

FAQs about concerns from SIL Information Evening:

Will staff be able to follow the correct routines as home?

We will work closely with families and clients prior to transition to their new home to ensure we understand their routines and preferences, and as far as we are able, we will follow the same routines they are used to. If we need to change a routine because it is impossible to emulate in the new accommodation, we will work with you and your loved one to prepare them for this change.

Will family sleepovers be allowed?

We recognise there might be occasions when you want to have a member of a family sleep over at the home. We will consider all requests for sleepovers on a case by case basis.

What will be the staff to client ratio?

This will depend on the individual needs of each client. We will assess the level of support required for each client and staff the home accordingly.

Will staff be on-site 24/7?

Yes, our SIL home will be staffed 24/7 with on call support.

Will there be a preference for staff with a nursing/carer background?

At Woodville Alliance, all our disability support workers have a minimum of a Cert III in Disability Studies or equivalent. Any staff working at our group homes will be both qualified and experienced and appropriate training will be provided for specific care needs.

I will worry all the time if my loved ones will be well looked after?

This is completely normal and understandable. We can reassure you that staff will provide a safe and secure environment. You are welcome to visit them as often as you like, and we will ensure that you are receiving regular information about your loved one's wellbeing.

What about client matching and compatibility?

Appropriate client matching tools and assessments will be conducted to ensure a safe environment. We will also involve you and your loved one in decision making about who lives in the house.

Can tenants be involved with house changes and new tenants?

Staff will involve clients with house choices and changes through weekly house meetings and ensure new tenants are transitioned safely.

Will cameras be allowed in common areas of the house?

This is something that would need to be agreed with by all residents and clear guidelines for the disposal of and/or use of anything recorded would be needed. However, it's not out of the question.

What if it doesn't work out?

Sometimes things don't work out despite everyone's best efforts. If you are unhappy we will work with you to try to resolve any problems. If we are unable to do so and you want to leave the home, your service agreement will provide you with the information you need to give appropriate notice. Our primary goal is that you are happy and safe, so we will work with you to help transition to a new provider if that is necessary.

I prefer to move in slow small steps?

No problem! It's a big decision. We will work with you on developing a smooth transition plan.

I don't know if I'm ready or not to let go?

Letting go and change is always a hard, we will work with you to ensure this is done smoothly. There's no rush and we are happy to support you in any way we can on this journey.

Will mental health care be available?

In the first instance, clients would be supported to access local mental health support services and if required we can provide appropriate training to staff. Our approach to ensuring the wellbeing of our clients is holistic and we are happy to work with any professionals working to support them.

What would be the transition period?

This will be different for everyone and we will work with you to develop this plan.

I am concerned about the security of belongings?

We will keep an inventory for each client and registers can be kept if you feel this is required.

I want my loved one to have a healthy diet – no take away fast food?

Menu planning will be done through house meetings and clients will be encouraged to follow a healthy diet.

I am concerned about safety owing to negative publicity from the media and friends.

The Royal Commission has raised a lot of understandable concerns about the safety of vulnerable people, particularly in accommodation. We will be doing everything we can to ensure our clients are safe, happy and thriving. We have policies, procedures and practices in place to guide our staff in this, and we are proud of our excellent record for the quality of our services through independent audits. If you ever had any concerns about safety in our services, whether accommodation or another service, we would encourage you to address it with us.