

Chapter 4 Move out and settle in

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Where to start when looking for a place to live

Key

Topic: Finding and choosing the right home

Level of detail: Detailed (Detail Level 3 of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information to help you find out where you can look for housing that suits your needs.

When you are ready to look for a new place to live, there are many places you can consider. It is important to know that help is available, and there are different ways to find a place that is right for you.

If you are looking for mainstream housing, you can search real estate websites such as realestate.com.au and domain.com.au. These websites list homes for everyone that are available to buy or rent.

For housing that meets your specific needs, here are some great places to start:

- **Housing Hub** – A website that lists available homes designed for people with disabilities. This includes specialist disability accommodation (SDA), supported accommodation, and accessible rentals. It also includes homes that accept STA and MTA funding. You can search by housing type, location, and the type of support you need. Visit: housinghub.org.au
- **Nest** – This website is designed to match people with disabilities to a home that meets their accessibility, funding, support and lifestyle choices. Visit: gonest.com.au

- **YourPlace Housing** – This website can help people with a disability find affordable housing. Visit: yourplacehousing.com.au
- **Endeavour Foundation** – This website offers a range of housing options where people can live on their own. Visit: endeavour.com.au
- **myGov** – This website has links to apply for social, public and community housing in each state and territory in Australia. Visit: myGov.au
- **Housing Choices Australia** – A not for profit group that houses people with disability in Victoria, South Australia, Western Australia, New South Wales, and Tasmania. Visit: housingchoices.org.au.

This is not a complete list. There may be other options in your state or territory. Contact your support coordinator or someone else in your support network if you need assistance.

Supporting a loved one?

You can play an important role in helping your loved one explore and understand their housing options. You can help out by going through these resources, discussing options, and offering support during the process.

Related toolkit content

Visit the '[Choosing the right home for you](#)' page in this chapter for information to help you understand what to think about and who can support you when moving to a new home.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

If you have any questions about NDIS Housing, you can call the Housing Hub NDIS Housing advice line 1300 61 64 63. You can also email them at housingoptions@housinghub.org.au.

Read online: Learn more by reading these resources:

- [Finding housing – Housing Hub](#)
- [Housing Hub](#)
- [Nest](#)
- [YourPlace Housing](#)
- [Endeavour Foundation](#)
- [Housing Choices Australia](#)
- [myGov](#)

Choosing the right home for you

Key

Topic: Finding and choosing the right home

Level of detail: Detailed (Detail Level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information to help you understand what to think about and who can support you when moving to a new home.

It is exciting that you are now looking for a new home! But we know it can also be a bit confusing. You will see lots of different homes and it can be hard to figure out which one is right for you.

To help, we have put together some simple steps to guide you to find a home that meets your needs.

1. Think about your needs

The Summer Foundation has made a tool to help you describe the housing you have lived in up until now. It also helps you work out your housing goals. You might have already filled this out, but if not, now is a good time to use it.

Housing tool: [My housing preferences](#) – Housing Hub

As you fill out the tool, you can think about things like:

- Any equipment you use
- Modifications that might help, like ramps or grab rails
- Your preferences for living close to family, friends or services.

2. Look at the home's features

When you find a home that looks good, check if it matches the needs you wrote down in the housing tool.

- **Accessibility:** Does the home have what you need to move around easily, like ramps or wide doorways?
- **Modifications:** Can any modifications you need be added?
- **Location:** Is it close to the places and people you want to be close to?

3. Ask questions

When you find a home that might be right for you, ask lots of questions. Here are some ideas:

- Can I make changes to the home if I need to?
- Are there any extra costs for making modifications?
- How long will it take until I can move in?
- What is the neighbourhood like? Is it close to services or public transport?

4. Visit the home

If you can, visit the home in person. Bring someone with you, like a family member or your support coordinator, to help you check things. Make sure the home feels comfortable and meets your needs.

5. Get help to evaluate your options

It is okay to ask for help! Talk to your family, friends, or support coordinator. They can give you advice and help you decide if the home is right for you.

Supporting a loved one?

You can play a big part in helping your loved one find the right home. By listening to their needs, exploring housing options together, and

offering advice, you can help them feel confident in making their decision.

Related toolkit content

Visit the '[Where to start when looking for a place to live](#)' page in this chapter to learn more about where you can look for housing that suits your needs.

Visit the '[Activity: Think about your ideal living situation](#)' page in Chapter 1 to complete an activity that helps you think about what your ideal home looks like.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Housing Hub Resources – Housing Hub](#)
- [Assessing accommodation options: factsheet](#) – Young People in Nursing Homes National Alliance
- [What should I consider?](#) – Housing Hub
- [Thinking about moving: what do you want and need out of housing?](#) – Housing Hub
- [Finding housing](#) – Housing Hub

How to plan a timeline for your move

Key

Topic: Timelines for moving out

Level of detail: Introduction (Detail level 2 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information that will help you plan a timeline for your move.

