

# Where to find the right support for your move

## The right support for your move

On this page you can learn about:

- Where to find support
- Who is in a support team
- How to choose good support

This resource has been made to help you think about what support you need to move.

It can be **hard to imagine moving** somewhere else. You do have other options, but you may need people to help you. Your **support team is an important part** of you making the decision to move and then getting things organised so you can move.

Have a goal in your NDIS plan about moving, so you can get the right support to find a new home. This will be the start of trying to **get the right funding** and finding **people with the right skills** to help you.

## How to use this resource

There are **3 parts**. Each part has:

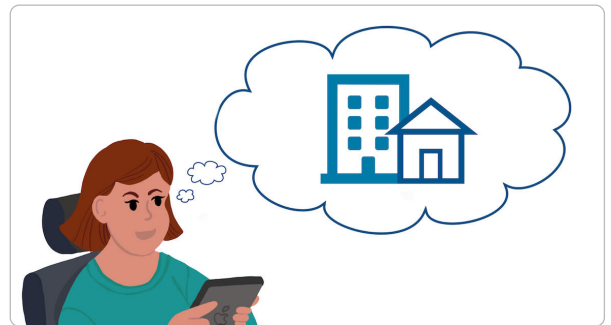
- Audio so you can **listen to stories** from people with disability (recorded in April 2021)
- Written **information and links** you can read



# Where to find support

It can be hard to find the right people to support you, but they are out there.

If you already have a **support coordinator** or therapists, they can help you use the NDIS to find the right home and supports for you. Therapists are people like **occupational therapists (OT)**, **speech therapists** or **social workers**.



You can start by asking people you meet for recommendations, or search online. You can ask people in your team already, like your physio or OT, who they know about.

Here are other ways to find people to support you:

- Search the online platform [Clickability](#) for service providers who work in your area. You can read reviews from others who have used their service.
- [MyCareSpace](#) is a free service to help you understand the NDIS and connect you with supports in your local area.
- Contact the Housing Hub's NDIS Housing Advice Line on 1300 61 64 63 or [housingoptions@housinghub.org.au](mailto:housingoptions@housinghub.org.au). You can find out about housing options under the NDIS, how to work out what sorts of housing might suit your needs and lifestyle, and how to search for a home.
- If you are in an Aged Care Facility, contact Melissa at the RAC Service Coordination service on 0455 115 164 or [melissa.efstathiou@housinghub.org.au](mailto:melissa.efstathiou@housinghub.org.au). She can help you work out what support you may need and how to get it.
- If you are in hospital, contact the Housing Hub's NDIS Housing Advice Line on 1300 61 64 63 or [housingoptions@housinghub.org.au](mailto:housingoptions@housinghub.org.au). They can help you work out what support you may need and how to get it.



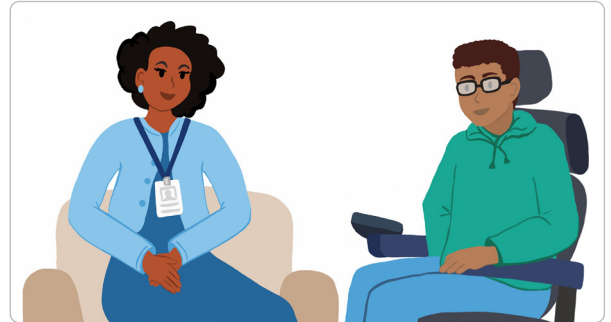
# Who is in a Support Team

Your support team can be made up of different people. Family and friends are important for some people, but there are other people who can help you too.

## People with disability

**Advice from other people with disability** really helps when deciding to move. Other people have experiences that can **show you it is possible to move**.

Their stories can help you get through the hard parts of moving and give you hope. You can **join or form groups with people**, online or in person. Sharing your story might help other people too. Being part of a group can also help you to speak out and advocate on important issues together.



## People who know about housing and support options

There are people who can help you find housing and support options that suit you. These people are usually your support coordinator and therapists. They can help you find a new home and move.

When people take the time to get to know you, they better understand you and your disability. Your support coordinator and therapists should ask questions about **what is important to you, where you want to live, who you want to live with, and what you want to do** when you are in your new home.

Your support coordinator can:

- Organise visits to see a new place or area
- Look for different places you can live
- Set up a new support worker team
- Meet new providers

Your therapists can:

- Help you find new things to do where you live (like work or community groups)
- Make sure you have the right equipment for your new home
- Write NDIS reports



## People who advocate for your rights

You should be told what your rights are so you can make better choices. Having someone in your team who **helps you stand up for your rights** is important. This person might be someone who already supports you, or you can get a formal advocate.

