<input type="radio"/>	Group home with 24-hour support (awake night)			
	<input type="radio"/>	Group home with sleep-over support			
	<input checked="" type="radio"/>	<b>Drop-in</b>	<b>Hours of support per week</b> <input type="text"/>		
	Is the support provided in the person's own home?			Yes <input type="radio"/>	No <input type="radio"/>
	If no, provide information e.g. NGO owned				
<input checked="" type="radio"/>	<b>Individual Funding</b>	(if yes - no further sections of this form to complete)			

<b>Additional information:</b>			
Service Outlet		Service/Outlet ID number	
Service outlet address		phone number:	

## Section 2: General description of the service

*This section is applicable to group accommodation or some drop-in models where the support is not provided in the person's own home.*

**Internal – consider the following:**

<b>Please provide:</b>			
<b>The house floor plan</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Internal photos of the house</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>External photos of the house</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Does the home provide wheelchair access?</b>		Yes <input type="radio"/> No <input type="radio"/>	
If no, please describe barriers or whether the accommodation could be modified to meet the needs of people who use a wheelchair.			
<b>Is the accommodation suitable for people with limited mobility?</b>		Yes <input type="radio"/> No <input type="radio"/>	
If no, please describe the barriers or whether the accommodation could be modified to meet the need of a person with limited mobility?			
<b>Is the house single storey?</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Can any stairs be avoided? Please consider internal and external stairs.</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Is the accommodation suitable for people who cannot self transfer?</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Is there sufficient space for hoists?</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Does the living space within the house allow residents to establish privacy from each other if desired?</b>		Yes <input type="radio"/> No <input type="radio"/>	
<b>Number of living areas?</b>		<b>How many bathrooms in the house?</b>	
Are there any pets at the home? If so, please provide detail (e.g. type of pet and are they indoor or outdoor)			
Any other comments on layout of house (e.g. attached flat, extra living spaces, number of bathrooms, access to kitchen, air conditioning, heating).			

## Vacant room (Please provide photos)

Describe the vacant bedroom: area, built-in robes, room for manoeuvring a wheelchair, any existing furniture or equipment that may be available, location in relation to exits and bathroom.	
--	--

**External – consider the following:**

Describe slope of street, footpath access, slope of driveway, etc.					
Is there an outdoor area?		Yes <input type="radio"/> No <input type="radio"/>			
If yes, is the area?	Covered <input type="radio"/>	No covered <input type="radio"/>	Partly Covered <input type="radio"/>		
Is there a pool (fenced)?	Yes <input type="radio"/> No <input type="radio"/>	Is the property securely fenced?		Yes <input type="radio"/> No <input type="radio"/>	
Other considerations? Please describe:					

**House fees (for rent and groceries, etc.)**

What are the fees? What do they pay for? When are fees due? How are fees paid?	
--	--

**Access to vehicle**

Is there a vehicle?	Yes <input type="radio"/> No <input type="radio"/>	Are there any restrictions to when the vehicle is available?	Yes <input type="radio"/> No <input type="radio"/>
Is the vehicle wheelchair-accessible?	Yes <input type="radio"/> No <input type="radio"/>	Has the vehicle been modified?	Yes <input type="radio"/> No <input type="radio"/>
If so, please explain (e.g. steps, shields)			

**Neighbourhood – Consider the following:**

Are the neighbours close by?	Yes <input type="radio"/> No <input type="radio"/>			
Is noise easily communicated to nearby homes?	Yes <input type="radio"/> No <input type="radio"/>			
Is the home on a busy street?	Yes <input type="radio"/> No <input type="radio"/>			
What is the nearest school?				
Is there a medical centre or hospital nearby?	Yes <input type="radio"/> No <input type="radio"/>			
Are shops within walking distance?	Yes <input type="radio"/> No <input type="radio"/>			
If so, what is the distance from the house?	Less than 100m	<input type="radio"/>	200m	<input type="radio"/>
	500m	<input type="radio"/>	More than 1km	<input type="radio"/>
Is there easy access to public transport?	Yes <input type="radio"/> No <input type="radio"/>			
Please describe any other considerations e.g. recent issues with neighbours.				