Moving into a new home is an exciting time. Your journey is unique and so is your timeline. Your timeline might depend on whether you have just had your housing plan approved or if you have already found a place to live.

Some people are ready to move quickly, while others take more time. That is okay! The important thing is to find a timeline that works for you. Here are some things to think about when planning a timeline for your move:

What stage are you at?

If your housing plan is approved but you have not found a home yet, it might take longer as you search for somewhere to live. If you have already found a home, your move might happen sooner.

1. Does your new home need changes?

If your new home needs modifications like ramps or grab rails, it might take some time to get those changes done. Speak to your housing provider or support coordinator to find out how long these changes will take.

2. Are your supports ready?

You may need to wait for care, equipment, or other supports to be set up in your new home. Talk to your support coordinator or NDIS provider about how long this will take.

3. How ready are you to move?

Think about how ready you feel. You might need time to pack, organise the move, or get comfortable with the idea of moving. You might also want to familiarise yourself with the local area before you move there.

4. Do you have a moving date?

If you have a date in mind, make sure everything is lined up. Talk to your housing provider and support team. Make sure the home is ready, your supports are in place, and any changes to the home are finished before your moving day.

5. Be flexible

Things do not always go exactly as planned, and that is okay. Sometimes there are delays. It is good to be open to adjusting your timeline if needed. You can work with your support coordinator, housing provider and support network to work through anything that comes up.

Character call out box

A timeline is a plan that shows when things will happen. It helps you know when you might be ready to move into your new home and what needs to be done first.

Related toolkit content

Visit the '[Planning your transition](#)' page in this chapter for more information about who will support your transition and how to create a transition plan for a smooth move.

Visit the '[Checklist to help you move](#)' page in this chapter to learn more about what you need to have in place as you prepare for your move.

Supporting a loved one?

You can help your loved one by talking through the timeline, helping them stay organised, and checking in with their housing provider or support network. Being there to offer guidance and support during the move can make a big difference.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

[Moving house: successful transitioning](#) – Young People in Nursing Homes National Alliance.

Planning your transition

Key

Topic: Transition considerations

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information on who will support your transition
- How to create a transition plan for a smooth move.

Having a plan

Having a plan can help guide you through your move out of aged care. This information will help you understand:

- Who will support you
- How to create a transition plan
- What to think about to make your move easier.

Who will guide my transition?

Your **Support Coordinator** will likely be the main person helping you through this process. They'll work closely with you to organise the steps of your move, get your supports ready, and make sure everything is in place for when you move to your new home.

There are also other people who may play important roles, including:

- **Family:** Your family can be there to help you pack, move, and support you emotionally through the process.

- **Friends and other trusted people:** Friends or other trusted people can offer support, whether that's helping you prepare or simply being someone to talk to.
- **Other support people:** Other people in your support network may help with practical tasks, like setting up your home and helping you adjust to your new space. This could include advocates or community volunteers.

What does a good transition plan look like?

A transition plan is a guide to your move from your current home into your new one. It makes sure everything you need is ready and helps make the move easier. You can develop a transition plan with your support coordinator or someone else in your support network. Here's what makes a good plan:

- **Focus on your needs:** The plan should be centred on what you need. This includes things like making sure your new home is ready with the right modifications and that your supports are in place when you move.
- **Clear Steps:** A good transition plan will have clear steps that tell you what needs to happen before, during, and after the move. This might include:
 - getting your home ready
 - setting up services
 - making sure everything is organised when you arrive.
- **Ongoing Support:** Moving doesn't end when you walk into your new home. Your transition plan should include support after the move to help you settle in, like regular check-ins with your support coordinator or housing provider.
- **Flexibility:** Things don't always go as planned. A good plan should be flexible enough to manage delays or changes. It should also make sure you get the support you need when something comes

up. A [moving checklist](#) can also be useful in helping you prepare for your move. The difference between a transition plan and a checklist is that the checklist is a simple list of tasks to get done. It focuses on specific things you need to do, like packing or getting the electricity connected. You can find a moving checklist here: [Checklist to help you move](#).

My transition plan template

We have developed a [transition plan](#) to help you and your support team make sure everything is organised, so that the move goes as smoothly as possible. You can fill out this plan with help from your family, support coordinator, or anyone else who is helping you. It is designed to make you feel prepared and supported every step of the way.

Related toolkit content

Visit the '[Activity: My transition plan](#)' page in this chapter to put together a plan to help you make sure you move goes as smoothly as possible.

Visit the '[Checklist to help you move](#)' page in this chapter to learn more about what you need to have in place as you prepare for your move.

Visit the '[Support systems during your transition](#)' page in this chapter to learn more on the support systems that may be available to you during your transition.

Visit the '[Ensuring your support needs are met from day one](#)' page in this chapter to learn more about how to make sure that care support is properly set up and ready in your new home.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Moving house: successful transitioning](#) – Younger People in Nursing Homes National Alliance
- [Living More Independently – Resource Series](#) – Housing Hub.

Supporting a loved one?

