

## “How is it? How would you like it to be?”

We are very interested to hear the good and bad issues of your family member living in a supported accommodation group home (CRU/SSA), both DHS & NFP/CSOs in the community for, generally, five or six residents.

As a reference point - Our story, bad and good, in brief:

*We very reluctantly sought a group home for our youngest son, after agonising over getting no younger to provide 24/7 care, and that we might depart this world at any time.*

*Paul went into a DHS group home when he was 20. and it was shocking no matter how many meetings we had with DHS management. No matter how hard we tried, we could never find a good aspect. It was frequently not even basic minder care. Finally after five years of wall to wall battle, we got Paul relocated.*

*After a short period of settling in to the new home, Paul's care and our involvement was wall to wall quality of life care, well in excess of that defined in the department's care policies, standards and values. We were over-the-moon delighted in every way. We were repeatedly reminded by the staff to tell them if there was anything of concern. They really wanted to do it right. In contrast to the first group, we hardly had an issue to mention. Disappointingly, this golden period lasted only two years, as DHS management don't like tall poppies, and they broke up the staff team. The care level and quality is mundane in comparison.*

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Most of the reason the DHS fail to provide quality of life care and meaningful family involvement, is that DHS management are generally unable or unwilling to set, monitor and maintain direct care staff work value expectation that care should be provided within the direction, intention and spirit of the department's care policies, standards and values.

1. We are interested to hear of the good and bad issues with your family member living in a DHS or CSO group homes.
2. We are interested in how you feel it should be.
3. Naturally, do not include names or anything which will identify the people or organisations. We just need to know if the service provider is DHS or a CSO.

**LIFESTYLE IN SUPPORTED ACCOMMODATION (LISA) INC.**

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