### Section 3: Staff

#### Staff Establishment :

Specify the number of staff rostered for each day or attach the roster.		<b>M</b>	<b>T</b>	<b>W</b>	<b>T</b>	<b>F</b>	<b>S</b>	<b>S</b>
	Morning							
	Afternoon							
	Evening							
	Waking Night							
Please describe the staffing arrangements at night time	Waking Night	<input type="radio"/>	Sleep over		<input type="radio"/>	Not staffed		<input type="radio"/>
Briefly describe support during other periods:	Sick day arrangements:							
	Holiday/weekend support:							
	Overnight support:							
Please describe any nursing support provided at the accommodation	RN on roster 24 hrs.			<input type="radio"/>	RN on roster during day			<input type="radio"/>
	Drop in RN support			<input type="radio"/>	No RN support			<input type="radio"/>

#### Staff profile:

Gender of staff, training, areas of expertise, years of experience in current house.	
--	--

### Section 4: Completion of Vacancy Matching Grid for existing residents where the vacancy exists

Part 1: Please complete the attached Summary of Existing Residents for unit where the vacancy exists.

Grid completed Yes ☐ No ☐

## Section 4: Suitability Considerations

<b>Factor/issue</b>	List factors such as age, gender, protective behaviours, hoists/lifting devices, assistance in feeding, communication, absconding, property damage, aggressive behaviour, medical, etc.
---------------------	---

**Example:**

<b>Factor/issue</b>	<b>Rational and description</b>
<i>Male</i>	<i>Current three residents are male. Female resident might feel isolated.</i>
<i>Age 18–40</i>	<i>Current residents aged 29, 30 and 32 years.</i>
<i>Ambulant</i>	<i>One resident targets people he perceives as weaker than himself. A person in a wheelchair could be vulnerable to physical assault.</i>
<i>Not overly talkative</i>	<i>Very talkative/persistent person would likely trigger assaultive behaviours in one current resident.</i>
<i>No yelling/ screaming behaviours</i>	<i>This would trigger current resident to property damage and/or physical assault.</i>
<i>Not person who tends to dominate staff time</i>	<i>This would trigger current resident (who sees himself as leader in the house) to property damage and/or physical assault.</i>
<i>Self-protective behaviours</i>	<i>House staff report 4–5 incidents per month involving property damage (throwing/ breaking crockery) and physical assault (mostly directed at staff). Prospective resident would need to be able to remove himself from potentially dangerous situations.</i>
<i>Verbal or non-verbal communication skills</i>	<i>Two residents have verbal communication skills; one resident communicates non-verbally. Use of communication aids/ Compic etc. could be supported.</i>

**Preferable factors** – based on the suitability considerations, list in order of preference.

[illegible]

**Specific service planning considerations – provide your own example**

**Example:** *Staff would like to prioritise two people at vacancy selection panel, and transition them into house together if possible. Transition will likely be fairly unsettled period, and service has preference to orient two new residents together, rather than having extended transition for one person at a time.*

**Please provide any further information you feel may assist in filling this vacancy. The more information we have the greater the chance of finding a suitable resident and developing a successful transition plan.**

Person completing this summary		Position title:	
Contact details:			



## Summary of Existing Residents (SECTION 4 of the VACANCY PROFILE)

Resident profile									
Resident	A		B		C		D		E
Gender	Male	Female	Male	Female	Male	Female	Male	Female	Male      Female
Age									
Diagnoses									
Cultural beliefs and activities									
Mobility	<input type="radio"/>	Ambulant	<input type="radio"/>	Ambulant	<input type="radio"/>	Ambulant	<input type="radio"/>	Ambulant	<input type="radio"/>
	<input type="radio"/>	Wheelchair	<input type="radio"/>	Wheelchair	<input type="radio"/>	Wheelchair	<input type="radio"/>	Wheelchair	<input type="radio"/>
	<input type="radio"/>	Requires support from staff	<input type="radio"/>	Requires support from staff	<input type="radio"/>	Requires support from staff	<input type="radio"/>	Requires support from staff	<input type="radio"/>
	Other		Other		Other		Other		Other
Transport requirements	<input type="radio"/>	Independent	<input type="radio"/>	Independent	<input type="radio"/>	Independent	<input type="radio"/>	Independent	<input type="radio"/>
	<input type="radio"/>	Some support	<input type="radio"/>	Some support	<input type="radio"/>	Some support	<input type="radio"/>	Some support	<input type="radio"/>
	<input type="radio"/>	Full support	<input type="radio"/>	Full support	<input type="radio"/>	Full support	<input type="radio"/>	Full support	<input type="radio"/>

