

Self Directed Support and Community Organisations

Kate Fulton

A national campaign for change – mainstream support



What is the NDIS?

- The NDIS provides all Australians **under the age of 65 who have a permanent and significant disability** with reasonable and necessary supports they need to enjoy an ordinary life.
- The NDIS helps people with a disability and or mental health condition to **achieve their goals.**
- As an **insurance scheme** the NDIS takes a lifetime approach, investing in people with a disability early to improve their outcomes later on in life.



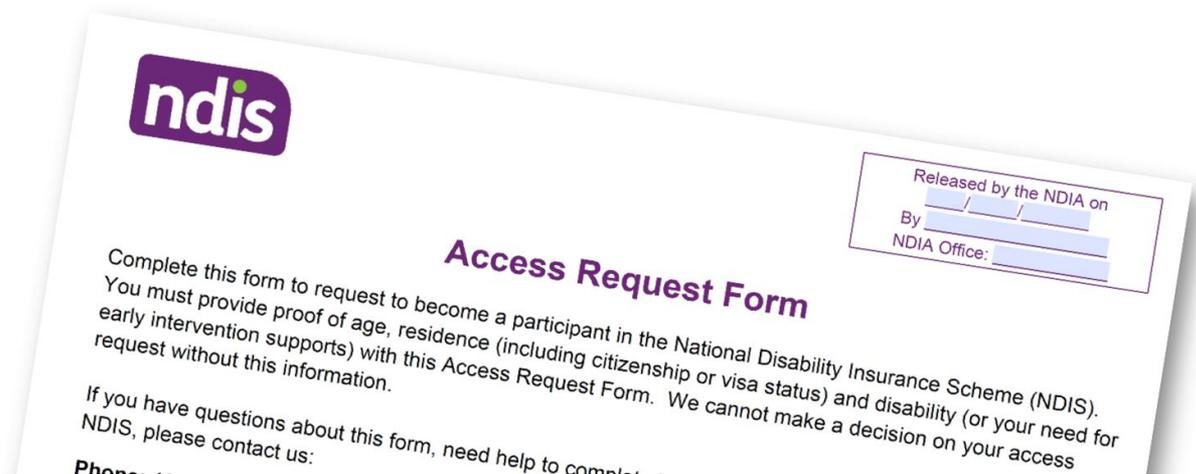
What does the NDIS do?

- The NDIS provides reasonable and necessary funding to people with a permanent and significant disability to access the supports and services they need to live and enjoy their life.
- Every NDIS participant has an individual plan that lists their goals and the funding they have received.
- NDIS participants use their funding to purchase supports and services that will help them achieve their goals.



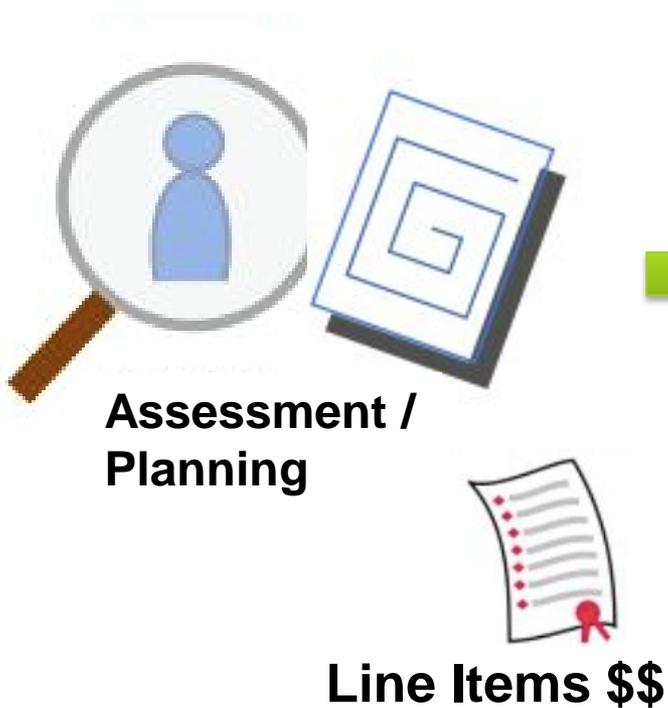
Accessing the NDIS

- ✓ Have a permanent disability that significantly affects their ability to take part in everyday activities
- ✓ Be aged less than 65 when they apply and are accepted into the NDIS
- ✓ Be an Australian Citizen or hold a permanent visa or a protected special category
- ✓ Live in Australia where the NDIS is available