You can help your loved one by discussing their transition plan with them. They may need help working through some of the actions, including backup plans if things are delayed or something changes. Be there to offer emotional support, help with organising the move, and ensure that the right supports are in place. Your involvement can make the process smoother.

Tanya's story

This story is inspired by the experiences shared by younger people with disability through published resources. This story has been created to help you think about how your life could look after moving out of aged care.

Tanya felt anxious thinking about all the things she needed to do before moving out into her new specialist disability accommodation (SDA) home. Tanya had lived in aged care due to her physical disability since her early 40s. It was a big change, and there seemed to be a lot to figure out. But she was not alone – she had people to help her along the way.

Her support coordinator worked closely with Tanya, so that they could ensure her support team were well prepared and able to help Tanya settle into her new home. Tanya's family also helped with packing, organising and even just being there to talk things through when she needed it.

Activity: My transition plan

Key

Topic: Transition considerations

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

My transition plan

Moving into a new home is an exciting step, but it can also involve lots of planning. This **Transition Plan** is here to help you and your support team make sure everything is organised, so the move goes as smoothly as possible.

You can fill out this plan with help from your family, support coordinator, or anyone else who is helping you. It is designed to make sure you feel prepared and supported every step of the way.

Remember, this is **your plan**, and it can be adapted to suit your needs. Use it as a guide to think through what steps need to happen before, during, and after your move.

1. Modifications and Setup for My New Home

- **What changes or modifications does my new home need? (e.g., ramps, grab rails)**

List modifications: _____

- **Who will organise these changes?**

Name/Organisation: _____

- **How long will the changes take?**

Estimated timeline: _____

2. Logistics and Utilities

- **Have I arranged for utilities (e.g., electricity, water, internet) to be set up? Yes / No (circle one)**

If No, who will organise this? _____

- **What date(s) do these services need to start?**

Start date(s): _____

- **Who is responsible for setting them up?**

Person/Organisation: _____

3. Support Services

- **What supports will I need during and after my move? (e.g., care services, equipment)**

List supports needed: _____

- **When will these services start?**

Start date(s): _____

- **Will they be ready by my move date?**

Yes / No (circle one)

4. Packing and Moving

- **Who will help me pack and organise the move?**

Person/Organisation: _____

- **Have I bought everything I need for my new home? (e.g., toiletries, equipment, food)**

Yes / No (circle one)

If Not, who will help me organise this? _____

- **How will my belongings be transported? (e.g., moving company, family, friends)**

Transport Plan: _____

- **Do I need help with this?**

Yes / No (circle one)

- **Who will help me unpack in my new home?**

Person/Organisation: _____

5. Settling In and Ongoing Support

- **What support will I need in the first few weeks after moving?**

List supports: _____

- **Are regular check-ins with my support coordinator or housing provider scheduled? Yes / No (circle one)**

If Yes, when? _____

6. Emergency Contacts and Backup Plan

- **Who can I contact if something does not go as planned during the move?**

Emergency Contact(s): _____

- **What is my backup plan if there are delays or unexpected issues?**

Backup Plan: _____

Checklist to help you move

Key

Topic: Transition considerations

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information to help you prepare for your move out of aged care.
- It covers key steps and things you need to make sure you transition is smooth.

There are lots of things to get ready when moving into a new home. Having a plan makes everything easier. Below are a few things to think about as you prepare for your move.

1. Packing and moving your stuff

- **Start early:** packing can take time, so do not wait until the last minute. Pack a little each day and get help from family, friends or any other supports.
- **Label everything:** label your belongings with the room you will keep them, such as 'kitchen'. This will make it easier to unpack when you get to your new home.
- **Plan the move:** will you need a moving service or rent a van? Get quotes, and book early so everything is ready on moving day. You can reach out to your support coordinator or someone else you trust to help organise this.

2. Making sure your new home is ready

- **Set up utilities:** Make sure electricity, water, gas and internet are ready before you move in. The property or tenancy manager can help you organise these services in your name if needed. You can arrange direct debit payments from your bank account to make sure your bills are paid on time. For more information, visit: moneysmart.gov.au/banking/direct-debits.
- **Check modifications:** If your new home needs changes (like ramps or grab rails), confirm they are complete before moving day. You can reach out to your support coordinator or if relevant, your housing provider about this.
- **Confirm support services:** Make sure your support services are ready and will be there when you move in.
- **Sign your lease:** If you are renting, double check that your lease or contract is signed and ready. If you have any questions, talk to your support coordinator or if relevant, your housing provider.

3. Getting what you will need

- **Make a list:** Write down what you already have and what you need to get for your new home. For example, you might need furniture, kitchen supplies or bedding.
- **Start preparing early:** Start looking for things early. You can:
 - Find second-hand items in places like local charity shops, [Facebook Marketplace](#) or [Gumtree](#).
 - Ask family or friends if they have things they no longer need
 - Buy new things in store or online.

If you are having things delivered to your new home, make sure someone is here to receive them.

