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**Disability Support Register (DSR)  
Resource Coordination & Allocation Guidelines**

*February 2008*

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## 1. Introduction

It is recognised that there is a higher demand for ongoing disability support than available resources, and an effective and transparent system for targeting those resources is required.

The Disability Support Register (DSR) provides the Department of Human Services with detailed information about the current need for ongoing disability support and supports efficient resource co-ordination and allocation processes. These include clear and transparent processes for short-listing and prioritising applications when funding becomes available. Maintaining information and establishing mechanisms for the regular review of DSR records is essential in ensuring resource coordination and allocation is effective.

People who have been registered on the DSR are accepted as having current need for ongoing support. There are, however, some individuals whose circumstances are at an extremely critical point, and they will have been registered on the DSR as having priority status. The criteria for assigning priority status for ongoing disability support are attached.

In the allocation of resources, the needs of people with priority status will be considered a priority within each funding level, vacancy type or demographic group at which resources have been directed. However, other factors such as a focus on early intervention might mean that the needs of a person without designated priority status are also considered for funding in order to prevent a future crisis situation developing.

Access to resources is guided by the following principle:

***Consideration will be given to balancing the needs of those with Priority Status on the DSR with the needs of those where the provision of support will significantly enhance their quality of life or maintain or achieve independence.***

### Application of the Guidelines

The *DSR Resource Coordination and Allocation Guidelines* cover ongoing disability supports (group and individual) that are allocated to individuals through the DSR.

All Disability Services supported accommodation (disability supported accommodation) services are subject to vacancy (resource) coordination. These guidelines apply to all funded supported accommodation services operated in Disability Accommodation Services (DAS) and those operated by Community Service Organisations (CSOs).

It does not include services provided on a short-term basis, residential institutions, the Statewide Forensic Program and emergency crisis accommodation.

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## Purpose of this document

The ***DSR Resource Coordination and Allocation Guidelines***:

- provide information about the process by which a person's application for ongoing disability support is considered for resource allocation
- explain how the DSR is used to generate a shortlist of applicants from which resource allocation decisions are made
- guide the Priority for Access Panel in making decisions about who will receive resources when a resource becomes available.

## Related documents

The ***DSR Registration Guidelines*** provide information about the requirements and process by which a person's application for ongoing disability support is registered on the DSR. The guidelines are available from the Disability Services website at:

[http://www.dhs.vic.gov.au/disability/publications-library/access\\_to\\_ongoing\\_disability\\_support](http://www.dhs.vic.gov.au/disability/publications-library/access_to_ongoing_disability_support)

The ***DSR Business Rules*** applies to departmental staff to support the practice associated with entering and maintaining records on the DSR in the Client Relationship Information System (CRIS).

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## 2. Identifying available resources

### Resources for individual support

Resources for individual support become available for allocation through:

- growth (new) funding
- specific initiative funding for an identified group
- an existing activity where a person previously in receipt of resources no longer requires access to ongoing support or their needs have changed.

### Vacancy in a group support setting

#### Day services

A vacancy within a day service is defined as the proportion of approved EFT place that becomes available through either permanent or temporary absence such as:

- A person with a disability exiting the service on a permanent basis.
- A person with a disability reducing their current approved EFT.
- A person with a disability taking leave through illness or planned absence, such as a family holiday or placement in another program for a period of time, which exceeds 20 working days.

A vacancy is not considered in terms of core, high or intensive levels of support.

#### Disability supported accommodation

The definition of a vacancy in a disability supported accommodation setting is explained in Appendix C2.

The disability support provider is required to advise the nominated regional contact **immediately** when a vacancy occurs. This applies to all vacancies including those proposed for service reconfiguration.

Service reconfiguration should be a collaborative process between the disability support provider and regional management. Where required, the relocation of residents must be in accordance with the provisions for residential services in the Disability Act 2006.

Where a vacancy can be anticipated in advance, the disability support provider should notify the regional contact prior to it occurring, to enable vacancy coordination processes to commence.

The disability support provider should provide a profile of the vacancy within 5 working days of the vacancy arising.

There may be occasions where the vacancy arises under difficult circumstances, for example, the death of a resident. The disability support provider should

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ensure that the regional contact is promptly notified of the vacancy to enable vacancy coordination processes to commence. Depending on the circumstances, however, an extension of the timelines for remaining parts of the process may be negotiated (see Vacancy Coordination Timelines, Appendix C3).

### **Vacancy Profile**

The vacancy profile (or house profile) contains the information necessary to match the most suitable applicant to the vacancy (see the Example Vacancy Profile, Appendix C6).

A vacancy profile must highlight the characteristics of the group support, the type of support provided and the current support users, and be sufficiently comprehensive to identify compatibility and support factors that will affect a successful outcome. A vacancy profile should consider:

- physical characteristics of the service and surrounding areas
- location and accessibility to services
- staffing, service model and support levels provided
- resource levels attached to the house/ service
- existing support users' characteristics
- existing support users' preferences and likely compatibility factors.

To ensure confidentiality and information privacy, it is important that vacancy profiles only include information about the personal characteristics of the existing support users with identifying information removed.

Where possible, the region will arrange to visit the service where there is a vacancy and meet with the residents and service staff, confirm and expand the vacancy profile and agree on critical compatibility criteria.

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### 3. Matching the resource to a DSR funding level

#### Individual support

To begin the process to allocate a resource, the available resource (funding) must be matched to the appropriate DSR funding level.

**Growth funding or specific initiative funding:** Growth funding or specific initiative funding is allocated to regions with a distribution of targets and funding across DSR levels.

**Existing funding:** Where recurrent funding for individual support becomes available through an existing activity, the target and funding is matched to the corresponding DSR level to maintain the value of the package. For example, a \$37,000 individual support package is matched to DSR level 3. Likewise, a \$15,000 individual support package is matched to DSR level 2.

#### Group supports

For group supports, the type of support and where relevant, the level of support available in the service where the vacancy occurs will determine the matching of the resource to an appropriate DSR level(s).

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## 4. Developing a shortlist of applications

The DSR holds information **at each DSR level** (funding range) about the type of support being requested, the demographic grouping and priority status of each individual. When funding or a vacancy for a specific type of support becomes available, applications that fall within the matching DSR level can be sorted and shortlisted in preparation for the priority for access process and resource allocation.

There may be circumstances where a person has an application for ongoing support in a region other than where they currently reside. These applicants should be considered equitably along with other applicants within the resource coordination and allocation process in the chosen region.

DSR levels can be scoped according to:

- type of support
- demographic group

Applications from this initial list can then be sorted to identify those on the DSR with priority status.

### Individual support

Determining priority for access to resources for individual support occurs separately at each DSR funding level where resources have been matched and a shortlist has been generated. This ensures that applicants with similar resource applications are being considered comparatively.

