**Home and Living consultation submission**

**Name:** Michelle (NSW)

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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?**

No

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

* I’m happy with my current arrangements: No
* I don’t think I have the money to make changes: Yes
* I don’t know where to start: No
* I’m comfortable thinking about it on my own: No
* I don’t want to talk about it: No
* Other – please describe: Yes

Lack of available supports. Lack of funding.

## **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: Yes

What supports are available from other systems, that would compliment my NDIS support. To be clear about where those other supports start and stop.

# **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: Yes
* NDIS / NDIS website: No
* Friends and family: No
* Other participants / peers: Yes
* Government websites: Yes
* Peak bodies / advocacy groups: Yes
* Other – please describe: Yes

I find my Support Coordinator well informed, but not LACs or planners.

# **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: Yes
* Opportunities to talk with NDIS representatives on new options: Yes
* Other – please describe: Yes

More useful NDIS website content.

# **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?**

Links to relevant options available for people like me (location, disability need, use similar supports). eg. a link to Housing Hub

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

Not sure

## **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: Yes
* No one / I self-manage my funds: No
* Other – please describe: Yes

My support coordinator is helpful organising my supports, but LAC and planners are not. Support coordinator is also not so good at exploring options with me, but good at organising what I know I want.

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

Somewhat helpful

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

Neither helpful nor unhelpful

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

Not sure

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

Mainstream housing support worker is very helpful and not on your list. Specialised H&L SC sounds good, but would need to be able to work across all your supports. Or with your main SC. My family and friends don't know anything about my housing needs or what's available to me.

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

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

Pay incentives for outcomes, not just service provision. Even if the outcome is not positive, you should be collecting data on why it wasn't successful to learn and improve.

# **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's a lack of creative/ alternative housing solutions discussed/ available. Such as living in a motor home/ caravan should I want to. With the current Sydney housing market, people will need to be considering these kinds of options if they want to live where the want. (AND Tiny Houses). Have better conversations with people about how they speak. Bring up H&L with people regularly (NDIS should initiate the conversation like a check-in every 6 months or so). Better information sharing (I had a service provider film me doing something, when I changed providers, the new one didn't have access to that resource). Examples, examples, examples! If a participant identifies as at risk of homelessness, the NDIS should act to ensure they don't loose their home etc (be proactive, not reactive). Same for entering aged care. Identifying early when people are inappropriate housing options for their needs. Inappropriate housing drives up the costs of supports elsewhere in the plan. Make sure your information is clear, understandable and accessible. I like the idea of journey maps, by the way. I don't think anyone who provides SIL or SC should also be your landlord, it means that if people are having trouble with their provider they might not speak up, and this includes subsidiary arrangements that providers put in place to separate owning the fabric from providing the support. Any important changes need to have a good long transition. Is there a price guide item for home maintenance? Is it enough to pay for the tradies required to do the job. It should be possible to part pay for something above what is funded by the NDIS, and more consideration given to shifting a cost from one part of the plan to save money in another.

# **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?**

People with psychosocial disability often respond better to feeling like their home is very secure. As a person who has experienced domestic violence my disability needs would benefit from enhanced security like crim-safe mesh, security cameras etc. Additional needs as a result of psychosocial disability need to taken seriously and treated with respect. A home needs to respond to all my needs both physical and other. Someone might want to live in a general area, but not a specific place within that area due to their experience or other psychosocial disability triggers.

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

There is not enough attention paid to the lifetime cost of a person. As a young person of 28, I see that decisions that are being made about me at the moment are likely to cost the scheme more later on. Ensure homes are homely, not clinical. STA guidelines don't meet everyone's needs. I want to be able to hide everything that reminds me of my disability when I'm not using it, some SDA requirements don't allow that, such as toilet set up etc. Make sure there are options for different types of housing, I don't want to live in high-rise or high density housing. Be more supportive of people living with their family if they want to. SDA should be more targeted toward supporting participants to become home owners, not on building the portfolios of property investors.