Note: If you are moving to specialist disability accommodation (SDA), many essential items will likely already be provided. However, it is a good idea to check with your housing provider to confirm what is included and what you might need to bring.

Supporting a loved one?

You can help your loved one by working through the moving checklist with them. Offer support in organising their move, gathering essential items, and ensuring their new home is ready. Your guidance and presence can make the process smoother and less stressful.

What do I need for my new home?

Here is a list of essentials to help you get started. It is not a complete list, but from the bedroom to the kitchen, we have got you covered with the basics.

Bedroom essentials

- Bed and mattress
- Pillows and bedding (sheets, blankets)
- Clothes storage (wardrobe, drawers, bedside table)
- Lamp or bedside light.

Living space essentials

- Couch or comfy chairs
- Coffee table
- Television

Bathroom essentials

- Towels and bathmats
- Soap
- Toothbrush and toothpaste
- Shampoo and conditioner
- Toilet paper
- Shower curtain (if needed).

Kitchen essentials

- Pots, pans and cooking utensils

- Plates, bowls and cutlery (fork, knife, spoon)
- Glasses and mugs
- Fridge, microwave, kettle and toaster
- Tea towel
- Sponges and cloths.

Cleaning essentials

- Broom, dustpan, and mop
- Cleaning cloths and sponges
- All-purpose cleaner
- Dishwashing liquid or dishwasher tablets (if you have a dishwasher)
- Rubbish bags.

Decor

- Welcome mat
- Rugs
- Cushions
- Clock
- Indoor plants.

These are just a few things to think about when getting ready for your new home. You can always add or change things based on what you need.

Related toolkit content

Visit the '[Understanding moving costs](#)' page in this chapter to learn more about the costs associated with moving.

Visit the '[Activity: Moving budget tool](#)' page in this chapter to help you keep track of your moving expenses.

Moving checklists

To help you get ready for your move, check out these two handy checklists:

[Moving to a new home checklist](#) – everything but the kitchen sink! – Housing Hub

This checklist covers everything you need to do, from the moment you start thinking about moving out of aged care to after you settle in. Some items may not apply to you, depending on where you are in the process.

[Planning your move to independent living](#) – Housing Hub and Mable

This resource includes a helpful moving checklist. It covers things to think about when getting ready, personal items, furniture and equipment, and adjusting to your new neighbourhood - all the way to moving day!

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Living More Independently – Resource Series](#) – Housing Hub
- [Moving to a new home checklist – everything but the kitchen sink!](#) – Housing Hub.

Understanding moving costs

Key

Topic: Transition considerations & costs of moving out

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information about the costs associated with moving.

Preparing for your move can involve various costs. You can plan for these expenses. Here is a breakdown of the main costs.

1. Packing costs

- **Packing supplies:** You will need boxes, tape and packing materials (e.g. bubble wrap). You can buy these at stores or look for free boxes from local shops or friends.
- **Hiring help:** If needed, consider hiring someone to help you pack. This may add to your costs but can make the process easier.

2. Transportation costs

- **Moving service:** A moving service will help you load your belongings into a van, move them to your new home, and unload everything when you get there. In most cases a moving service does not unpack your belongings. If you hire a moving company, get quotes from a few different services. The cost will depend on how far you are moving and how much stuff you have.

- **Storage fees:** You may need to store your things for a while before or after the move. If you cannot store it with friends or family, you may need to pay for a storage facility.

3. Setting up your new home

- **Hiring help:** After you move in, you might need help setting up your new home. This can include arranging furniture, unpacking boxes and getting everything organised. Speak to your support coordinator to see if you can access this kind of support through your NDIS plan.
- **Friends and family:** If you have friends and family who can help, it might not cost you anything. You may wish to consider a small thank you gift to show your appreciation.
- **Initial grocery costs:** After you move in, you will need to buy groceries and other essential kitchen and cleaning items.

Supporting a loved one?

You can help your loved one by discussing the costs associated with their move. If possible, offer to go through the [budget tool](#) together to help them understand how much moving will cost. You can assist in organising quotes or transportation options and provide guidance on packing costs. If they need help, you can also help them find resources or services that can support them during this transition. Your involvement can make it easier for them to navigate the financial aspects of moving.

Moving budget tool

This [budget tool](#) can help you keep track of your moving expenses. It includes costs related to packing, transportation and setting up your new home. You can fill it out on your own, or with your support coordinator or someone else in your network.

Related toolkit content

Visit the '[Activity: Moving budget tool](#)' page in this chapter to help you keep track of your moving expenses.

Visit the '[Financial supports that you may be able to access](#)' in this chapter for more information on supports that may be available to you when you move into your new home.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Housing Hub Resources](#) – Housing Hub
- [Moving to a new home checklist](#) – everything but the kitchen sink – Housing Hub
- [Moving house: successful transitioning](#) – Younger People in Nursing Homes National Alliance
- [Shopping assistance](#) – Disability Gateway.

