**Home and Living consultation submission**

**Name:** Individual 28 (NSW)

**Date and time submitted:** 8/20/2021 6:10:00 AM

**How do you identify:** A disability support worker, health or allied health worker

# **Do you talk to people about how you would like to live?**

Yes

## **If not, why not?**

* I’m happy with my current arrangements:
* I don’t think I have the money to make changes:
* I don’t know where to start:
* I’m comfortable thinking about it on my own:
* I don’t want to talk about it:
* Other – please describe:

## **What kinds of things do you talk about / would want to talk about?**

* Who I want to live with: Yes
* Where I want to live: Yes
* What supports the NDIS funds: Yes
* What options are available: Yes
* What other people have done: Yes
* Not sure: No
* Not Applicable: No
* Other – please describe: No

# **Where would you like to get information to think about where and how you live?**

* Internet: No
* Social media: No
* Service providers: Yes
* Support Coordinator / LACs: Yes
* NDIS / NDIS website: Yes
* Friends and family: No
* Other participants / peers: No
* Government websites: No
* Peak bodies / advocacy groups: No
* Other – please describe: No

# **What information, learning and resources could we create to help you choose your home and living supports?**

* Examples of what options other people with disability might have chosen: No
* Someone to talk through my options with me: No
* Information that I can take away and read on my own: Yes
* Information given to providers: Yes
* Opportunities to talk with NDIS representatives on new options: No
* Other – please describe: No

# **How helpful is the NDIS website to find information on home and living supports?**

Somewhat helpful

## **What would improve the helpfulness of home and living information on the website?**

No answer recorded

# **Would it be helpful if your informal supports (e.g. friends, family and carers) knew more about how and where you want to live?**

No

## **How can we work better with your informal supports to help them know more?**

No answer recorded

# **If your NDIS funding was more flexible, would you purchase different support/s for your home life than what you have now?**

No answer recorded

## **Such as?**

# **Who helps you to organise your NDIS supports?**

* Formal support, such as a support coordinator / LAC / NDIA planner or delegate: Yes
* Informal support, such as family / friends / carer / peer support networks / mentors: No
* No one / I self-manage my funds: No
* Other – please describe: No

## **How helpful is using formal supports?**

Neither helpful nor unhelpful

## **How helpful is using informal supports?**

No answer recorded

## **How helpful is using other supports?**

No answer recorded

# **Have you ever used peer support networks or a mentor to find / access NDIS supports?**

Yes

# **Of the following options, who would you be most likely to use to help you implement your plan?**

* Peer support networks: Unlikely
* Mentors: Extremely unlikely
* Specialised home and living support coordinators: Very likely
* Support coordinator / LAC: Likely
* NDIA planner / delegate: Very unlikely
* Family and friends: Neutral
* Other – please describe: Extremely likely

clinical team in the hospital

# **How would you like to encourage providers to offer new and innovative service options?**

* Pricing incentives for providers: No
* Recognition of innovative providers: Yes
* Newsletters: No
* Showcases: No
* Participant reviews and ratings: Yes
* Other – please describe: No

# **Appendix D (see consultation paper) lists options for actions we could take to improve home and living in the NDIS. What other ideas would you add to Appendix D?**

Improve planners knowledge and ability to 'translate' infomration being provided to determine supports.

# **Do you identify as:**

* Aboriginal and Torres Strait Islander? No
* From a culturally and linguistically diverse background? No
* Living in a rural and remote area? No
* LGBTIQA? No
* Having a psychosocial disability? Yes

# **Is there something you would like to see in a home and living policy specific to your response in previous question 12?**

Transperancy and clarity around what evidence / information is required for high level supports - inlcuding how behaviour's of concern (relating to disability) are supported/funded.

Such as a clear guideline for decision makers on funding and evidence.

I currently support about 60 clients with psychosocial disability, the planners (and support coordinators) undertsanding of this type of disability and what supports is required is rarely at a suitable level. Feedback and advice on suitability is very changable.

When i support people with physical issues with mobility support needs, i rarely have a problem with planners and funding for these. However, psychosocial disability is very different. I have found it very common for planners to find it difficult to understand the needs of a person with psychosocial disability. When health supports provide letters t the NDIS this are often misunderstood and get 'translated' incorrectly which results in significant issues and delays for the persons discharge (in particular the last 8 weeks).

Although we are learning (through trial and error) how the NDIS want us to provide information and 'translate' this there is no clear advice anywhere that can help us do this. As a result we spend considerable extra amounts of time to try and translate it as best as possible, but this isnt really our job and NDIS staff should be able to do this. I believe there needs to be a specialised pathway/process for people with psychosocial disability (much like with access).

# **Is there anything else you would like to add?**

I have found that the recent changes have really made it very difficult/almost imporssible to get funding for anyone of my clients. These clients have been in hospital for 10+ years and it is very clear the support they require. However, we seem to not be able to get them passed eligability (which was never a problem in the past). The feedback we get as to why they are refused is that it would be great if there was a way to ensure recipet and uploading of documents such as home and living form as over the last 6 months i have found it very difficult to send this form in (and all other documents). Despite sending the file and calling to confirm reciept, it falls off somewhere and never uploaded or actioned. There needs to be a way to ensure this form/process is processed.