

NSW Ombudsman project on the transfer of ADHC accommodation services for people with complex support needs

The NSW Ombudsman watches over community and disability services to make sure they do their job properly. We are independent and we don't take sides. We help services to know what they are supposed to do, to obey the law, to be fair and to do the right thing. We handle complaints about these services, and we look at how supports are provided.

What is the project?

Ageing, Disability and Home Care (ADHC) runs group homes, respite, and other services. The Department of Family and Community Services (FACS) is transferring these services to non-government services.

The NSW Ombudsman is doing a project to look at how the transfer is happening for people with disability in ADHC houses who have complex support needs.

We want to check that residents keep getting the help they need and are safe. If we see any problems, we will tell the services as soon as possible, and check on what they do to sort out these issues.

The project will go until the end of June 2018, and we will put out a report at that time. However, the focus is on finding and sorting out issues as we go – not waiting until the end of the project.

What will happen in the project?

We will choose some ADHC houses and units to be in our project. We want to make sure that the houses we pick have people with different support needs, such as people with complex behaviour or complex health needs.

We will look at records about residents, and read the plans that FACS and the new service have prepared for the transfer and to meet people's support needs. In some cases, we will visit the houses to talk with people there.

We will talk with staff of FACS and the new service. We will raise any concerns we have, and talk about any changes or improvements that could be made to help the transfer to go well and to keep residents safe.

We will also make sure we are able to talk with residents and their families about the transfer of services and our project, if they want to. We will talk to the Official Community Visitors too.

Information for families and other supporters

We will contact the main family members (or other supporters) of the residents in the houses we have chosen, so they can talk to us about the transfer and our project if they want to.

Information for staff

We are working with FACS and the other services to make sure that our project doesn't get in the way of the important work of staff and the support for residents.

We are not looking at the conduct of individual staff members. We are focused on the transfer process and the support to residents.

Staff in the houses can talk to us about the project too.

Other matters that are not in the project

The NSW Ombudsman has a lot of different roles in relation to people with disability and disability services. If you have concerns about what is happening for a person with disability or about what a disability service is doing, you can contact us. Our contact details are at the bottom of this page.

If you have any questions about the project please call 02 9286 1000 or email transferproject@ombo.nsw.gov.au.

Contact us for more information

Our business hours are: Monday to Friday, 9am–5pm (*Inquiries section closes at 4pm*)

If you wish to visit us, we prefer you make an appointment. Please call us first to ensure your complaint is within our jurisdiction and our staff are available to see you.

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Web www.ombo.nsw.gov.au

Telephone 02 9286 1000

Facsimile 02 9283 2911

Toll free (outside Sydney metro) 1800 451 524

National Relay System 133 677

Telephone Interpreter Service (TIS): 131 450

We can arrange an interpreter through TIS or you can contact TIS yourself before speaking to us.