**Home and Living consultation submission**

**Name:** Kim (VIC)

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**How do you identify:** A participant currently receiving home and living supports

# **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: No
* Where I want to live: No
* What supports the NDIS funds: Yes
* What options are available: Yes
* What other people have done: No
* 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: Yes
* Social media: No
* Service providers: No
* Support Coordinator / LACs: Yes
* NDIS / NDIS website: Yes
* Friends and family: No
* Other participants / peers: No
* Government websites: Yes
* Peak bodies / advocacy groups: Yes
* 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: Yes
* Someone to talk through my options with me: Yes
* Information that I can take away and read on my own: Yes
* Information given to providers: No
* 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?**

Not at all helpful

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

As someone who wished to remain at home and required kitchen alterations I found very little information about that

# **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: No
* Informal support, such as family / friends / carer / peer support networks / mentors: No
* No one / I self-manage my funds: Yes
* Other – please describe: No

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

No answer recorded

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

Do specialised home support co-ordinators exist?? I found the NDIS first answer is "No" to my questions about changing my kitchen to make it wheelchair appropriate

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

* Pricing incentives for providers: No
* Recognition of innovative providers: No
* 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?**

No answer recorded

# **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? No

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

Providers in rural areas are limited and have limited experience across the NDIS system. I would like to see education and information available.

For example I have seen examples where an OT application for a wheelchair cost the participant $1000 in reports to obtain a wheelchair and the application was denied due to lack of required information. I know of people who wait for over 8 months for ramps and renovations to allow them to stay at home. Others never receive assistive technology at all due to a lack of providers and a lack of providers knowledge.

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

In my opinion NDIS says all the right things for example the client participation charter but fails to follow up. I suggest you try and find information and support for changing your home to be wheelchair appropriate so to remain at home and the problem will be obvious.

Providers such as OT's in rural areas are very well paid but inexperienced and months go by with no result. The complaints system for assistive technology is appalling and frustrating.