### Applying the Priority for Access Business Rules

The Priority for Access Business Rules are applied to further shortlist applications. This process may result in:

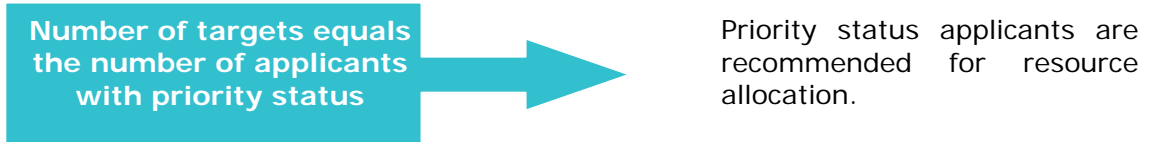
- a recommendation(s) for resource allocation with no need to further prioritise
- or**
- a further shortlist of applications to be considered by the Priority for Access Panel.

There are separate business rules for individual and group supports.

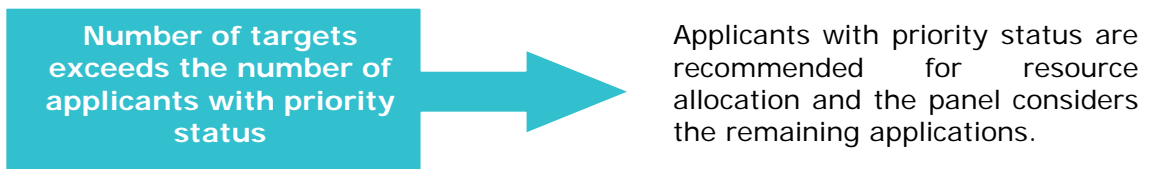
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## Business Rules - Individual Support

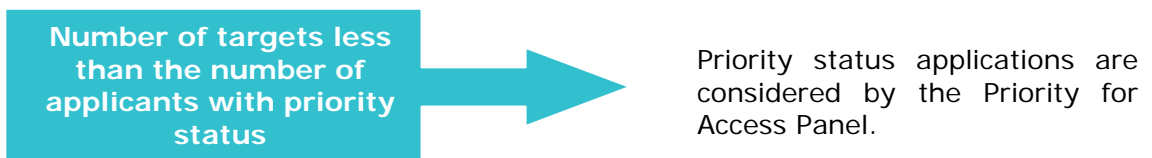
- Where the number of targets (available resources) equals the number of shortlisted applicants who have priority status, those applicants with priority status are recommended for resource allocation.



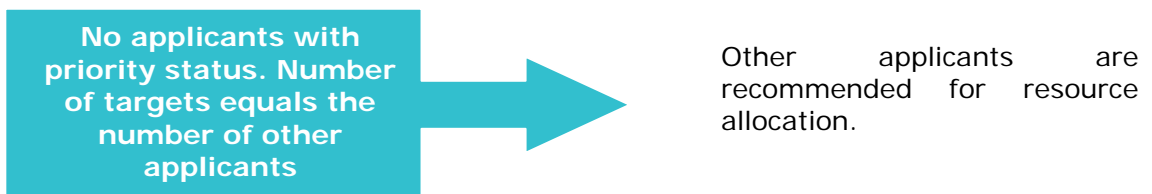
- Where the number of targets (available resources) exceeds the number of shortlisted applicants with priority status, applicants with priority status are recommended for resource allocation. The panel then considers all other shortlisted applicants for access.



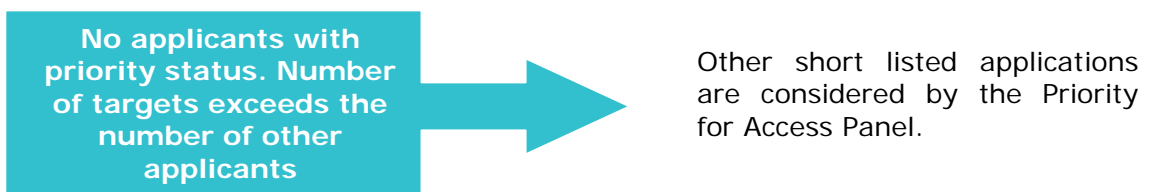
- Where there are fewer targets (available resources) than shortlisted applicants with priority status the Priority for Access Panel considers all applicants with priority status.



- Where the shortlist does not contain applicants with priority status and the number of targets (available resources) equals the number of shortlisted applicants without priority status, those applicants are recommended for resource allocation.



- Where the shortlist does not contain applicants with priority status and the number of targets (available resources) is less than the number of other short listed applicants, the panel then considers all other short listed applicants.



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## Business Rules - Group Supports

- Applicants with priority status who meet compatibility criteria for the vacancy as agreed by the disability support provider will be shortlisted in order to identify those most in need of support who could be successfully matched to the vacancy. It is critical that information related to potential applicants reflects their current circumstances. Priority information may also need to be confirmed or updated as part of the short-listing process.
- A short-list usually comprises up to 5 applicants, but may be smaller. Where a compatible applicant with priority status is identified, a decision to only consider that applicant may be made in consultation with the disability support provider.


More than one applicant with priority status is suitable to fill the vacancy



Priority status applications are considered by the Priority for Access Panel.

- Where a suitable applicant with priority status is not found or the shortlist does not contain applicants with priority status, the panel will consider suitable applications without priority status on the shortlist that meet the compatibility criteria.

Other applicants screened for suitability through usual processes



Other applicants are considered by the Priority for Access Panel.

- Once a preliminary shortlist is developed, the applicant information is checked to ensure that it is current and provides sufficient detail to enable matching. Where new or additional information is identified about the person, the suitability of that person for the short-list should be confirmed.
- If there are no compatible applicants available, the region should consider service reconfiguration options to enable utilisation of the resource.

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## 5. Priority for Access Panel

Following the application of the business rules and where the number of shortlisted applicants exceeds the resource(s) available, a Priority for Access Panel is convened to consider the shortlist of applications and make recommendations for resource allocation.

### Role and Functions of the Priority for Access Panel

Specific functions of the panel are to:

- consider short-listed applications using factors for consideration
- recommend applicants for resource allocation
- document and forward recommendations to the regional delegate.

### Panel Membership

The panel should consist of a core group with consistent membership, supported by a group of supplementary members who may be called upon to consider the allocation of resources related to a specific target group or resource. For example, growth funding may be targeted to children and families, and staff involved in this program area may be requested to attend panel meetings.