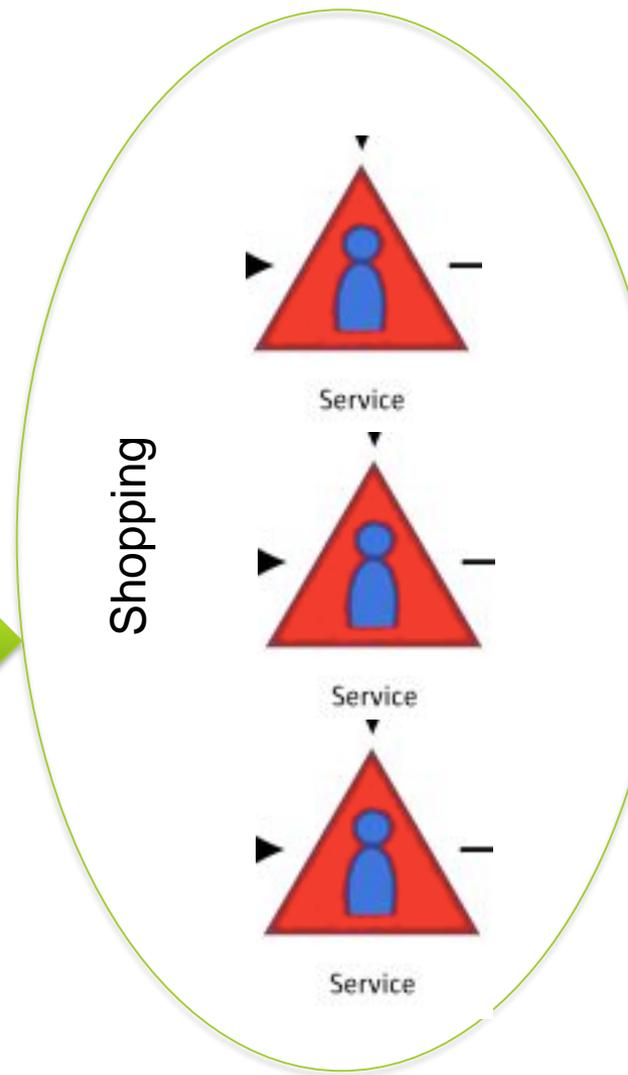
The image shows a sample of an NDIS Access Request Form. At the top left is the NDIS logo. The title 'Access Request Form' is prominently displayed in purple. Below the title, the form contains instructions: 'Complete this form to request to become a participant in the National Disability Insurance Scheme (NDIS). You must provide proof of age, residence (including citizenship or visa status) and disability (or your need for early intervention supports) with this Access Request Form. We cannot make a decision on your access request without this information.' There is also a section for 'Released by the NDIA on' with a date field, 'By' with a name field, and 'NDIA Office:' with an office name field. At the bottom, it says 'If you have questions about this form, need help to complete...' and 'NDIS, please contact us:' followed by a partially visible phone number.

NDIS Australia



Agreed Plan

- Outcomes
- Strategies = Budget



Reasonable and necessary



What is the NDIS and other government departments responsible for?

NDIS

- Self-care at school related to the student's disability, such as assistance with eating.
- Prosthetics and artificial limbs (surgery remains the responsibility of the health system).
- Personal care for people who need support at work because of their disability (for example, assistance with personal care or eating meals).

Other Government Department

- Education - Teachers, learning assistants and other supports such as Auslan interpreters.
- Health - Diagnosis and assessment of health conditions, including mental health conditions and disabilities.
- Employer - Transport for work activities such as meetings.

Types of Support

NDIS plans have three main budget categories for Support types:

- **Core Supports**

For: everyday activities, current disability-related needs and work towards goals.

- **Capital Supports**

For: higher-cost pieces of assistive technology, equipment and home or vehicle modifications, and funding for one-off purchases.

- **Capacity Building Supports**

For: building independence and skills to help reach long-term goals.

Core Supports budget

- Core Supports help with everyday activities, current disability-related needs and work towards goals.
- The Core Supports budget is the most flexible.
- In most cases, you can use the funding across any of the following four support categories.

