

A photograph of a man wearing a red helmet with "EDELRID" written on it, safety goggles, and a blue t-shirt. He is smiling and giving a thumbs-up gesture. He is wearing a safety harness and holding onto a rope, suggesting he is participating in an outdoor activity like ziplining. The background shows trees and a clear sky.

# Uniting DRS to Scope Questions and Answers

The following Questions and Answers have been developed by Scope to support Uniting residents and families in transitioning to Scope supported accommodation.

We look forward to getting to know you and support your through this period of change.

## Why is the transfer happening?

Uniting, your current service provider will no longer provide supported accommodation in your home.

Scope is talking to Uniting about providing you with the support you and your housemates need in your home. We are also talking to your support team about moving to Scope.

## Why Scope?

Scope is a large disability support service with the experience and expertise to provide the support you need.

We believe every person has the right to live the life they want and can achieve their goals with the right support.

## When will the changeover from Uniting to Scope happen?

Your last day with Uniting will be Sunday 21 November and your first day with Scope Monday 22, 2021.

### **What will day one (1) after transfer look like?**

Your home will continue to be your home. On Day 1 your support will just be provided by Scope. a new service provider.

## **Continuity of Services**

### **Will there be any changes to the disability services staff at my house?**

We are talking with your direct support staff about moving to Scope. This way you will continue to have the same familiar faces and quality of service available to you.

We will also have experienced Accommodation Services management supporting staff.

### **How will you get to know me, and understand my needs and concerns?**

We are committed to listen and learn. We will meet with you and your family/representative. This may need to be online but if possible, we will meet you in your home in a COVID Safe way.

We want to get to know you. We want to talk with you about hopes, concerns and needs.

We will build a support plan with you to ensure we are providing the services you need.

### **What information will Uniting give to Scope about me?**

With your consent, Uniting will provide Scope with the key information and documents we need about how to support you.

### **What will happen to my Service Agreement?**

Your Support Coordinator will work with the NDIS to transition your Service Agreement from Uniting to Scope. There will be no change to your Agreement. Your NDIS funding stays with you.

### **Will I still be able to do the things I enjoy and go the places I want to?**

Yes, we will continue to support you to do the things you enjoy and support you to exercise choice and control in the way you want to live.

### **How will you support people with no family to advocate for them?**

We will ensure that people with no family support have access to representation to provide the support they need.

### **What happens if I choose not to transition to Scope as my ongoing service provider?**

You have the right to make your own decisions. If you do not wish to transition to Scope, Uniting will work with you and your support team to identify other options.



## Who can I talk to?

There are many people you can talk to about this change.

### Scope staff

**Phone:** 1300 4 72673

**Email:** [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

### You can also contact your Support Coordinator

### Uniting staff

**Phone:** 03 7036 5800

**Email** [disability.enquiries@vt.uniting.org](mailto:disability.enquiries@vt.uniting.org)

### Uniting pastoral team

**Narelle Gillespie**

Phone 0437 669 287

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