**Support for Decision Making consultation submission**

**Name:** Individual 86 (QLD)

**Date and time submitted:** 6/21/2021 5:56:00 AM

**How do you identify:**

* A NDIS participant: Yes
* A family member, friend or carer of a NDIS participant: No
* A NDIS nominee: No
* A legally appointed guardian: No
* A disability support worker: No
* A health or allied health worker: No
* A community member: No
* Aboriginal or Torres Strait Islander: No
* Culturally and linguistically diverse: No
* From a rural or remote area: No
* A person with an intellectual disability: No
* A person with a cognitive impairment: No
* A person with a communication disability: No
* A person with a psychosocial disability: No
* Other: No

1. **How can we help people with disability make decisions for themselves?**

* Resources: Yes
* Information: Yes
* Decision Guides: No
* Having a person help: No
* Other: No

1. **Who are the best people to help you (or a person with a disability) to make decisions?**

* Family: Yes
* Friends: No
* Peer Support Networks: No
* Mentors: No
* Coordinators: Yes
* LAC: No
* NDIA Partners: No
* Advocates: Yes
* Service Providers: No
* Other: No

1. **What should they do to help with decision-making?**

help explain the complex wording that NDIA uses into more simpler terms

1. **How can they get better at helping?**

* Getting to know the participant well: No
* Doing some training on decision support: No
* By having resources and information about providing decision support: No
* Other: Yes

info on NDIS is hard to find and hard to understand. More support needed so that support people can actually help.

1. **How can we make sure the right people are helping?**

* They are chosen by the NDIS Participant as a decision supporter: Yes
* They value the rights of people to make decisions with support: Yes
* They are a registered provider: No
* They enable the participant to take risks: No
* Other: No

1. **What should decision supporters know about so they can better help people with disability make decisions?**

* Guidelines for decision supporters: Yes
* Scenarios or Examples: No
* Information Sessions: Yes
* Support Networks: No
* Other: No

1. **Can you tell us about a time when someone helped you (or a person with disability) to make a big decision?**

Not applicable

**What worked well?**

No answer recorded

**What could have been better?**

No answer recorded

1. **What is the best way to support people with disability to make decisions about their NDIS plan?**

* Practice: No
* Peer Support Networks: No
* Information and Resources: Yes
* Guidance Tools: No
* Not Sure: No
* Other: Yes

Make NDIS easier to understand. Information is kept under lock and key. When NDIA request information it is not explained what it is they are after. Participant and providers left to try and guess at what NDIA want.

1. **Are there different things to consider for people with different disabilities or cultural backgrounds?**

**An intellectual disability:** No

**A disability that impacts how they think, a cognitive impairment:** No

**A psychosocial disability:** Yes, That while heightened they can make decision that are not in their own best interests.

**A disability that impacts their ability to communicate:** No

**From a CALD community:** No

**From an Aboriginal or Torres Strait Islander Community:** No

**From the LGBTIQA community:** No

1. **How can we help reduce conflict of interest?**

Take action. I know that if a conflict of interest is raised to the agency from someone who is not a nominee or authorized rep it is stopped at POI and request is never actioned.

1. **How can we help reduce undue influence?**

NDIA is scary and confronting in how we interact with participants. Maybe if NDIA was approachable people would feel comfortable contacting NDIA if they felt they might be unduly influenced (or if call center were actually helpful). As it is most participant do not want to directly engage with NDIA which allows for this abuse to take place in the first place.

1. **What are your concerns (if any) around people with disability being more involved in making decisions for themselves?**

Only concern is if their disability makes them less likely to engage they may choose to disengage against their best interests.

1. **What else could we do to help people with disability to make decisions for themselves? Is there anything missing?**

NDIS participants lack the knowledge of NDIA to make informed decision. NDIA is like a closely guarded vault of knowledge that is not given to those who need it.

1. **Do you have any feedback on our proposed actions in Appendix C of the paper?**

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