Membership of the panel must include:

- a person with a disability recruited through an expression of interest (EOI) process (guidelines for this process are available from C&ISB Branch)
- a family member or carer of a person with a disability recruited through an EOI process
- relevant regional staff from Disability Client Services (DCS), Disability Partnerships (DPASP) and Disability Accommodation Services (DAS); the number of DHS staff members should not exceed 60% of the total number of core panel membership
- a minimum of two representatives from Community Service Organisations (CSOs) providing disability support services recruited through a formal Expression of Interest process; consideration should be given to recruiting a pool of CSO representatives to ensure no conflict of interest arises particularly in regard to SSA vacancies
- supplementary members as required (see Group Supports).

### Group Supports

The disability support provider with the vacancy is represented on the panel. For disability supported accommodation, the involvement of an existing resident or

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resident representative may also be considered (in these cases, confidentiality of applicant information and potential conflicts of interest must be addressed).

The case manager for each person who has been short-listed may attend the panel to present an overview of the person and provide any required additional information. If there is no case manager available, Disability Client Services is responsible to ensure attendance of someone who can provide information about the person and answer questions if required.

This role is best undertaken by a person who knows the applicant well (for example, another disability support provider such as residential or day program or respite staff) or who is well informed on issues about the person. The key responsibility of this role is to provide a professional and knowledgeable, strength-based picture of each applicant to enable effective matching.

## Panel Meetings

The panel is required to meet and make recommendations within 15 business days of the panel chairperson being **notified** of an available resource. Updating and finalising an applicant's supporting documentation should occur prior to notifying the chairperson.

The Priority for Access Panel is required to consider a range of factors (see Appendix B1) when making recommendations for resource allocation. Factors include urgency of the need as well as the impact on quality of life.

Information must be de-identified to support the discussion and should include the applicant's Disability Support Application and where a group support is being considered, the Individual Profile for Group Support.

### Disability Supported Accommodation

- Where possible, up to three applicants will be ranked in order of suitability to be offered the vacancy.
- If two people are considered equally compatible, the person whose situation is most critical will be selected.

## Documenting Decisions

Recommendations made by the panel must be clearly documented on the Priority for Access Recommendation Form (see Appendix B2) for every applicant who was considered. Where an applicant has been recommended for individual support, the amount of funding estimated at registration or following a review of their application must be included. The completed recommendation form is forwarded to the regional delegate to finalise the allocation of resources.

In the event that a consensus is unable to be reached, the Disability Services Manager (or equivalent) will make the final decision based on information provided by the panel.

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A case note must be prepared for each applicant in the client file and entered in CRIS. The case note should include the outcome and reasons for the panel's decision.

### **Disability Supported Accommodation**

- In exceptional circumstances, the disability support provider has the right to refuse a placement to a selected applicant. However where the applicant has been identified as a regional priority, resources may need to be deployed elsewhere to meet the individual's needs.

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## 6. Resource Allocation

### The role of the regional delegate

Each region will have one or more staff with delegated authority to authorise the allocation of resources. This will be in line with standard corporate delegated authority levels. (Departmental staff can find further information at <http://knowledgenet/fbs/fmcf>)

The role of the regional delegate is to:

- approve the allocation of resources according to the panel's recommendation(s)
- ensure the applicant(s) who has been allocated **individual support** is advised of this outcome within five (5) business days of receiving the panel's recommendation(s)
- ensure the disability support provider with the vacancy for a **group support** and the person's case manager is advised of this outcome so that they can advise the selected applicant in person. If there is no case manager, Disability Client Services will provide advice and transition support
- ensure that information systems are updated and the DSR application is closed.

### Allocation of Individual Support

Individual support is allocated to an individual according to the level of support previously verified or re-verified through the registration or review process. The *DSR Registration Guidelines* describe the verification process for applications for individual support.

### Allocation of Group Supports

#### Offer of support

A formal offer of support will be made to the selected applicant, and they will be offered the opportunity to visit the service to enable a decision to be made.

The applicant's case manager can assist the person and their family to consider the offer. If the person does not have a case manager, Disability Client Services will ensure that an appropriate person is identified for this role. This may be a client services worker or someone else who knows the person well.

The case manager will arrange for the selected applicant to visit the service with their family, carer, advocate or guardian to meet staff and residents and discuss details of the placement. Prior to accepting an offer of support, the applicant

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must be also given written information about the service, its operation and the support provided to assist them to understand what the service provision entails.

The case manager is responsible for ensuring that the vacancy is given full consideration by the individual and their family, advocate or guardian.

For **disability supported accommodation**, there is no provision to offer an accommodation vacancy to the selected applicant on a temporary or trial basis, however there is capacity to review the placement if issues arise in the future.

### Acceptance of an offer

The selected applicant should accept the offer of support within 10 working days of the formal offer by providing advice to the regional Vacancy Coordinator (either directly or via the case manager).

Acceptance of an offer must result in closure of the DSR application. If after accepting an offer the person decides not to take the placement, a review of the individual's situation should occur and a new application registered on the DSR where applicable.

### Declining an offer

A person offered a vacancy in a group support has the right to decline the offer. An offer may be declined for a number of reasons. Where this occurs, the case manager should work with the person to identify whether any further action is required either to support the person in making a decision or to review their circumstances and support requirements.

Declining an offer must result in **closure** of the DSR application. If the person's need for the group support is still current, a new application can be entered on to the DSR. Under usual circumstances, this should be a simple process and not require a new Disability Support Application. Closing the original DSR application and opening a new one will enable the system to maintain a record of this activity.

In the event that the selected applicant declines the offer of support, the second preferred applicant will be offered the place.

### Transition to a group support

Transition is the process whereby someone moves from or to another support option. Transition arrangements are individually designed, however for accommodation services this may involve visits to services or short-term stays in new accommodation to assist in the settling in process. Transition commences when the selected applicant accepts the offer of placement.

Disability Client Services is responsible to ensure that an effective transition takes place for the selected applicant. This includes ensuring that the person and

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the disability support provider have adequate supports in place to ensure a successful placement.

The case manager is responsible for developing transition arrangements. If there is no case manager available, transition may be facilitated by someone who knows the person well or by a Disability Client Services worker appointed for the task.

Transition planning is undertaken in accordance with the planning principles described in *Disability Services Planning Policy 2007*. The transition process is designed to assist a smooth pathway for the person to move into their new support option. The process includes developing a written transition plan that includes:

- orientation to the service and surrounds
- locating and linking with local services, as required
- planning in relation to specific support requirements or strategies

and, for disability supported accommodation:

- arrangements for the individual moving into the house
- planning in relation to existing support users
- a communication strategy for families.

The development and implementation of the transition arrangements must be in consultation with the person, their family, carer, advocate or guardian, the disability support provider and other service providers involved in providing support. Where appropriate, many of the tasks involved in the transition may be undertaken by the person with a disability and/or the family and the disability support provider.

