

Accommodation New Customer Meeting/ Site Tour Discussion Guide

Congratulations!

You have a new prospective customer who is interested in attending one of your SIL properties. Prior to signing up as a customer with Endeavour Foundation, most families and individuals choose to drop in and see our services for themselves, as well as meet our staff and other customers.

The following guide is designed to offer you some things to consider when preparing for a prospective customer to visit your property and to assist you with responding to some frequently asked questions.

We'd love your feedback! If you would like to submit suggestions for improvements to this guide, or you have been asked a particularly curly question, please let us know at marketbrief@endeavour.com.au.

A customer's decision making process

The decision to move out of home could be instigated by the prospective customer themselves, a family member or a key influencer like a teacher or NDIS support coordinator. There are lots of factors that are taken into consideration by the customer and family member when assessing whether a home may be a good fit for the customer. These may include:

- The first impression made by our support workers, including friendliness, caring demeanour and demonstration of skills in working to support customers;
- The look and feel of the house including break out areas and outdoor spaces;
- Location and distance to amenities;
- Transport options to the service;
- Other customers at the site and the number of customers;
- Community access program and activities;
- Opportunities for social interaction and development; and
- Quality assurance and safety procedures in place to protect the customer.

In addition they will also be supported by their LAC, Support Coordinator or Endeavour Foundation's NDIS team to understand how SIL will fit with their NDIS goals and available funding.

Preparing your site

There's an anecdote about a new staff member who went for an interview at a bank branch. While he was waiting for his interview he noticed that all the employees were walking around or stepping over an orange electrical cord that was on the floor of the reception area. No one moved the cord or questioned why it was there, it had become habit for the staff at the bank branch.

A prospective customer and their family who are visiting your property will view the environment with fresh eyes and notice all of the details, including the orange electrical cord! They're using this information to determine whether it's the right choice and it's important to remember this as you prepare your site for a prospective customer visit. Details matter when a prospective customer is assessing Endeavour Foundation for the first time and making a big decision about whether the property could be a suitable home.

Suggestions for preparing your site environment for a visit:

- Remove unused or damaged sports equipment, outdoor furniture and other items from outdoor areas.
- Assess the walls for damaged posters and artwork, bluetac residue and old Endeavour Foundation signs/posters. If in doubt, take it down.
- Remove clutter from benchtops, sinks, tables and side tables.
- Make beds
- Remove any personal identifying objects like names and photos
- Close doors to pantries, remove visible bins from the kitchen and bathroom
- Toilet seats down
- Open curtains
- Remove any visible food products or packaging from the kitchen
- No washing on the washing line

Preparing your customers for a new visitor:

- If residents will be home on the day of the site visit, please let them know that they will have new visitor at the property.
- Ask customers to make the new visitor feel welcome by introducing themselves.
- If the potential customer is visiting along with the family members or support coordinator, offering morning or afternoon tea hosted by your current residents is a great opportunity to bring them into the process of choosing a new housemate and allowing time for everyone to get to know each other.

Preparing your staff for a new visitor:

- Let your staff know that you'll have a new prospective customer onsite and their name.
- Ask staff to introduce themselves to the prospective customer and take a minute or two to chat with them and their families.
- Ask staff who are facilitating an activity (like cooking dinner) to take a minute to explain the activity and the learning outcomes to the prospective customer and their family.

The site tour

Meet the prospective customers at the front door at the organised time for the meeting. Take the time to walk the family through each room in the site and explain the features of the property and how areas are commonly used by the residents.

Once you have walked through the space with the family, find a quiet area to sit with the family and perhaps offer them a tea/coffee/water. Use this time to have a relaxed conversation with the customer and family to get to know them a little better.

Good questions to ask

A number of members of Service Delivery have contributed to the production of this resource and below is a list of their recommended questions to ask during a prospect's first visit to a SIL residence.

You have already received a brief about the potential customer from the Customer Service team, so make sure you have read that thoroughly so the family does not have to repeat all of the information they have already shared in their initial contact with Endeavour Foundation.

Typically accommodation enquiries are by a family member or a support coordinator. Occasionally we are also contacted by support workers and nursing staff.