Resident profile												
Resident	A		B		C		D		E			
Overnight support: What overnight support is required? How often is it required?												
Overnight support	<input type="radio"/>	Awake most nights	<input type="radio"/>	Awake most nights	<input type="radio"/>	Awake most nights	<input type="radio"/>	Awake most nights	<input type="radio"/>	Awake most nights	<input type="radio"/>	Awake most nights
	<input type="radio"/>	Sleeps through most nights	<input type="radio"/>	Sleeps through most nights	<input type="radio"/>	Sleeps through most nights	<input type="radio"/>	Sleeps through most nights	<input type="radio"/>	Sleeps through most nights	<input type="radio"/>	Sleeps through most nights
	<input type="radio"/>	Regular checks/as per policy	<input type="radio"/>	Regular checks/as per policy	<input type="radio"/>	Regular checks/as per policy	<input type="radio"/>	Regular checks/as per policy	<input type="radio"/>	Regular checks/as per policy	<input type="radio"/>	Regular checks/as per policy
	<input type="radio"/>	Seeks constant staff interaction at night	<input type="radio"/>	Seeks constant staff interaction at night	<input type="radio"/>	Seeks constant staff interaction at night	<input type="radio"/>	Seeks constant staff interaction at night	<input type="radio"/>	Seeks constant staff interaction at night	<input type="radio"/>	Seeks constant staff interaction at night
	Other		Other		Other		Other		Other		Other	
Capacity to be left unsupervised without staff												
in the house												
in the bedroom												
Interests/personality/likes: Prompts: sport, entertainment, pets, hobbies, social events												
Interests/personality/likes												

Resident profile					
Resident	A	B	C	D	E
<b>Daily activities</b> including attendance at day service, employment, education, recreation and leisure activities.					
Day activity					
<b>Communication . Examples of AIDED SYSTEMS</b> (Require equipment): electronic communication devices, communication displays e.g. boards, books, wallets etc., object symbols, photographs, written word, pictures and drawing, Pictographs e.g. Compic, SMS text messaging, computers – email <b>Examples of UN-AIDED SYSTEMS</b> (Require no equipment): crying, vocalisations, intonation, facial expression, touch, eye gaze, gesture, pointing, manual signs e.g. AUSLAN, Makaton key word signing, speech, individualised communicative behaviours, self-injury, aggression					
Aided					
Unaided					
Social skills and interactions					
<b>Daily living support needs.</b> Please indicate the level of support each resident requires for their activities of daily living below:					
Grooming/ dressing Showering/ Bathing /toileting	<input type="radio"/> Independent	<input type="radio"/> Independent	<input type="radio"/> Independent	<input type="radio"/> Independent	<input type="radio"/> Independent
	<input type="radio"/> Some assistance required	<input type="radio"/> Some assistance required	<input type="radio"/> Some assistance required	<input type="radio"/> Some assistance required	<input type="radio"/> Some assistance required
	<input type="radio"/> Full assistance required	<input type="radio"/> Full assistance required	<input type="radio"/> Full assistance required	<input type="radio"/> Full assistance required	<input type="radio"/> Full assistance required
	Other	Other	Other	Other	Other

## Resident profile

Resident	A		B		C		D		E	
Eating	<input type="radio"/>	Full supervision (e.g. choking risk)	<input type="radio"/>	Full supervision (e.g. choking risk)	<input type="radio"/>	Full supervision (e.g. choking risk)	<input type="radio"/>	Full supervision (e.g. choking risk)	<input type="radio"/>	Full supervision (e.g. choking risk)
	<input type="radio"/>	No supervision required	<input type="radio"/>	No supervision required	<input type="radio"/>	No supervision required	<input type="radio"/>	No supervision required	<input type="radio"/>	No supervision required
Domestic tasks Cooking/ budgeting	<input type="radio"/>	Independent	<input type="radio"/>	Independent	<input type="radio"/>	Independent	<input type="radio"/>	Independent	<input type="radio"/>	Independent
	<input type="radio"/>	Some assistance required	<input type="radio"/>	Some assistance required	<input type="radio"/>	Some assistance required	<input type="radio"/>	Some assistance required	<input type="radio"/>	Some assistance required
	<input type="radio"/>	Full assistance required	<input type="radio"/>	Full assistance required	<input type="radio"/>	Full assistance required	<input type="radio"/>	Full assistance required	<input type="radio"/>	Full assistance required
	Other		Other		Other		Other		Other	
Health and wellbeing support - Does the person have:										
Epilepsy	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>
Asthma	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>
Nutrition/ swallowing difficulties	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>	Yes <input type="radio"/>	No <input type="radio"/>
Other										