The transition period may also allow for further exploration and planning of support issues and requirements such as manual handling, fire risk and occupational assault issues.<sup>1</sup>

Transition timelines are determined individually, based on the requirements of the person, the service and the existing support users. For disability supported accommodation, a maximum of 12 weeks is considered reasonable; in many cases the time required may be less than this.

A key role of developing transition arrangements is monitoring the initial progress of the placement and planning for issues that may arise. The transition plan should have regular review points and there should be a mandatory review of the transition arrangements following the person's move. Depending on individual circumstances, the review of transition arrangements should be undertaken as part of the development of the support plan.

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<sup>1</sup> *Disability Services Occupational Violence Risk Assessment and Management Tool May 2006, Client Movement Transfer Process March 2004*

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## Development of a support plan

People who have been allocated ongoing disability support are required to have a support plan developed within 60 days of starting to regularly access the service. The development of a support plan must be in accordance with the *Disability Services Planning Policy 2007*. Guidance for disability support providers who have responsibility for ensuring a support plan is developed is provided in *Planning for Individuals – a Resource Kit and Implementation Guide for Disability Support Providers*. Both of these documents are available online in the Disability Services publication library at <http://nps718.dhs.vic.gov.au/ds/disabilitysite.nsf>

## Appeals and Complaints

The department acknowledges the right of people with a disability, carers and the community to appeal or complain about a process or decision and to have an advocate involved. For group supports, disability support providers may also lodge an appeal against a vacancy coordination decision.

Complaints should be addressed within 30 days of receipt of the grievance.

### Group Supports

- Appeals should be lodged in writing to the regional Vacancy Coordinator within 30 days of a decision, stating the basis of the appeal and the action sought.
- If the problem cannot be solved or the parties are unable to reach an agreement, the appeal is referred to the Disability Services Manager (or equivalent) who in consultation with the complainant, will attempt to resolve the problem.
- If unresolved, the Regional Director will make a final decision.

In instances that involve cross-regional disagreement or dispute, the Executive Director, Disability Services Division will make the final determination in conjunction with the parties involved.

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## Appendix A – Disability Services priority status for ongoing disability supports

An application will have priority status if the individual's circumstances meet one of the following:

- The person is a child in facility-based care.
- The person's current living situation puts them at serious risk of harm.
- The person's current living situation puts them at serious risk of harming others.
- The support will maintain the person in their home (or family with a child or young person) where the only and immediate alternative is a facility based setting; for example, in the situation of the serious illness or death of primary carer.
- The person is in a custodial placement or residential treatment facilities following the completion of their order.
- The person wishes to move out of disability supported accommodation or a Residential Institution.
- The person has a degenerative condition and is experiencing rapid deterioration.
- The person is a younger person living in, or at risk of entering, Residential Aged Care
- Disability Client Services Manager discretion (this is used to include extreme situations or circumstances).

(The department may review and change priority status for ongoing disability supports as required.)

## Appendix B1: Considerations for allocation of ongoing disability supports

### Individualised Supports

Type of Support	Risk Indicators	Positive indicators/benefits
Support to move from disability services supported accommodation	<ul style="list-style-type: none"> <li>• Current living arrangement is at risk of breakdown.</li> <li>• Current living arrangement causing undue stress to person seeking to move out, fellow residents or staff.</li> <li>• Person or other residents subject to, or highly vulnerable to, abuse (domestic violence, bullying, intimidation, theft, etc).</li> </ul>	<ul style="list-style-type: none"> <li>• Person is a suitable candidate for more independent living.</li> <li>• Person has support networks with links to community and these will be enhanced (or the person has the capacity to develop these).</li> <li>• Person is communicating they want to or is highly motivated to move.</li> <li>• Support is likely to sustain the person in the community.</li> <li>• Person has access to non-disability housing.</li> </ul>
Support to move to non-disability housing	<ul style="list-style-type: none"> <li>• Current living arrangements inappropriate or at risk of breakdown.</li> <li>• Person subject to or highly vulnerable to, abuse (domestic violence, bullying, intimidation etc).</li> <li>• Others in the current living arrangement are subject to, or highly vulnerable to, abuse (domestic violence, bullying, intimidation, theft, etc).</li> <li>• Person requiring support to move from prison or a State-wide Forensic Service placement following the end of an order.</li> </ul>	<ul style="list-style-type: none"> <li>• Person suitable candidate for more independent living.</li> <li>• Supports provided in the immediate future are likely to sustain the person in the community.</li> <li>• Person has support networks with links to community and these will be enhanced.</li> <li>• Person has access to non-disability housing.</li> </ul>
Support to continue to live in non-disability housing	<ul style="list-style-type: none"> <li>• Informal care/support arrangements at risk of breakdown, but could be sustained with planning and support.</li> <li>• Support/skill development required to maintain current living arrangements.</li> <li>• Person at risk of offending or re-offending, however supports will enable them to continue living safely &amp; independently.</li> </ul>	<ul style="list-style-type: none"> <li>• Independent living will be maintained and enhanced.</li> <li>• Supports provided in the immediate future are likely to negate the need for facility based accommodation.</li> <li>• Informal care arrangements will be sustained.</li> <li>• Person has supportive informal networks with links to community and these will be enhanced.</li> <li>• Person has access to non-disability housing.</li> </ul>

Type of Support	Risk Indicators	Positive indicators/benefits
Support to achieve personal goals (non-housing)	<ul style="list-style-type: none"> <li>• Informal care/support arrangements vulnerable, but could be sustained with planning and support.</li> <li>• Formal care/support arrangements at risk, but could be sustained with planning &amp; support.</li> <li>• Failure to achieve goal may result in breakdown of informal or formal supports.</li> <li>• Person at risk of re-offending, however supports will enable them to continue living safely &amp; independently.</li> </ul>	<ul style="list-style-type: none"> <li>• Informal care/support arrangements will be sustained.</li> <li>• Person has supportive informal networks with links to community and these will be enhanced.</li> <li>• Participation in the life of the community &amp; development of life roles as valued by the person.</li> </ul>
Family support options	<ul style="list-style-type: none"> <li>• Family facing multiple stress factors e.g. sole parent, more than one child with a disability, child with high and complex needs, parent(s) have a disability (including cognitive and psychiatric disabilities).</li> <li>• Family at risk of breakdown could be sustained with planning and support.</li> <li>• Others in the current living arrangement are subject to, or highly vulnerable to, abuse (domestic violence, bullying etc).</li> <li>• Carer has a serious illness which impacts on their ability to provide support).</li> </ul>	<ul style="list-style-type: none"> <li>• Family resilience increased and impact of stress decreased.</li> <li>• Positive family supports are maintained for the child.</li> <li>• Improved outcomes for child with a disability particularly the achievement of goals and development of life roles in line with their peers.</li> <li>• Supports provided in the immediate future are likely to likely to sustain family network.</li> </ul>