IN YOUR PLAN	IN THE MYPLACE PORTAL	DESCRIPTION
Assistance with Daily Life	Daily Activities	For example, assistance with everyday needs and/or yard maintenance.
Consumables	Consumables	Everyday items you may need. For example, or low-cost assistive technology and equipment for independence and/or mobility.
Assistance with Social & Community Participation	Social, community and civic participation	For example, a support worker to assist you to attend and community activities.
Transport	Transport	This is support that helps you travel to work or other activities. It will help you achieve the goals in your plan. How you can spend your transport funding and other support (whether upfront or in regular payments) will vary for each person. Your LAC or NDIA planner will explain how to use this budget.

Capital Supports budget

- Capital Supports include:
 - ✓ higher-cost pieces of assistive technology and equipment,
 - ✓ home or vehicle modifications, and
 - ✓ funding for one-off purchases including Specialist Disability Accommodation
- Capital Supports budget can only be used for their specific purpose and cannot be used to pay for anything else.



Capacity Building (CB) Supports budget

- Capacity Building Supports help build independence and skills to help reach long-term goals.
- Capacity Building Supports budget cannot be moved from one support category to another.
- Funding can only be used to purchase approved individual supports that fall within that Capacity Building category.

IN YOUR PLAN	IN THE MYPLACE PORTAL	DESCRIPTION
Support Coordination	Support Coordination	This is a fixed amount for a Support Coordination budget.
Improved Living Arrangements	CB Home living	Support to help you find and maintain an appropriate living arrangement.
Increased Social & Community Participation	CB Social Community and Civic Participation	Development and training to increase your skills to participate in community, social and recreational activities.
Finding & Keeping a Job	CB Employment	This may include employment-related support, assessments that help you find and keep a job, and Leaver Employment Supports (LES).
Improved Health & Wellbeing	CB Health and Wellbeing	Including exercise or diet advice to manage the impact of disability. The NDIS does not fund gym memberships.
Improved Learning	CB Lifelong Learning	Examples include training, advice and help for you to go to school to further education, such as university or TAFE.
Improved Life Choices	CB Choice and Control	Plan management to help you manage your plan, including paying for services.
Improved Daily Living	CB Daily Activity	Assessment, training or therapy to help increase your independence and community participation. These supports are delivered in groups or individually.

NDIS Management Options

Self-managed

- Customers have total control & responsibility for managing the money in their plan.
- Customers make their own claims from the portal and pay their providers directly.
- Can choose any provider in the community

Plan-managed

- A plan manager makes payments from customer's funding to their chosen providers
- The cost of a *plan manager* is funded in the plan
- Customers can choose any provider in the community

Agency-managed

- NDIS pays the provider directly
- The provider makes their own claims from the portal
- Customer is limited to choosing NDIS registered providers only.

My reality

Consumerism



NDIS

Social Justice



Citizenship

NDIS Strengths

- Eligibility is clear, fair and transparent
- Individual allocation of funds
- Clear distribution of resources
- Individual plans both for design and funding
- Ability to purchase support that makes sense to the person most of the time
- Insurance actuary predicting longer term costs for all conditions (and investments that deliver good outcomes & economical benefits)

NDIS Issues

- Over engineered - **inflexible funding** leads to poorer outcomes
- **Assessment and planning merged together and led by the NDIA**, no incentive to design uniquely and get good value for money
- Complicated, **burdensome** and bureaucratic
- Misunderstanding of **self management and its potential for all**
- **Safeguarding** unclear
- **Regional and remote areas have no providers** - community support
- Confused and unfocused investment in **community infrastructure**
- **Challenging pricing** for Providers
- Predicted to require **double the current workforce**

Avivo



Our Approach Our Services **Our People** About Cor



- Supports 3000 people across Western Australia in their own homes
 - People with a disability
 - People who experience mental ill health
 - People who are older and or frail
- Largest Shared Management partner in WA
- Motto 'what makes sense to you'