Activity: Moving budget tool

Moving can be a big task, and knowing how much it will cost you can help you plan better. This budget tool can help you keep track of your moving expenses. It includes costs related to packing, transportation, and setting up your new home.

You can fill out this tool on your own, or with your support coordinator or someone else in your support network.

As you fill it out, you can mark which costs are relevant to you. Not all categories will be relevant to everyone. Consider any additional costs that may apply to your move.

How to use the budget tool:

- Mark relevant items: Put a check in the box next to any expense that applies to you.
- Check estimated costs: Look at the estimated costs provided for each item. These are here to help you plan your budget. Keep in mind that these may not be exact costs.
- Track actual costs: As you spend money, write down the actual costs next to each item.
- Add notes: Use the notes section for any important reminders or details about each cost.
- Extra expenses: Use the space for any other costs you did not include but need to remember.

Packing costs

Relevant?	Category	Estimated cost	Actual cost	Notes
<input type="checkbox"/>	Packing supplies: Boxes, tape, packing materials	\$50 - \$100 Can vary based on the amount of packing needed		
<input type="checkbox"/>	Hiring help: assistance with packing	\$30-50 an hour		

Transportation costs

Relevant?	Category	Estimated cost	Actual cost	Notes
<input type="checkbox"/>	Moving service: cost of hiring a moving company	\$100-200 per hour Can vary based on distance, amount of belongings and additional services (packing/unpacking)		
<input type="checkbox"/>	Renting a van: cost to rent a van	\$50-150 per day		

Relevant?	Category	Estimated cost	Actual cost	Notes
<input type="checkbox"/>	Petrol: cost for driving a rental vehicle	\$50-100 Depends on the distance you are traveling and fuel efficiency of the vehicle		
<input type="checkbox"/>	Storage fees: costs for renting a storage unit if needed	\$100-300 per month Can vary based on the amount of boxes you have		

Setting up your new home

Relevant?	Category	Estimated cost	Actual cost	Notes
<input type="checkbox"/>	Hiring help: help with unpacking and organising	\$30-50 an hour		
<input type="checkbox"/>	Furniture arrangement: costs for helping to arrange furniture	\$50-200		
<input type="checkbox"/>	Initial grocery costs: groceries and essentials	\$100-\$300 This can vary depending on		

Relevant?	Category	Estimated cost	Actual cost	Notes
	to stock your kitchen	your needs and how much you want to stock up		

Extra expenses

Fill in below any other expenses that relate to you.

Relevant?	Category	Estimated cost	Actual cost	Notes

Financial supports that you may be able to access

Key

Topic: Costs of moving out

Level of detail: Introduction (level 2 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information on the financial supports that may be able to access when you move into your new home.

There are different types of financial supports that could help you manage your finances when you move out of aged care. The [Disability Gateway](#) website is a useful place to explore these options. There is information on a range of supports, like income help, tax assistance, cards and concessions, and healthcare funding options. You can use the website to see which supports are available in your state or territory.

Here are some examples of supports you might be able to access:

- **Disability Support Pension:** This is a payment that can help you if you have a physical, intellectual or mental health condition that has lasted more than two years and means you cannot work. For more information, visit [Disability Support Pension – Services Australia](#).
- **Energy Supplement:** This is an extra payment that can help with energy costs (like your electricity and gas bills) if you receive certain payments from the Australian Government, like the Disability Support Pension. For more information, visit [Energy Supplement – Services Australia](#).
- **No Interest Loans Scheme (NILS):** This program provides people on low incomes with loans of up to \$2,000 for essential items with no

interest or fees. Essential items can include things you need for your house such as appliances and furniture. For more information, visit [No Interest Loans](#) – Good Shepherd.

National Companion Card: This program allows people with significant disabilities to bring a support person with them to events and activities for free. For example, if they go to the movies, they pay for their own ticket, and their support person's ticket is free. For more information, visit:

- [Companion Card](#) – Department of Health, Disability and Ageing.
- Visit the [Disability Gateway website](#) to see which financial supports might be helpful for you.

Character call out box

Interest is an amount of money that builds up over time on a loan. It is calculated on how much you borrow and how long you have to pay it back. In a loan with interest, you pay back the interest, as well as what you borrowed to the bank or lender. A no interest loan means that you only pay back what you borrowed.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Income and finance](#) – Disability Gateway
- [Financial support](#) – Disability Gateway
- [Tax support](#) – Disability Gateway
- [Cards and concessions](#) – Disability Gateway
- [Financial support for healthcare](#) – Disability Gateway
- [Companion Card](#) – Department of Health, Disability and Ageing.

Supporting a loved one?

Leaving aged care comes with new financial responsibilities, which can feel overwhelming for both you and your loved one. However, there is support available. You can work with your loved one and their support coordinator to explore the different financial assistance that might be available. This can help ensure that your loved one has access to the right kinds of supports.

Related toolkit content

Visit the '[Understanding moving costs](#)' page in this chapter for more information about the costs associated with moving.