## Group Supports

Type of Support	Risk Indicators	Positive indicators/benefits
Part-time group activities	<ul style="list-style-type: none"> <li>Involvement in Group Activities will sustain living situation that was a risk of breakdown.</li> <li>Day option required for a respite effect for carer.</li> </ul>	<ul style="list-style-type: none"> <li>Accommodation support/ living option is sustained.</li> <li>Ability to gain new skills and seek employment.</li> </ul>
Full-time group activities		
Disability services supported accommodation	<ul style="list-style-type: none"> <li>Current living arrangement is inappropriate.</li> <li>Current living arrangement is at risk of breakdown and causing undue stress to person seeking to move out, fellow residents or staff.</li> <li>Person subject to, or highly vulnerable to, abuse (domestic violence, bullying, intimidation, theft, etc).</li> <li>Homelessness and isolation (may occur through death of a carer).</li> </ul>	<ul style="list-style-type: none"> <li>Disability services supported accommodation will meet the person's housing and support needs better than any alternative housing option.</li> <li>Ability to gain new skills and seek employment.</li> <li>The person is compatible with vacancy profile and existing residents (or compatibility issues can be addressed).</li> </ul>
Disability services supported accommodation and part-time group activities		
Disability services supported accommodation and full-time group activities		
Disability services supported accommodation and individual support package	<ul style="list-style-type: none"> <li>Informal support arrangements vulnerable, but could be sustained with planning and support.</li> <li>Long term community based options unlikely or unfeasible due to the nature of the person's disability.</li> </ul>	<ul style="list-style-type: none"> <li>Independent living will be maintained and enhanced in the short term.</li> <li>Supports provided in the immediate future may negate the need for facility based accommodation.</li> <li>Informal support arrangements will be sustained.</li> <li>Disability services supported accommodation will meet the person's housing and support needs better than any alternative housing option.</li> <li>The person is compatible with vacancy profile and existing residents (or compatibility issues can be addressed).</li> </ul>

## Demographic Grouping

The panel may also consider applicants against the following indicators according to grouping.

Grouping	Supplementary indicators	Benefits
Family with children with a disability	<ul style="list-style-type: none"> <li>• Multiple family members with a disability or special needs.</li> <li>• Family at risk of breakdown.</li> <li>• Sole parent or limited extended family support.</li> <li>• Parent has a disability (including cognitive or psychiatric).</li> <li>• Others in the current living arrangement are subject to, or highly vulnerable to, abuse (domestic violence, bullying etc).</li> <li>• Carer has a serious illness which impacts on their ability to provide support.</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain care arrangements with birth family.</li> <li>• Avoid facility based placement for children.</li> <li>• Siblings and family unit are supported.</li> </ul>
Young person with a disability	<ul style="list-style-type: none"> <li>• Multiple family members with a disability or special needs.</li> <li>• Behaviours of concern or involvement in the justice system.</li> </ul>	<ul style="list-style-type: none"> <li>• Transitional support for adolescents to facilitate independent living or employment options.</li> </ul>
Child/young person with a disability who has an ageing carer	<ul style="list-style-type: none"> <li>• Support arrangements at risk of breakdown.</li> <li>• Carer unable to sustain physical supports.</li> <li>• Carer requires aged care accommodation.</li> <li>• Person is subject to, or highly vulnerable to harm.</li> <li>• Maintaining the caring role presents health or emotional risks to carer.</li> </ul>	<ul style="list-style-type: none"> <li>• Transitional support for adolescents to facilitate independent living or employment options.</li> <li>• Supports provided in the immediate future are likely to negate the need for facility based accommodation.</li> <li>• Capacity to sustain informal support arrangements.</li> </ul>
Person with a disability	<ul style="list-style-type: none"> <li>• Current living arrangements inappropriate or at risk of breakdown.</li> <li>• Person subject to, or highly vulnerable to, abuse (domestic violence, bullying, intimidation, theft, etc).</li> <li>• Person on parole, exiting forensic setting.</li> <li>• Carer at risk of harm or abuse.</li> </ul>	<ul style="list-style-type: none"> <li>• Person suitable candidate for more independent living.</li> <li>• Supports provided in the immediate future are likely to negate the need for facility based accommodation.</li> <li>• Person has support networks with links to community.</li> </ul>

Grouping	Supplementary indicators	Benefits
Person with a disability who has an ageing carer	<ul style="list-style-type: none"> <li>• Support arrangements at risk of breakdown.</li> <li>• Carer unable to sustain physical supports.</li> <li>• Carer requires aged care accommodation.</li> <li>• Person is subject to, or highly vulnerable to harm.</li> <li>• Maintaining the caring role presents health or emotional risks to carer.</li> </ul>	<ul style="list-style-type: none"> <li>• Person suitable candidate for more independent living.</li> <li>• Supports provided in the immediate future are likely to negate the need for facility based accommodation.</li> <li>• Person has support networks with links to community.</li> </ul>
Person with a disability who is ageing	<ul style="list-style-type: none"> <li>• Care arrangements are at risk of breakdown.</li> </ul>	<ul style="list-style-type: none"> <li>• Person suitable candidate for more independent living.</li> <li>• Supports provided in the immediate future are likely to negate the need for facility based accommodation.</li> <li>• Capacity to sustain informal care arrangements.</li> </ul>
Person with a disability who is ageing and has an ageing carer	<ul style="list-style-type: none"> <li>• Support arrangements are at risk of breakdown.</li> <li>• Carer unable to sustain physical supports.</li> <li>• Carer has a serious illness which impacts on their ability to provide support.</li> <li>• Person is subject to, or highly vulnerable to harm.</li> <li>• Maintaining the caring role presents health or emotional risks to carer.</li> <li>• Either carer or person with a disability requires an aged care placement.</li> </ul>	<ul style="list-style-type: none"> <li>• Potential to delay or prevent admission to an aged care residential facility.</li> </ul>
Child requiring family based care	<ul style="list-style-type: none"> <li>• Child living in facility based care.</li> <li>• Child whose family cannot care for them anymore.</li> <li>• Current alternative family placement at risk of breakdown.</li> </ul>	<ul style="list-style-type: none"> <li>• Support arrangements should be family based wherever possible.</li> <li>• Need to maintain links and supporting birth family to potentially resume caring role.</li> </ul>

## Appendix B2: Priority for Access Recommendation Form

Panel Members	
Name	Position/Organisation

Date of Panel \_\_\_\_\_

Details of DSR Application(s) considered for type of support being allocated					
ID number		DSR Level		Priority Status	Yes / No
Type of Support					
Outcome	Recommended / Not Recommended	Notional Funding Allocation for Individualised Funding			
Please provide a rationale about how a decision was made, for example, consideration of 'Priority Status' criteria or priority for access indicators.					

