**Home and Living consultation submission**

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**How do you identify:** A family member, friend or carer of a participant or person with disability

# **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: No
* What options are available: No
* What other people have done: No
* Not sure: No
* Not Applicable: No
* Other – please describe: Yes

the kind of set up- in our case living with housemates and the role of trusted support workers in being in my sons life. Going to rental house inspections

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

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

local real estate websites, local real estate offices, peer groups on social media

# **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: Yes
* Someone to talk through my options with me: No
* Information that I can take away and read on my own: No
* Information given to providers: Yes
* Opportunities to talk with NDIS representatives on new options: Yes
* Other – please describe: Yes

being able to use provider finder to search for providers in our rural area, and useful search categories like ILO providers.Proper training and NDIA processes that actually work in regard to change of circs, ilo applications and timely response

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

Not at all helpful

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

dont know. The NDIS website is not part of my life. The provider finder is hopeless. I did actually search for ILO providers and wasn't able to.

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

Yes

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

see my comment on provider finder. the system needs to be easier for people to understand. Lucky for my son I have professional experience. If you didn't have this, its just too hard. And its impossible for my son to start to understand. We need a planner that we can email, discuss his needs with, and together work towards a workable ILO/housing plan

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

Yes

## **Such as?**

We have tried to apply for an ILO and hit a brick wall. My son has a great set up- share house with supportive house mates (non disabled) who provide 20 hours of support a week. We want an ILO in my son's plan. But all we were given was a prorata of his last plan for 6 months with no supports for living out of home and very little funding for allied health which he desperately needs. I cannot plan any supports or engage allied health. This is meant to be temporary-- I have no faith that the NDIS will organise a proper plan for my son, and it has stressed me out and made me very anxious. WHAT IS THE POINT OF ALL THIS CONSULTATION IF YOU CANT GET THE BASIC PLANNING PROCESS WORKING PROPERLY????

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

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

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

No answer recorded

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

Very helpful

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

No answer recorded

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

No

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

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

# **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: Yes

how about you have a half decent provider finder that lists actual services provided by service providers (not just registration groups) and included useful information about what they provide, if they have ILO experience, what their strengths are etc et

# **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?**

1.see above -provider finder

2. get your planning process happening.

3. have a 1800 number that actually provides useful help, and can get information to LAC and delegates and planners, and more than just recording our questions

# **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? Yes
* 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?**

We need as many innovative and interesting services in the country. We feel more isolated and there are no peer groups or forums or meetings that we can attend. If you don't want to follow the SIL/ day centre herd, you are pretty much on your own

NDIS needs to recognise and provide for co diagnoses and the need to support more than the main one. My son has Down syndrome and anxiety and depression. We need support for his anxiety as it impacts his behaviour and housing security and mainstream psychologists don't work with his support network to assist them to support him.

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

Its all rosy when you read the case studies, but the reality is that we have done ALL the right things towards getting an ILO and we are stuck with a quarter of the funding he needs, no allied health support, a ridiculous amount of parental input on a daily basis and as advocates to get a plan , no clarity about the process, no one at NDIA we can usefully discuss his needs ( the LAC tries but doesn't understand the NDIS process for ILO himself), and a ILO provider (Home Share Melbourne) that isn't planning to stay as such because the appalling NDIS process gives them no hope that this is a viable business choice for them. And they are fantastic, its so sad.