Resident profile					
Resident	A	B	C	D	E
<b>Behavioural/psychiatric support</b> - Please describe any behavioural issues, psychiatric issues, triggers, frequency and severity of behaviour including a brief description of behaviour management strategies/ interventions and support requirements					
Behavioural/ psychiatric support					
Response to challenging behaviours of others.					
<b>Support networks</b> Including family, friends and social and community networks (i.e. shop owners)					
Support networks					

## Appendix 6: Suitability Considerations

Consideration	Examples
The person is compatible with others living in a grouped accommodation support option (or compatibility issues can be addressed).	<p>Information about other people living in the house such as:</p> <ul style="list-style-type: none"> <li>• age</li> <li>• gender</li> <li>• interests</li> <li>• communication styles</li> <li>• cultural / social customs</li> <li>• interests / lifestyle / leisure activities</li> <li>• time each person spends in the shared accommodation</li> <li>• pets</li> <li>• behaviours requiring extra support</li> <li>• other risk factors</li> </ul>
Persons contact with family and other natural supports can be maintained.	<ul style="list-style-type: none"> <li>• Family</li> <li>• Friends</li> <li>• Community members</li> <li>• These relationships may be strengthened by the availability of formal support.</li> </ul>
The person's formal networks can be sustained.	<ul style="list-style-type: none"> <li>• Day activities and employment can be sustained.</li> <li>• Recreation groups, health supports and so on can be maintained.</li> </ul>
The accommodation option will provide the person with opportunities to gain new skills and develop independence.	<ul style="list-style-type: none"> <li>• Daily living skills</li> <li>• Independent living skills</li> <li>• Expanding informal support network</li> </ul>

## Appendix 7: Allocation Committee Recommendation Form

Date of meeting		
Declaration date of available accommodation support		
Details of available accommodation support		
Names of panel members	Organisation and signature	
Member requirement of Allocation Panel met:		Yes <input type="checkbox"/> No <input type="checkbox"/>
If No, what aspect was not met?		
Action taken to secure required panel configuration:		

Did the service provider holding the vacancy provide matching advice to the panel?  
 [N.B This is not applicable to individual funding] Yes ☐ No ☐

Did the provider agree with the matching of the person to the vacancy?  
 [N.B This is not applicable to individual funding] Yes ☐ No ☐

Details of applicant considered for type of support being allocated

CIS number		Priority status (low, medium, high)	
Type of support			
Outcome [recommended/ not recommended]		funding band (if applicable)	

Please provide a rationale about how a decision was made  
 e.g. consideration of priority status criteria.

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Recommended person for available accommodation support:

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Committee Chairperson [Name]	
Chairperson [Signature]	
Date	



## Appendix 8: Letter to service provider

<TRIM Ref.>

Name of person

Title, Name of Org

Address

Dear <insert full name of service provider representative>

I refer to the notification you made on <insert date notified> of a funded vacancy at <insert address of service> (if applicable).

The Allocation Committee carefully considered a range of factors to identify a person for a vacancy. As a result Mr. /s <insert name of person> has been identified as suitable for this vacancy.

To assist in meeting the high demand for supported accommodation services, your response to the nomination for this vacancy is required within seven (7) days.

A copy of Mr/s <insert name> accommodation application and Risk Profile are enclosed.

Please complete the enclosed Suitability Feedback Form and return it to <insert name of the officer>, the Allocation Committee Chairperson within seven (7) days.

Yours sincerely

<Name>

<Role>

<Phone number and e-mail details>

<Date>

## Suitability Feedback Form

This form provides the Allocation Committee with written advice regarding the suitability of the person referred to a vacancy. If your organisation determines the person referred is suitable for the vacancy, transition can commence.

If the person is considered unsuitable, you need to advise FACS immediately, so that either resolution of the issue can occur or the next prioritised person can be referred.