<b>ID number</b>		<b>DSR Level</b>		<b>'Priority Status'?</b>	<b>Yes / No</b>
<b>Type of Support</b>					
<b>Outcome</b>	<b>Recommended / Not Recommended</b>	<b>Notional Funding Allocation for Individualised Funding</b>			
<b>Please provide a rationale about how a decision was made, for example, consideration of 'Priority Status' criteria or priority for access indicators.</b>					
<b>ID number</b>		<b>DSR Level</b>		<b>'Priority Status'?</b>	<b>Yes / No</b>
<b>Type of Support</b>					
<b>Outcome</b>	<b>Recommended / Not Recommended</b>	<b>Notional Funding Allocation for Individualised Funding</b>			
<b>Please provide a rationale about how a decision was made, for example, consideration of 'Priority Status' criteria or priority for access indicators.</b>					

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## **Appendix C1: Resource allocation and vacancy coordination for Disability Services supported accommodation**

### **Regional Accommodation Services Networks**

Effective and efficient regional accommodation services operation and planning is based on a collaborative approach across government and Community Service Organisation disability support providers and regional Disability programs.

Regional Accommodation Services Networks are a key mechanism to ensure a partnership approach to meeting the needs of existing and future support users. They provide a means to ensure that services are integrated and complementary and that service reconfiguration and vacancy coordination processes maximise opportunities for meeting priority needs within a sustainable resource base.

Regional Accommodation Services Networks should provide the basis for agreed vacancy coordination aims and processes. Networks provide the opportunity for effective communication and cooperation between the government and non-government sectors and provide a base for an integrated and transparent approach to service system planning, problem solving and decision-making.

### **Statewide supported accommodation services**

There are some disability supported accommodation services that are considered statewide services, which are subject to Resource Allocation /Vacancy Coordination policy and principles, but may operate under guidelines adapted to meet the needs of a specific target group. Statewide services may hold a register of people who specifically wish to receive their support, all of whom must be registered on the DSR to be eligible for services.

The region and the service should then prepare a short-list, taking into account priority applicants on the DSR who meet compatibility criteria for the vacancy (including those who may not be also registered with the disability support provider). The region must also consult with other DHS regions to identify priority applicants awaiting service in those regions who also meet compatibility criteria.

The selection of a suitable applicant should involve sufficiently broad consultation from the region, disability support providers and consumers to ensure good vacancy decision-making and ensure a transparent and equitable process.

### **Monitoring**

DHS regions are responsible for the monitoring of vacancy management processes and outcomes to ensure effective and timely provision of support and continuous system improvement. Regions will provide a quarterly report to Disability Services Division on the status of regional SSA places on the proforma provided.

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Disability Services Division is responsible for undertaking specific monitoring of vacancy coordination processes, issues and outcomes in order to identify the achievement of program objectives and agreed priorities, enhance service planning and systems development and utilise resources efficiently.

## Vacancy coordination roles and responsibilities

Vacancy coordination is conducted in an environment of collaboration and joint responsibility across regional Disability programs (Disability Client Services, Partnerships and Accommodation Services), case management providers and CSOs providing SSA. **All parties** are responsible for ensuring that people with disabilities with priority needs are provided with appropriate supports within the limitations of available resources.

**The region** is responsible for coordinating vacancy coordination processes, ensuring timelines are met and ensuring that SSA resources are directed to those people with disability who have a priority need for support. The region is responsible for ensuring that the disability support provider is adequately supported in placing a person into a vacancy and for monitoring vacancy coordination to ensure effective, efficient and timely service outcomes.

The **Regional Vacancy Coordinator** plays an integral role in overseeing all vacancy coordination processes and issues within the region and provides a central vacancy coordination point. The Regional Vacancy Coordinator is responsible to ensure vacancy processes are adhered to, outcomes are monitored and issues are directed to regional management for resolution.

**Disability support providers** are responsible for the provision of quality services that respond to the changing needs and preferences of existing and future support users. Within vacancy coordination, disability support providers are responsible for assessing the needs and preferences of existing residents and involving them in the vacancy decision-making. **Disability Partnerships** play a key role in supporting and facilitating placements in CSO services.

**Disability Client Services and case management service providers** play a critical role in ensuring that vacancy and service reconfiguration decision-making is based on high-quality assessment and planning and up-to-date and accurate applicant information.

**Families, carers, friends, advocates, guardians and other service providers** also play a significant role in ensuring successful vacancy coordination as they have detailed knowledge and understanding of the person's needs, preferences and aspirations that can assist in the process of determining the suitability of supports and compatibility with other residents.

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## Disability Services supported accommodation in Singleton Equity Housing (SEH) properties

For vacancies in disability supported accommodation in properties owned by SEH, the following additional steps are required in the resource allocation process:

- All people with disabilities who are registered on the DSR as requiring disability supported accommodation are provided with information about SEH .
- As new applicants are registered on the DSR, they are provided with information about SEH and the equity housing scheme. Regions are required to keep a record of those people who are interested in and able to purchase an equity share.
- The disability support provider will advise SEH immediately a vacancy or pending vacancy is identified, and when advising the regional vacancy coordinator of the vacancy, noting that it involves a SEH property. The Vacancy Profile also highlights this.
- The shortlist developed by the region is based on people who are registered who meet compatibility criteria *and* have indicated their interest in an equity arrangement.
- The selected applicant is offered the vacancy as part of an equity arrangement. SEH meets with the applicant and finalises equity paperwork.

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## Appendix C2: Disability Services supported accommodation - definitions

### Vacancy

Vacancy describes a funded disability supported accommodation place with no one currently in residence and without an identified person who may move in or return to the place. It does not include places that are not funded, or places that are *on hold* for an individual who may in the process of moving in or moving out. When a place can be considered vacant may be affected by the requirement to give notice to vacate, and the timelines allowable to appeal this. A vacancy is assumed to be in the process of being filled.

### Unfilled

Unfilled describes a funded disability supported accommodation place where there is no one currently in residence or identified for the place but it is not in the process of being filled due to unresolved issues or issues under negotiation. This can include places where there are unresolved funding or support issues (for example, a shared bedroom) or that are subject to service reconfiguration. An *unfilled* place does not include places *on hold*.

### Filled

Filled describes a funded disability supported accommodation place where a person with a disability or their representative has accepted an offer of services (usually by signing a 'Letter of Acceptance'). This may include when a person has accepted the offer of services but has not yet moved in, or is in the process of transition. When a person is in hospital (and expected to return) or on holidays, their place is considered filled.