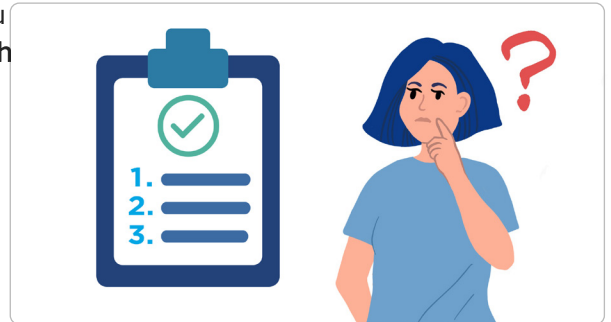
## Links

- If you have a complaint about a service provider you can contact the [NDIA Quality & Safeguards Commission](#). They are there to help you.
- See stories from people with disability who have moved on the [Housing Hub blog](#).
- Learn about your rights through the [Council for Intellectual Disability](#).
- Find an advocate through the [disability advocacy finder](#).
- If you are in Victoria, you can learn more about advocacy through the [Office of the Public Advocate](#).



# How to choose good support

Your support team are **there for you**. They should help you when you need them. Remember, **if you are not happy with a support provider, you can change** to a different one. Here are some tips from people about how they worked out who was right for them and what was most important when choosing support.



## People who know you

People who know you will:

- Do whatever **training** is needed so they know how to support you best
- ‘Get you’ because they may **share some similar interests** to you
- Know that everyone has a different way of communicating
- Share information in a way that **works for you**
- **Listen to you**

## People who respect you

People who respect you will:

- See that you are **your own person** with your own preferences
- Be **honest** and **realistic** about what options you have
- Use words that **encourage** you

## People who empower you to make decisions

People who empower you to make decisions will:

- Give you a chance to **take some risks** and support you to do so safely
- Focus on how you can do things that you want to do
- **Talk to you** about any **fears** you might have
- **Work out problems** with you



## People you trust

You may have a close friend or family member that **you trust**. Or maybe you have a good relationship with a support worker. It can be anyone. But having **someone you can talk to** about how you are feeling is important. Moving is a tough thing to do. These people will help you to feel alive.

Links

- See online resources for thinking about and choosing service providers by [WA's Individualised Services](#).
- See guide on choosing your support worker by the [Council for Intellectual Disability](#).



# A conversation about where to find support

## GRAYDEN:

Hi, I'm Grayden, and this resource is about helping you get your supports right to move out of Aged Care. It's by people, like me, who have lived there before. You'll hear from Samar and Michael about their experience and where they found support. The professionals you already work with, like therapists, Support Coordinators, support workers and other people with disabilities can help you. They will have knowledge, and connections to link you up with the supports you may be looking for. Samar and Michael tell us about the difficulties they had, but also the importance of setting up a good support team.

## SAMAR:

When the NDIS came along I didn't know what to do. I remember thinking it's here, but what the hell do I get somebody to help me to manage it all. It was quite daunting. I think that's why so many people fall through the gaps. It's challenging to get the right support to get onto the NDIS and then once you get the right package, it's hard to find the right support network. It's hard because there's no guidelines on how to get the right support or who you can contact. I was speaking to some people about the NDIS. I was a bit panicked because I didn't know what I was doing. One of them told me they were working with this Support Coordinator and I should give her a call. I put it off for two weeks. I remember it was very stressful. At first I was a bit hesitant, especially at my first meeting. They were very positive, but I didn't know, I didn't know her. But then she walked me through what to expect with the NDIS, the procedures, what we'd need to do and how we'd do it. It helps to speak to other people who they work with to get recommendations. There are organisations out there to support you too.

## MICHAEL:

It can also help to ask people you're working with, say a physiotherapist or an OT. You can go through word of mouth, or the internet, even finding peer support forums and groups. I think it is hard trying to find the right allied health professional and support coordinators though. And I think, that's it's where a list of professionals who might have a particular skill set could come in really handy. There is now an online directory you can use, the UpSkill Directory\*, which is a sort of database from Summer Foundation. There are support coordinators and allied health professionals who have done training with Summer Foundation on working with people in aged care or in hospital. Because they have completed UpSkill training these people have at least some knowledge to help you move. Now, you need to work out who will be the right one for you, but it could help as a start.

## GRAYDEN:

As you have just heard from Samar and Michael, initially setting up your support team can be somewhat overwhelming. Rest assured that many have done this before and are willing to help you and share advice. There are also many professionals that can help you with this process. So don't miss the links below that point you to where you can get support and start your search.

**\*NOTE:** The UpSkill Directory is no longer available. There are other disability service directories that you may like to use. These include, but are not limited to:

Clickability, MyCareSpace, Karista, and Kinora.



# A conversation about who is in a support team

## GRAYDEN:

Hi there, it's Grayden again. Once you have figured out where you can go to find supports, it is important to choose people that are a good fit for you. They need to have the right knowledge and skills to help you move. It will be a bit of an effort to build up your team, but you need to remember that you will be working with these people for quite some time and in quite personal ways. They'll need to get to know a lot about you to support you well. Samar and Michael tell us about who played a part in helping them move and why they were important.