Please return the completed form within seven (7) days to the Allocation Committee Chairperson (or other District delegate)

<insert name and district postal address>

Name of person	
Vacancy address	
Service provider	
1. Is the person suitable for the support available? Yes <input type="checkbox"/> No <input type="checkbox"/>	
2. What process was used in making this decision? Please refer to section four of the vacancy profile.	
<hr/> <hr/>	
3. Were you or another service representative invited to provide input into the matching process at the Allocation Committee meeting? Yes <input type="checkbox"/> No <input type="checkbox"/>	
4. Do you wish to meet to discuss the vacancy further? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If so what date and time suits you? <input type="text"/>	
5. Other Comments?	
<hr/> <hr/>	

Form completed by	
Position title	
Signature	
Date	
Contact number	

## Appendix 9: Letter of Offer template for Group Accommodation

TRIM Ref.

<Name>

<Address>

Dear <Given Name>

We have identified a vacancy in a group home with support provided by <insert name of provider>, for you to consider. A FACS officer will be in contact with you shortly to discuss the next steps. They can assist you to consider this offer and visit the house, meet with staff and other residents, and discuss the details of this service.

You will need to accept or decline this offer within seven (7) days of receipt of this letter. You can do this by calling me on the number below or by returning the attached form via mail or e-mail.

If you accept this offer, a transition planning meeting will be organised to start the process for you to move to your new home. You will be involved in preparing a transition plan which may include additional visits or short-term stays at the new house to help you settle in.

The time taken to move to your new home should be no longer than four (4) weeks. However, for some people it may take less time than this.

If you decline the offer, we will talk to you more about your reasons for declining and what accommodation support option may better meet your needs.

Note, if you do not notify FACS of a decision within 14 days of the date of this letter, the offer will be considered to have been rejected.

To accept this offer, or to discuss it further, please contact <worker name> on <worker phone>.

Yours sincerely

<Name>

<Role>

<Phone number and e-mail details>

<Date>

## Appendix 9 (cont)

TRIM Ref.

<Address>

“type SUBURB here” NSW “type postcode here”

Dear Mr/s <insert District officer name>

Thank you for your recent letter about a group home vacancy offer for <person's name> with support delivered by <service provider>. I have considered this placement and have decided to

- ☐ **Accept** the offer of placement
- ☐ **Decline** the offer of placement. The reasons for declining the offer of a placement are outlined below.

[illegible]

Yours sincerely

Sign

Name

Date \_\_\_\_\_

## Appendix 10: Letter of Offer template for Drop-in Support

TRIM Ref.

<Address>

<Name>

<Address>

Dear <Given Name>

We have identified a vacancy in a Drop-in service with support provided by <insert name of provider>, for you to consider.

A FACS officer will be in contact with you shortly to discuss the next steps. They will assist you to consider this offer, meet with staff <and other residents-if applicable>, and to discuss the details of this service.

If you accept this offer, a transition planning meeting will be organised to start the process for you to move to your new home. You will be involved in preparing a transition plan which may include additional visits or short-term stays at the new house to help you settle in.

The time taken to move to your new home should be no longer than four (4) weeks. However, for some people it may take less time than this.

You will need to accept or decline this offer within seven (7) business days of receipt of this letter. You can do this by calling me on the number below or by returning the attached form via mail or e-mail.

If you decline the offer, we will talk to you more about your reasons for declining and what accommodation support option may better meet your needs. Note, if you do not notify FACS of a decision within 14 days of the date of this letter, the offer will be considered to have been rejected.

To accept this offer, or to discuss it further, please contact <worker name> on <worker phone>.

Yours sincerely

<Name>

<Role>

<Phone number and e-mail details>

<Date>

## Appendix 10 (cont)

TRIM Ref.

District officer &lt;District name&gt;

<Address>

&lt;FACS

“type SUBURB here” NSW “type postcode here”

Dear Mr/s <insert District officer name>

Thank you for your recent letter offering a vacancy in a Drop-in support service to <person's name> with support delivered by <service provider>. I have considered this placement and have decided to

- ☐ **Accept** the offer of placement
- ☐ **Decline** the offer of placement. The reasons for declining the offer of a placement are outlined below.

[illegible]

Yours sincerely

Sign

Name: \_\_\_\_\_

Date \_\_\_\_\_

## Appendix 11: Transition Plan

This report is to be completed by the case manager/ support person/case worker.

LGA:		Contact person:	
House address:		Date of Birth:	
Person's full name and CIS ID:		Phone number:	
Planned moving date:		Date of plan:	

Discussion topics	Tasks	Officer Responsible	Completion Date	Status: complete or incomplete (why?)
Person's response to the placement. (Communication supports needed?)				
Outline of introductory process for the person moving to the new environment.				
Consultation with residents currently living in the accommodation unit. (What communication supports required for all parties?)				
Lifestyle Plan including support information and routine.				
Health Care Plan implementation.				