### On hold

On hold describes a *filled* disability supported accommodation place where there is a person identified for the place, but they are not currently residing there for some reason. This includes when a person is in the process of moving out. Places that are on hold are not usually in the process of being filled, but vacancy coordination should commence towards the end of an *on hold* period. Places subject to service reconfiguration are usually *on hold* pending the move of an identified person.

### Transition

Transition is the process whereby someone moves from or to another support option. Transition arrangements are individually designed, but may involve visits to or short-term stays in new accommodation to assist in the settling in process. Transition commences when the selected applicant accepts the offer of placement.

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## **Compatibility**

Compatibility refers to the extent to which individuals' physical, emotional, social and support needs are similar in nature enabling them to reside together harmoniously within a specific level of support. Consideration of compatibility during selection includes the potential benefit to the applicant and the capacity of the service to meet their requirements within available resources at the house. Compatibility may be enhanced by the development of strategies to address issues that may present difficulties.

## **Statewide services**

Statewide services are disability supported accommodation services that have a statewide target group. These services are specialised, providing services targeted towards people with a specific disability type, age or cultural background or level and type of support requirement. These services offer expert support for people with disabilities that may not be available in every region.

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## Appendix C3: Disability Services supported accommodation vacancy coordination timelines

A period of **eight weeks** from the notification of a vacancy to the acceptance of the offer of support is reasonable.

### Placing a vacancy 'on hold'

A disability supported accommodation place is considered *on hold* when there is a person identified for the place, but they are not currently residing there for some reason (and usually relates to *transition* into or out of a support option, see below). A place should not be on hold for longer than **12 weeks**, unless exceptional circumstances apply.

Places that are on hold are not usually subject to active vacancy coordination procedures, but vacancy coordination processes should commence **20 working days** before the end of an *on hold* period.

### Leaving a vacancy 'unfilled'

A disability supported accommodation place is considered *unfilled* when there is no one currently in residence or identified for the place but it is not subject active vacancy coordination due to unresolved issues or issues under negotiation. A place should not be unfilled for longer than **12 weeks**, unless exceptional circumstances apply.

Timelines may be extended if complex issues exist which will take a longer period to resolve, for example, sourcing funding to build an additional room to resolve a shared bedroom issue. It is expected that where timelines are extended, a resolution to the issue has been identified but will take some time to implement.

### Transition

Transition timelines are determined individually based on the requirements of the person, the disability supported accommodation service and the existing residents. A maximum of **12 weeks** is considered reasonable. (see Transition section)

Transition timelines may be extended if the person has complex needs requiring a longer or slower process. This may include where there are family separation issues or a requirement for equipment, renovations, staff training or specialised assessment and supports that may take a longer period to establish.

### Extension of timelines

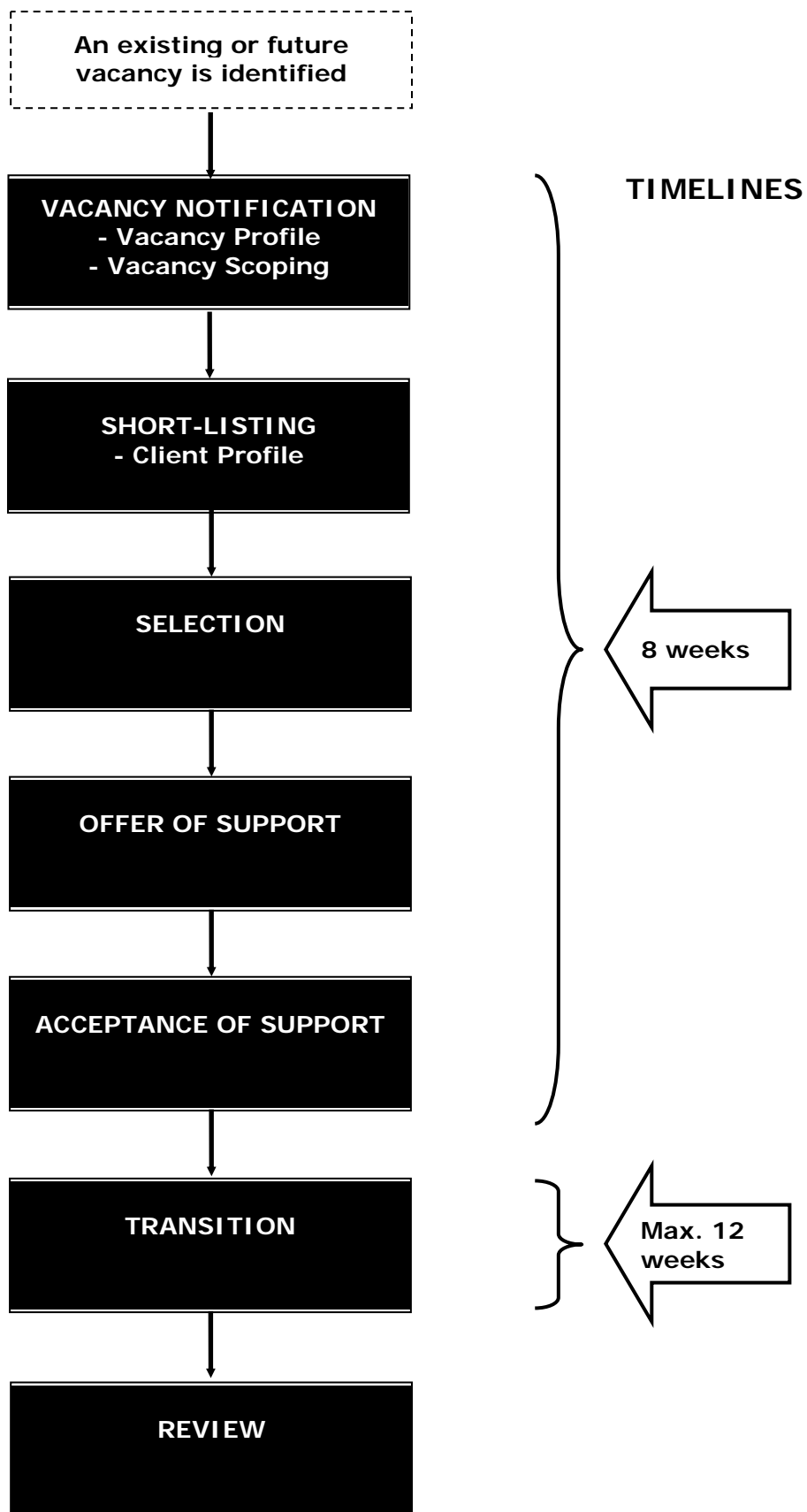
Where individual circumstances require a longer period than stated in these Guidelines, the Disability Services Manager (or equivalent) may approve an extension of the period.

