**Home and Living consultation submission**

**Name:** Maria (NSW)

**Date and time submitted:** 9/9/2021 10:30:00 AM

**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: Yes
* Where I want to live: Yes
* What supports the NDIS funds: Yes
* What options are available: No
* 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: No
* Social media: No
* Service providers: Yes
* Support Coordinator / LACs: No
* NDIS / NDIS website: Yes
* Friends and family: Yes
* 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: 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?**

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?**

Yes

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

Education! By educating informal supports what a disabled person requires on a daily basis. For example stretching exercises, medication monitoring and ensuring participant does not develop pressure sores.

# **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?**

A provider that has fully trained support workers, who are aware of your condition and support workers that speak & communicate in English.

# **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: Yes

Plan managed

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

Somewhat helpful

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

No answer recorded

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

Not sure

# **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: Neutral
* Mentors: Neutral
* Specialised home and living support coordinators: Very likely
* Support coordinator / LAC: Extremely likely
* NDIA planner / delegate: Extremely likely
* Family and friends: Neutral
* 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: Yes
* Showcases: Yes
* 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?**

There should be more face-face consultation with LACs regarding home modifications. The only way LACs can understand your needs they have to physically see your living area, does not work over the phone.

# **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? No

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

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

Providers do not need more money for incentives to do their job. From my experience I can see a lot of Government money being wasted by providers who are not providing a good service to participants.

NDIS needs to screen all providers carefully.