## SAMAR:

My Support Coordinator is a big part of my support. They helped me get onto the NDIS, get SDA, organise my move and build a good support worker team. I have an OT too. They came out to the apartment that I was moving into and had a look at everything. They made sure things were at the right height and in the right place, and making sure I had the right equipment. I don't need to wait on anything in regards to the move. We're all ready to move, because we've got all the equipment organised. If you haven't moved before you don't know what you don't know. So you need people who really understand the moving process.

## MICHAEL:

I think they say moving house is one of the hardest things to do in your life. And I think it's true, especially if you're leaving residential aged care. Because of this, I think it's really important to have a good support network that can help you to do this. By asking their advice, but also perhaps speaking to other people with disabilities that have transitioned from aged care back into the community, so you know what the options are, and perhaps what you might want to do in the future. I found leaving aged care was really difficult because I realised that I was actually institutionalised because you've been in a place where people have been doing a lot of things for you, and it's very regimented, moving back into the community can be a little bit tricky. The good news is there are people out there that can help you do this. People like neuropsychologists, occupational therapists, physiotherapists, even support coordinators can really help you to do this. I had some awesome support people. They were really good. For me, when I started to actually get closer to the date of leaving aged care, I became quite stressed. Having good support was awesome. Just things like where to put stuff in what boxes and how to put the boxes where and how to label them. They were awesome. They were just like stick the stuff in the box. So let's go. Let's go.

## GRAYDEN:

The people that make up a good support team will be able to help you with different things you might need. Your needs may not be the obvious ones, like eating, showering, cleaning etc. You will also need help knowing what you need for your new home and what to work on



to build up skills. Your support team will have the knowledge to support you through this. People with disabilities can be a good source of advice too. You can form groups with them to share thoughts, or to help advocate for each other and others in similar situations. Because we know things don't always go smoothly, understanding your rights is important. Sometimes having someone, like an advocate, who's in your corner to do this can help. There are some links in the resource to help you better understand your rights and how to find an advocate if you need one. You can also have a look at other people's stories and experiences in the [blog section](#).

## A conversation about how to choose good supports

### GRAYDEN:

It is undeniable that the way in which you are supported in a nursing home will be very different from how you are supported when you move out. The main difference is that you will have a choice about who is in your support team. You may be fortunate to meet someone that you really connect with. You might be lucky enough to have support workers that you have shared interests with. The aim is that you have a support team that works for you. Samar and Michael talk about how they chose the best people to help them move out and work with them.

### SAMAR:

It's always a bit scary to have new people in your home. At first I thought, "No, I do not want to do it." What I struggled with the most was being around people the whole day, from having no support to having people around you all the time. It was a big adjustment. But now I couldn't imagine my life any differently. My support coordinator was already doing the NDIS with a family member, so knew what she was doing on a personal level. That gave me a bit of confidence. The main thing for me, apart from having a great support coordinator, is having a great support worker network. It's a lot of trial and error to start with. My support coordinator mentioned companies to try out. They came out and did a meet and greet first. Then they brought out 6 different support workers. Out of the 6 I chose 2. For me it was about whether we clicked. It was hard to pinpoint it. I think it's about having that connection and making sure you got along well. When you're bringing people in for personal care it's about if you feel comfortable with them fully. My Support Coordinator always made sure if I wasn't happy with somebody that I could say, "I don't want to work with them. I'm not comfortable." But it did take me a while to feel ok to say this, "No I'm not comfortable".

At first, the decision for my SDA came back saying I only got shared accommodation. That was stressful. My Support Coordinator knew that I wasn't going to accept this outcome so we went ahead and did what we had to do to appeal. I was quite nervous. It turns out not all the forms were filed properly by the planner. You shouldn't just accept things like that. It's hard but worth it.



## MICHAEL:

When it comes to supports I always use the analogy: sometimes it's like a doctor, you might need a GP, but other times you need a specialist. Don't be scared to ask the organisation or the people providing supports what experience they have. You could even ask them, have they successfully gotten somebody out of an aged care facility before? How many people? And are they happy with where they're living? Remember, these people are getting paid to support you. You are paying them with your NDIS funds. I think it's important to be honest with your support providers, and always make sure you explain to them exactly what you want, and always tell them if you're happy, or if you're not. If someone asked me how easy it was to get out of aged care, I wouldn't want to sugarcoat the whole thing. I'd explain to them that it's going to be important to get the right supports, and that it's not an easy process. So, it's always good to have as much support as you can get. I'd say, look, it's not going to be 100% perfect all the time, but it's a darn lot better than living in aged care.

## GRAYDEN:

Hopefully you have found this information useful. For you to feel comfortable with your support team, you need to remember that you make the final decisions. You have every right to choose people that make up your support team and remember too that it has to work for you. Moving out of a nursing home may seem daunting, but it is possible! There are people who have done the same before and have come out the other side. There are also plenty of people willing to help you along the way.

For more information, or to provide feedback, please email:  
[housingoptions@housinghub.org.au](mailto:housingoptions@housinghub.org.au)