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Requests for an extension to the timelines must be accompanied by a plan that identifies the reasons why the timelines cannot be met, plans to address the issue, other options considered, the person responsible for action and the revised timelines.

Where timelines are extended for any reason, the region must ensure that extensions are carefully considered and monitored, delays are minimised and that processes are undertaken in a timely manner so that disability supported accommodation resources can be allocated as quickly as possible.

## Appendix C4: Disability Services supported accommodation vacancy coordination process flowchart



## Appendix C5: Disability Services supported accommodation vacancy coordination checklist

<b>HOUSE ADDRESS:</b>
<b>DISABILITY SUPPORT PROVIDER:</b>

Vacancy Coordination Steps	Timelines *	Achieved
<b>Vacancy arises</b>	N/A	Date: / /
<b>Vacancy notification</b> Notified by: _____	Immediate	Notification: Date: / /
<b>Vacancy Profile</b> Vacancy Profile received	+ 5 working days	Date: / /
<b>Service visit</b>	+ 5 working days	Date: / /
<b>Shortlisting</b> Shortlist developed	+ 2 working days	Date Completed: / /
<b>Client Profiles</b> DCS ensures individual client profiles from shortlist are developed & updated.	+ 5 working days	Profiles complete: / /
<b>Selection Panel Meeting</b> Selection Panel meeting held	+ 5 working days	Date: / /
<b>Offer of Support</b> Selected applicant: _____	+ 3 working days	Date: / /
<b>Client Visit</b>	+ 5 working days	Date: / /
<b>Acceptance/ refusal of offer</b>	+ 10 working days	Date received: / /
<b>Transition commenced</b>	As required	Date of commencement: / /
<b>Transition concluded</b>	Max. 12 weeks from acceptance of offer	Date: / /
<b>Review</b>	12 weeks following move	Date: / /
<b>Extension of timelines</b> In exceptional circumstances, vacancy timelines may be extended with the approval of the Disability Services Manager (or equivalent).		Extra time approved: ___ days
<b>Approval + plan attached</b>		Plan & approval attached: Yes / NO Date: / /

\* Timelines are indicative: the time to complete tasks may vary as long as total timeline is met.

## Appendix C6: Example Vacancy Profile for Disability Services supported accommodation

<b>DISABILITY SUPPORT PROVIDER:</b> <b>HOUSE ADDRESS:</b> Vacancy declared: xx/xx/xx Date Profile Completed: xx/xx/xx Profile Completed By:		
Site visit: xx/xx/xx	Visit conducted by:	Agency Rep:

RESIDENT PROFILE					
RESIDENT	A	B	C	D	E
Age & Gender					
Interests					
<b>Daytime Activities</b> <i>Including days attended &amp; transport to &amp; from placement</i>					
<b>Disability/ies &amp; Impairments</b>					
<b>Health Needs</b>					
<b>Support Networks</b> <i>Including family, social and community networks</i>					

<b>RESIDENT PROFILE</b>					
<b>RESIDENT</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
<p><b>Support Needs</b>  Please indicate the level of support each resident requires for their activities of daily living:</p> <p><i>Grooming/Dressing</i>  <i>Showering/Bathing /Toileting</i></p> <p><i>Eating</i>  <i>Domestic Tasks</i>  <i>Cooking/Budgeting</i></p> <p><i>Medication Administration</i></p> <p><i>Capacity to be left unsupervised without staff present:</i>  - in the house  - in the room</p> <p><i>What overnight support is required? How often is it required?</i></p>					
<p><b>Communication</b></p> <p><i>Please describe residents' expressive, receptive &amp; interpersonal communication.</i></p>					
<p><b>Behavioural/Psychiatric Support</b></p> <p><i>Please describe any behavioural issues, psychiatric issues, triggers, frequency &amp; severity of behaviour including a brief description of behaviour management strategies/interventions and support requirements.</i></p>					

<b>RESIDENTIAL PROFILE</b>	
<b>SNA profile of vacancy</b> (government services only)	Level: Comments:
<b>Rostered hours of staff support</b> <i>(specify the no. of staff rostered for each shift)</i>  <i>daily support:</i> <i>holiday / weekend support:</i> <i>sick day arrangements:</i> <i>overnight support:</i>  <i>Staff capacity to support non-ambulant residents during community access.</i>	
<b>Staff profile</b> <i>gender, training, areas of expertise, years of experience in current house</i>	
<b>Physical structure of house</b>  <i>(attach floor plan where available)</i>  <i>Describe internal &amp; external accessibility including details regarding steps, hoists, rails, ramps, etc.</i> <i>No. of living areas.</i> <i>Is there capacity to consider changes to the physical structure to take account of individual needs?</i>	
<b>Vacant Room</b>  <i>Describe the vacant bedroom e.g., size, built in robes, room for manoeuvring a wheel chair, any existing furniture/equipment that may be available, location in relation to exits &amp; bathroom.</i>	

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**RESIDENTIAL PROFILE****Location/Community Access**

*Proximity to other services, public transport, shops, schools, busy roads etc,*

*Describe slope of street, footpath access, slope of driveway etc.*

**Access to Vehicle**

*Is there a vehicle? Are there any restrictions to when the vehicle is available? Is the vehicle wheelchair accessible?*

**House Fees**

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

- Please note any important dynamics existing between residents in the house that need to be considered when selecting the new resident.
- Please note the level of family and friends involvement in the house and frequency of involvement. (*e.g., do residents have family visits regularly? Do residents go home on weekends?*)

### CRITICAL COMPATIBILITY FACTORS (example)

Factor/ Issue	Rationale & Description
(prompts: age, access to CRU, protective behaviours, hoists/lifting devices, assistance in feeding, communication, need to be able to move away from aggressive co residents, absconding, ISB, property damage, aggressive behaviour, medical etc)	
SSA – Peak – Sleepover	
Male	Current three residents are male. Female resident could likely feel isolated.
Age 18-40	Current residents aged 29, 30 and 32 years
Ambulant	One resident targets people he perceives as weaker than himself. A person in a wheelchair could be vulnerable to physical assault.
Not overly talkative person	Very talkative/persistent person would likely trigger assaultive behaviours in one current resident.
No yelling/screaming behaviours	This would trigger current resident to property damage and/or physical assault.
Not person who tends to dominate staff time	This would trigger current resident (who seems himself as leader in the house) to property damage and/or physical assault.
Self-protective behaviours	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.
Verbal or non-verbal communication skills	Two residents have verbal communication skills; one resident communicates non-verbally. Use of communication aids/compic etc could be supported.

### PREFERABLE FACTORS (in descending order)

Factor/ Issue	Rationale & Description

### SPECIFIC SERVICE PLANNING CONSIDERATIONS

Staff would like to prioritise two applicants 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.