Support coordinators play an important role in accessing SIL for new NDIS participants. We have segmented out the following questions depending upon whether the site tour is with a family member, customer or support coordinator. You may find that all parties will attend the tour together – this is ideal.

Questions for the family and potential customer

Talk directly to the individual with disability and allow them time to respond. From our first interaction with the potential customer, we need to demonstrate our customer centric focus to service delivery.

1. "What do you know about Supported Independent Living or SIL?" For newer participants to the NDIS, this might be a new term for them. *Supported independent living is the term used by the NDIS to describe shared or group accommodation. You can live with 2 – 7 other people in a house or apartment that can be modified for disability. People who live in Supported Independent Living also receive day-to-day support with cleaning, cooking, shopping, transport and personal care.*
2. "Have you got a support coordinator? Or do you have an allowance for a support coordinator in your NDIS plan?" Ideally a support coordinator would attend the site tour with the family and they'll provide the liaison between the customer, Endeavour Foundation and the NDIS. If they answer positively, the follow on question should be "Can you please give me your support coordinator's contact details so I can get in touch with them? Or I'll give you my details to hand onto them, it's important that we speak."
3. "What are your expectations of the property?" This is a good open ended question that helps you uncover anything in particular that the customer would like as part of their living arrangements. This could be proximity to amenities, parks or shops, or access to public transport or specific furniture and access requirements.
4. "Where are you currently living?" This could be a good indication on whether the customer has had experience living out of home previously.
5. "Do you know about rent and board arrangements with Endeavour Foundation?"
6. "Do you have a Disability Support Pension (DSP) in place?" A good question for younger customers.

7. "What do you like to do?" Asking this question up front will help you structure the tour to areas of interest and potential common interests with other residents. To help gauge the prospect's daily routine you may also like to ask "what service providers do you have in place?"
8. "What do you like to cook and eat?" Life skills is such a hot-button for families and it's a perfect way to discuss the end-to-end SIL offering. Use real life examples like "yesterday our customers made lunch for everyone. They spent some time deciding on the recipe in the morning and then they wrote lists and went to the shops to purchase the ingredients. They cooked a beautiful pasta bake and even did the clean-up." A good follow up question could be "Do you have any dietary requirements? Or safe eating plans in place?"
9. "Do you like to be in a group of people or do you prefer a smaller/quieter environment?" This is a key question to help gauge an individual's level of comfort to be in a group environment and any sensitivities to noise and other stimuli. This could be an opportunity to showcase smaller break-out areas and outdoor spaces.
10. "Do you have any particular preferences or dislikes that you'd like to tell me about?" This a friendly way to learn more about the customer and to discuss how we can best accommodate them as an individual within our services. You may also uncover some behaviour or preference concerns that perhaps will require additional support or a customer referral to another service provider. A good follow on question to this one is "is there anything in particular we can do to offer you support while you're in our service?"
11. "Do you have any worries about moving into a new home?" Change can be a scary thing for us all. This question can help you uncover and allay the fears of the customer and family.
12. "If you are interested in moving in, is there anything we could do to make the transition easier?" Again this type of question will enable you to get to know the individual and their behaviors. If a customer has indicated that they're interested and they are a good fit for your service, you can offer a weekend trial where the customer. The funding for the trial can be taken from the Core Supports line in their NDIS plan.
13. "Are you looking at any other homes?" This question will help you understand where the prospect stands in the research and decision making process.
14. "Can you see yourself living here?" Follow up questions to this one could be "What do you think you'll like/dislike about it?" This is a great way to gather feedback and understand how the customer is feeling.

Questions for the support coordinator

If a support coordinator attends the site tour, you may want to ask the following questions. Some of this information may have already been supplied to you by the NDIS Account Manager as part of their information template.

1. Is there an OT assessment related to SIL in place? Do you foresee any issues?
2. Is the person currently in a SIL environment?
3. Is SIL pre-approved? Or is it a medium to long-term goal?
4. Is this an emergency accommodation situation?
5. Have you had a look at any other housing solutions?
6. What are the support requirements? PBS or restrictive practice? Medications?
7. Do they have a DSP in place?
8. Do they have dietary requirements? Or safe eating plans?
9. What other service providers are in place? What does the person requiring SIL do day-to-day?