Visit the '[Activity: moving budget tool](#)' page in this chapter to help keep track of your moving expenses.

Support systems during your transition

Key

Topic: Transition considerations

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Guidance on the support systems that may be available to you during your transition.

Moving to a new home can be exciting but it can also be overwhelming. If you feel stressed or anxious, there are support systems to help you. Here are some options:

1. Support coordinators

Your support coordinator is one of your main points of contact. They can help you by:

- Assisting you to find resources or services for any issues
- Talking to your landlord or support services about your concerns
- Guiding you through any other challenges that might come up.

2. Family and friends

Your family and friends can offer emotional support and practical help. They can listen to your worries and may be able to help you with tasks when moving – like packing or organising your new home.

3. Peer support groups and advocates

Talking with others who have similar experiences can be helpful. To find peer groups you can check the [NDIS website](#), speak to someone from the [Summer Foundation](#), or look for disability advocacy organisations. Online communities, like Facebook groups, may also offer connections for support.

4. Crisis and mental health support services

If you feel very overwhelmed and in distress, it is important to reach out for immediate help. You can contact:

- **Lifeline** at 13 11 14 for crisis support (any time of the day or night)
- **Beyond Blue** at 1300 22 4636 for mental health support.

You are not alone

Remember, you do not have to go through this transition alone. There are many support systems to help you if you are feeling overwhelmed, anxious or stressed.

It is important to share your feelings and ask for help when you need it. With the right support, you can manage the challenges that come your way.

Related toolkit content

Visit the '[What to do when things do not go as planned](#)' page in this chapter to learn more about what to do when things don't go as planned with your new housing and supports.

Visit the '[Ongoing support after you move](#)' page in Chapter 5 to learn more about who will be involved in making sure your ongoing support needs are met.

Visit the '[How an advocate can help you understand your rights](#)' page in this chapter to learn more about the role of advocate in supporting you in your transition.

Joe's story

This story is inspired by the experiences shared by younger people with disability through published resources. This story has been created to help you think about how your life could look after moving out of aged care.

Joe moved into aged care in his 40s because of an intellectual disability. When Joe was getting ready to move out of aged care into his own rental property, he felt a bit stressed. It was a big change, and he often worried about everything he had to do to make it happen. But his family and friends were there every step of the way.

His family and friends listened to his worries, offered advice, and reminded him that he was not alone in the process. Their support helped him feel more confident and made the transition feel easier.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Consider accessing the below resources, if needed:

- [Beyond Blue](#)
- [Lifeline](#)
- [Carers Australia](#)
- [Disability Advocacy Network Australia](#)
- [What types of community connections are available?](#) – NDIS
- [Contact us](#) – Summer Foundation.

Ensuring your support needs are met from day one

Key

Topic: Transition considerations & ongoing support

Level of detail: Introduction (Detail level 2 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Guidance on making sure that support is properly set up and ready in your new home.

As you prepare to move into your new home, it is important to make sure that your support is set up and ready to go. Here are some things to think about for a smooth transition:

1. Work with your support coordinator

Your support coordinator is important to making sure your support needs are met. Reach out to them to:

- **Confirm your support plan:** Go over your care plan and make sure everyone is clear on the support that you need.
- **Set up service providers:** Ensure the right support staff are arranged to be there when you move in.

2. Prepare the support staff

It is important that the support staff who will assist you know your preferences. To do this:

- **Share your preferences:** Talk about what you like and do not like, as well as any daily routines, with your support coordinator. This

information should be shared with your support staff so they can provide support in a way that works best for you.

- **Schedule introductions:** If possible, ask for your support coordinator to arrange for your support staff to meet you before you move. This can help you feel comfortable and prepared.

3. Know who to contact for help

Make sure you have a clear understanding of who to contact when you need help:

- **Availability of support staff:** Understand when your support staff will be available and how to reach them if you need help outside of scheduled times.
- **Emergency contacts:** Have a list of important phone numbers, including your support coordinator, emergency services, and healthcare providers.

Character call out boxes

Emergency contacts are the people or services you can call if you need urgent help.

Supporting a loved one?

It is important that your loved one's support needs are met from the moment they move into their new home. If you or your loved one are feeling a bit anxious about this, remember that your loved ones' support coordinator can help. Encourage them to talk to their support coordinator to make sure everything is ready for their move. If your loved one is okay with it, you can join these conversations too. This can help you to feel more at ease as well.

Related toolkit content

Visit the '[Planning your transition](#)' page in this chapter for more information on who will support your transition and how to create a transition plan for a smooth move.

Visit the '[Support systems during your transition](#)' page in this chapter to learn more about the support systems that may be available to you during your transition.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Living More Independently – Resource Series](#) – Housing Hub
- [Moving to a new home checklist – everything but the kitchen sink!](#) – Housing Hub
- [Your support team](#) – Housing Hub.

How to build connections with your new support workers

Key

Topic: Transition considerations & ongoing support

Level of detail: Detailed (level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Guidance on how to build connections with your new support workers.