Discussion topics	Tasks	Officer Responsible	Completion Date	Status: complete or incomplete (why?)
Risks in new environment (Client Risk Profile reviewed and update).				
Behaviour Support requirements in new environment (data management, BIS program implementation; staff training schedule).				
Clinical issues.				
Community access planning and implementation.				
Day activities and recreational opportunities.				
Maintenance of social networks, family relationships and community connections.				
Environmental considerations (any renovations required).				
Staff training and induction materials required/available for future coaching.				
Transition Visits				
Other items for discussion: i.e. consent arrangements; Guardian; GP and health supports/health services; furniture requirements; transport requirements etc.				



Week # of 4 week transition	Transition Update Report to Allocation Committee	Date of Reporting
	Please provide an update on the progress of the transition. The update is to provide the Allocation Committee a record of any additional information NOT otherwise covered in the plan.	Date of Allocation Committee
Week 1 of 4		
Week 2 of 4		
Week 3 of 4		
Week 4 of 4		

## Appendix 12: Checklist for Managing a Vacancy

This applies only to group accommodation and drop-in support options.

Declaring a vacancy	Timeframe
<ul style="list-style-type: none"> <li>Service provider notifies FACS District office of final vacancy location and provides vacancy profile.</li> </ul>	Within one week of vacancy occurring
<ul style="list-style-type: none"> <li>FACS will confirm that the vacancy profile is accurate and funded before a vacancy is declared and entered in CIS.</li> </ul>	
Shortlisting	
<ul style="list-style-type: none"> <li>Shortlist up to five (5) suitable people for the vacancy from the ASR.</li> </ul>	Within two weeks of provider notifying of available accommodation support vacancy.
<ul style="list-style-type: none"> <li>Once a preliminary shortlist is developed, application information is checked by the District to ensure currency and that sufficient detail is given to enable a decision to be made.</li> </ul>	
<ul style="list-style-type: none"> <li>Allocation Committee meets and Recommendation Form or minutes are used to document decision making.</li> </ul>	
<ul style="list-style-type: none"> <li>Allocation Committee will advise the service provider of the person nominated via a letter enclosed with the Suitability Feedback Form.</li> </ul>	As soon as decision made.
<ul style="list-style-type: none"> <li>Feedback to be received from Service Provider with return of the Suitability Feedback Form.</li> </ul>	Within one week of receipt of nominated person's information
<ul style="list-style-type: none"> <li>A case note with outcome is entered in CIS and/or TRIM.</li> </ul>	
<ul style="list-style-type: none"> <li>District sends the letter of offer to the person when the Suitability Feedback form is received (or refers next prioritised person to vacancy). A reason for decline may need to be negotiated with the provider.</li> </ul>	Within one week of receiving suitability feedback form
Accepting and declining an offer	
<p>The person's decision is received by either:</p> <ul style="list-style-type: none"> <li>verbal response which is documented;</li> <li>augmented communication (witnessed);</li> <li>phone/email; or</li> <li>returning the completed Acceptance/Rejection Form.</li> </ul>	Within one week of receiving the formal offer

Transition and finalisation of a vacancy	
<ul style="list-style-type: none"> <li>● Upon accepting an offer the person and his/her family, carers, case manager/support planner, decision maker and service provider prepares a draft Transition Plan including initial visit (within one week of accepting the offer).</li> </ul>	Up to <b>4 weeks</b>
<p>The case manager obtains:</p> <ul style="list-style-type: none"> <li>● a copy of the person's ASR profile;</li> <li>● photos and Life Story Book (if a child aged 15 and under or young person aged 16 –17);</li> <li>● all relevant support plans e.g. health care plan, behaviour support plan, a copy of the person's current routines;</li> <li>● Risk Profile; and</li> <li>● Court ordered family contact requirements (if relevant).</li> </ul>	
<ul style="list-style-type: none"> <li>● The case manager/ other professional provides the Allocation Committee with a copy of the Transition Plan.</li> </ul>	
<ul style="list-style-type: none"> <li>● Vacancy is finalised when the Allocation Committee recommends confirmation of the placement to the District Director in writing.</li> </ul>	