Frequently asked questions

Q: "How do meals work?"

A: Our support workers will collaborate with our residents for meal planning and meal preparation. Our staff have had nutritional training, adhere to dietary requirements and follow safe eating plans if required.

Q: "How many support workers are at the property?"

A: *SIL is a shared support model so our support workers are rostered to provide the support required for all residents in the property. The number of staff is determined by the individual needs and routines of all our residents.*

Q: "Can we have support workers from another organisation provide support in the property?"

A: *No, but we'd be happy to introduce you to our capable team who work with our current residents.*

Q: "Can we choose the support workers that will provide support?"

A: *No, but we consider the personalities and behaviours of all our residents when hiring new support workers.*

Q: "Is furniture provided?"

A: *We can provide basic bedroom furniture if required, or you can choose to bring your own furniture. We manage this on a case-by-case basis.*

Q: "Do you segregate the residents based on gender?"

A: *No we don't usually segregate on gender. We work with our residents to create a safe and welcoming home.*

Q: "How often can I/my family visit?" and "Can I take the customer home or out?"

A: *You can visit whenever you'd like, please just let us know before you come so you can make sure we're home. You can take your loved one out or to your home.*

Q: Will you support the children of an individual with SIL funding in an accommodation property?

A: *No, Endeavour Foundation supports individuals with intellectual disability from the ages of 16 and older. We don't provide support for dependants.*

Q: "What does Endeavour Foundation offer?"

A: Endeavour Foundation supports people with intellectual disability to live, learn, work and flourish according to their own interests and priorities.

Whatever the goals – for life, work or personally – we collaborate with customers and their family to develop effective, personalised support that fits their needs and interests.

Our services include:

Daily Living

Making the most of daily life is important to us all. We can help our customers develop important daily skills to live independently, get out and about in their local community, or provide help around the house with daily tasks.

Work

We have a range of employment and training options designed to help our customers reach their goals and find a job they love. With real jobs in a social and supportive environment, we can help you figure out what you want to do and the skills you'll need to get there.

Learning

Whatever the goals of the individual – for life, for work and personally – we collaborate with our customers to identify the skills and knowledge needed to achieve them.

Working with our customers and their strengths and interests, we'll co-design a learning program that gets them to where they want to be.

Social and Community Participation

Being connected to the community and social networks contributes to a sense of wellbeing, purpose and quality of life.

If our customers want to try a new activity, make new friends or just to get out and about, we have many options available.

Next Steps

If a customer has indicated that they're interested:

1. You will need to complete the Referral form (QF8700.01/05) and submit to practiceimprovement@endeavour.com.au along with any OT or medical documentation. This needs to be completed and submitted to your GM within 1 business day of the site tour. You will be able to provide your observations within this form.
2. You can offer a trial, pending the outcome of the Customer Profile review and approval from GM.
3. Provide feedback to the Customer Service Team – NDIS Account Manager who organised the tour for you.

If a customer has indicated that they're not interested in the property:

1. Provide feedback to the Customer Service Team – NDIS Account Manager who organised the tour for you. This needs to be provided within 1 business day of the site tour.

If a customer is non-committal and needs time to think:

1. Provide feedback to the Customer Service Team – NDIS Account Manager who organised the tour for you. This needs to be provided within 1 business day of the site tour. The NDIS Account Manager will continue to nurture the customer.

Guidelines for a Trial:

The customer or the Customer Safeguarding Team may recommend a paid or unfunded trial as the next step when progressing a potential customer. This can be used to ascertain customer fit with other housemates and whether Endeavour can safely provide support.

Below are some guidelines when discussing a trial with a customer.

- Minimum trial duration – 2 days (weekend)
- Maximum trial duration – 7 days (including a weekend)
- Minimum notice period to commence a trial – 2 weeks
- Trials are paid, if a customer doesn't have funding, GM of Home may choose to approve an unfunded trial.
- Only 1 trial per customer.