It is normal to feel nervous about meeting new support workers. Building a good relationship with the people who help you day-to-day can help you feel more comfortable in your new home.

Here are some tips to help you build a good relationship with the people who support you:

1. Tell them a little about yourself

Tell your support worker a few things about you. It could be:

- your favourite daily routine
- hobbies
- or things that help you feel comfortable

For example, you might let them know if you enjoy listening to music or prefer a quiet start to your day. Sharing small details can make it easier for them to understand what is important to you.

2. Clearly explain your support needs

Let your support worker know what kind of support you need. For example, you might prefer help with some tasks and not others; or you may need support following a routine that works for you. Being clear about what support works best makes it easier for your support worker to provide the right kind of help.

3. Take it one step at a time

Building any new relationship takes time, and it is okay if it feels a bit awkward at first. Give yourself and your support worker time to adjust and get to know each other by taking things one day at a time.

4. Celebrate the small wins

When something goes well – like completing a task or having a good day – take a moment to recognise it. Saying “thank you” can help build a positive connection with your support worker.

5. Be open about what is working (or what is not)

If something does not feel right, let your support worker know. Telling them when you need things done differently can help them give you the best support possible.

6. Maintain boundaries

It is natural to feel a friendly connection with your support worker. But remember, they are there in a professional role to support you. Keeping some personal boundaries—like avoiding very personal topics—helps keep your relationship respectful. It is okay to feel close and comfortable with your support worker, but clear boundaries help keep their support professional and focused on your needs and wellbeing.

For more information on professional boundaries, visit: [How to maintain professional boundaries with your support worker](#) – Mable.

Related toolkit content

Visit the '[Ensuring your support needs are met from day one](#)' page in this chapter to learn more how to make sure your care support is properly set up and ready in your new home.

Visit the '[Support systems during your transition](#)' page in this chapter to learn more about the support systems that may be available to you during your move out of aged care.

Supporting a loved one?

Forming new relationships with support workers can take time, both for you and your loved one. You also have an important role in engaging with their support workers in a positive and respectful way. This can help build a trusting and supporting environment. You can find more information here: [How to build trust with your support workers](#) – Ability8.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

- [Tips for building trust with your support worker](#) – Mable
- [How to build trust with your support workers](#) – Ability8
- [How to maintain professional boundaries with your support worker](#) – Mable.

Building skills for independent living

Key

Topic: Transition considerations

Level of detail: Introduction (Detail level 2 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information on programs that can help you build independent living skills.

Moving out of aged care is a big change. You might need to use skills that you have not practiced in a long time, or you may be learning new skills for the first time. It is normal to feel a bit nervous about this. There are many programs that can help you build the skills you need to feel confident and independent.

You can:

- join a peer support group
- connect with an online community
- attend face-to-face workshops
- get one-on-one skills training.

There are options to support you in reaching your goals.

The Disability Gateway has created a map that shows all the programs available in each state and territory. Visit: [Life Skills](#) – Disability Gateway.

Take things at your own pace. Remember, you are not alone on your journey to independence.

Supporting a loved one?

If your loved one is moving into a new home, they may need to use skills they have not practiced in a while or may not have needed before. This can feel challenging and new. You play an important role in encouraging them to engage in programs that build skills for independence. This can help make their transition easier and boost their confidence.

Relevant toolkit content

Visit the '[Connect with your community](#)' page in Chapter 3 for more information on how you can get involved with your new community, including engaging in programs.

Visit the '[Learn from others who have made the move](#)' in Chapter 3 to learn more about how you can learn from others who have moved out of aged care.

Helpful resources

Talk to someone: Talk to your support coordinator or someone else in your support network for more information.

Read online: Learn more by reading these resources:

- [Life Skills](#) – Disability Gateway
- [Improved daily living NDIS examples](#) – Activeability.

What to do when things do not go as planned

Key

Topic: When things don't go as planned

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Guidance on what to do when things do not go as planned with your housing and supports.

Sometimes, moving into a new home or getting support can come with challenges. It is important to know how to share your concerns if something isn't working or going to plan. Here is how to provide feedback about your housing and support services.

If something is wrong with your housing

- **Identify the problem:** Think about what is not working. This could be issues like repairs that need to be done, safety issues, or problems with getting into your home.
- **Contact your housing provider:** Get in touch with your landlord or housing provider to share your concerns. Make sure to:
 - Explain the problem clearly and say what you want them to do about it
 - Record details about the issue, including dates and conversations you have had.

- **Speak to your support coordinator:** Your support coordinator can help you talk to your landlord or housing provider. They can offer advice on how to handle the situation.
- **Follow up:** If you do not hear back or the issue is not fixed quickly, follow up. Staying on top of things can help get your concerns addressed.
- **Escalate if necessary:** If the problem still is not resolved, think about reaching out to a support organisation that can help you. This might include tenant advocacy groups and government organisations. See 'Need help?' below for a link to a list of organisations that can help.

Character call out box

A tenant advocacy group helps people with problems related to their housing. They can give you advice, help you understand your rights, and support you in resolving issues with your landlord.

Need help?

If things go wrong and you need support, there are a range of organisations you can contact to help. Check out the Housing Hub's resource on who to contact in your state or territory.

- [Housing Seekers](#) – Housing Hub

If something is wrong with your supports

- **Recognise the problem:** Think about what support you feel is missing or not working. This might include issues with the services you are getting or the people delivering them.
- **Talk to your support coordinator:** Your support coordinator is there to help you. You can:
- **Share your feelings:** Tell your support coordinator what is not working for you. This could be about the kind of support you are receiving or the person delivering it.

- **Get help resolving issues:** Your support coordinator can help you talk to the service providers to fix the problem.
- **Make bigger changes:** If you need a major change to your support, like getting new types of support, you may need to work with your support coordinator to change your NDIS plan.
- **Find extra help:** If you feel like you need more support, you can reach out to organisations that help people with similar issues. They can offer advice and help you navigate your situation. A good example is the [Summer Foundation](#).

Do not forget: your voice matters!

Providing feedback when something is not working as planned is important to make sure your needs are met. You have the right to speak up about any issues with your housing or support services. There are many resources available to help you advocate for yourself and find a solution.

Supporting a loved one?

If someone you care about is facing challenges with their housing or support, you can play an important role in helping them. Start by listening to their concerns, understanding how they feel and validating what they are experiencing. It is important they know that it is okay to express their feelings about their situation.

Encourage open communication and remind them that they have the right to voice their concerns. Offer to assist them in reaching out to their landlord, housing provider, or support coordinator. You can help them come up with a plan to address their issues and find solutions together.

Related toolkit content

Visit the '[Support systems during your transition](#)' page in this chapter to learn more about the support systems that may be available to you during your transition.

Visit the '[Ongoing support after you move](#)' page in Chapter 5 to learn more about who will be involved in making sure your ongoing support needs are met.

Visit the '[How an advocate can help you understand your rights](#)' page in this chapter to learn more about how an advocate can support you.

Visit the '[What to do if you need emergency housing](#)' page in Chapter 5 to learn more if you find yourself in this unlikely situation.

Helpful resources

Talk to someone: You can talk to your support coordinator or someone else in your support network for more information.

- **Read online:** Learn more by reading these resources:
- [Solving problems](#) – Housing Hub
- [Changing your plan](#) – NDIS.

How an advocate can help you understand your rights

Key

Topic: Ongoing support and when things do not go as planned

Level of detail: Detailed (Detail level 3 out of 3)

Stage in the decision-making process

- Chapter 4

On this page you will find:

- Information about what an advocate is.
- Guidance on how an advocate can support you.

What is an advocate?

An advocate is someone who supports you to speak up and makes sure your rights and needs are respected. They can provide important information, help you understand your options, and make sure you are treated fairly.

The [Disability advocacy network Australia](#) (DANA) highlights that advocates can do many things, including:

- listen to the person they are working with
- find the issues they can help them with
- give the person information about their options for addressing the issues
- help them to present and express their views and wishes to others
- help them to understand and defend their rights
- be independent and be on the side of the person with disabilities and no-one else's side.

For more information on the different types of advocacy, you can visit - [Disability Advocacy Network Australia](#).

How can an advocate help you?

An advocate can assist with a wide range of issues related to where you live. [People with Disability Australia](#) explains that an advocate can help in situations where:

- The place you live is not safe
- You have a dispute about your rights with your landlord or accommodation provider
- You are having difficulty getting home modifications
- You have home maintenance issues that could not get fixed
- You are not receiving appropriate services that were agreed with you
- You need support to get rent assistance through Centrelink.

How do I find an advocate?

There are services that can connect you with the right support. Here are some tools to help:

Disability Advocacy – Ask Izzy – You can use this tool to look for disability advocacy providers in your area.

Find an advocate – Disability Advocacy Network Australia – You can use this tool to help you find an advocacy service in your state or territory.

Housing Advocacy Service – People with Disability Australia – You can fill out the form or use the contact details on this page to access advocacy support to help solve a problem.

Related toolkit content

Visit the '[What to do when things do not go as planned](#)' page in this chapter for more information on the kind of issues that an advocate could support you with.

Visit the '[Support systems during your transition](#)' page in this chapter to learn more about the support that may be available to you during your transition, including advocates.

Visit the '[Ongoing support after you move](#)' page in Chapter 5 to learn more about the role of advocates in providing ongoing support after you move into your new home.

Helpful resources

Talk to someone: You can talk to your support coordinator as well as others in your support network for more information.

Read online: Learn more by reading these resources:

- [Advocacy](#) – Housing Hub
- [Disability Advocacy](#) – Ask Izzy
- [Find an advocate](#) – Disability Advocacy Network Australia
- [Housing Advocacy Service](#) – People with Disability Australia
- [Your housing rights](#) – Disability Gateway
- [Rights and legal](#) – Disability Gateway.