How we look by the numbers

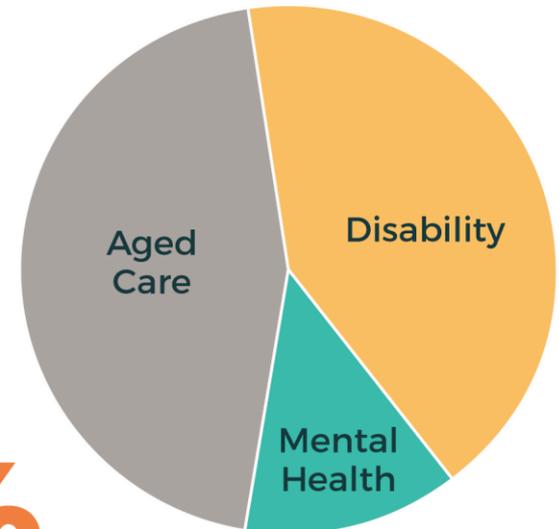
1182
Colleagues



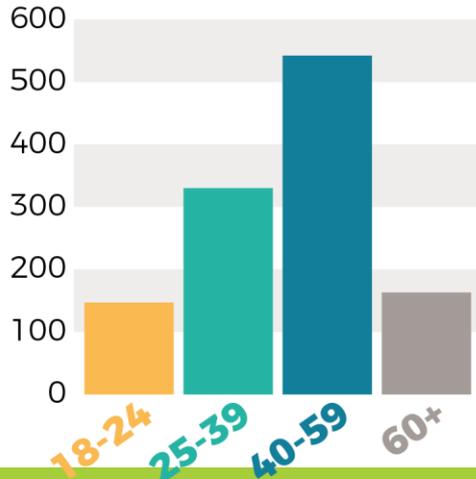
2950
Customers



Customers by sector



Employees by age group



87%
of employees
are women

61%
of our income
is from disability
customers

*Data correct at 30 April 2019

Context for Support Providers

- Calls of impending crisis in workforce availability and quality
- 40% of the workforce now casualised
- 35% turnover nationally
- Tension to be simple suppliers at odds with values of partnership
- Encouraged market competition killing collaboration
- Movement of Providers rejecting 'supply' and claim community organisations investing in our communities
- Organisations looking inward – how we operate to attract the best people

Organisational Culture and Practices

Evidence that workforce **culture** significantly impacts on the quality of service and support people and families receive.



yooralla
choosequality

What helps you be your best at work?

Relationships with colleagues
and customers

Being connected
to communities



Freedom to
make decisions

Supporting each
others growth



Meaning
and purpose



Security and
resources



Safe and trusted environment

Citizenship for colleagues – is that our business?

Relationships with colleagues and customers



Being connected to communities

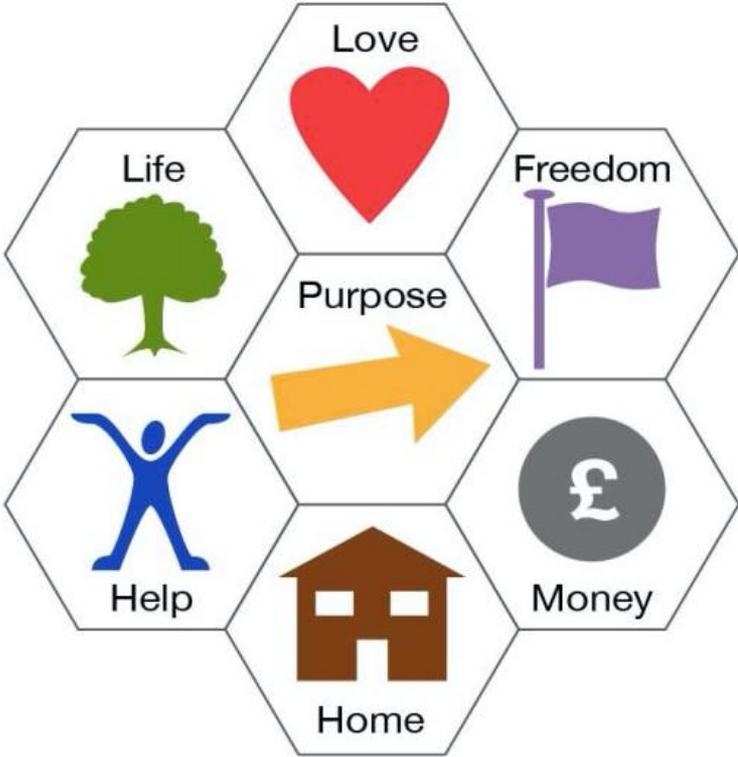
Supporting each others growth

Freedom to make decisions

Security and resources

Safe and trusted environment

Meaning and purpose



Simon Duffy Keys to Citizenship

What matters to people

Our People and families

We live a good life when we have:

- **Freedom** Choice and control.
- **Purpose** Meaning and purpose, including learning and growing.
- **Money** Financial independence.
- **Home** A place to belong.
- **Help** The help and support we need.
- **Community Life** Involvement and contribution to our communities.
- **Relationships** Opportunity to meet, form and build relationships.

Our Employees

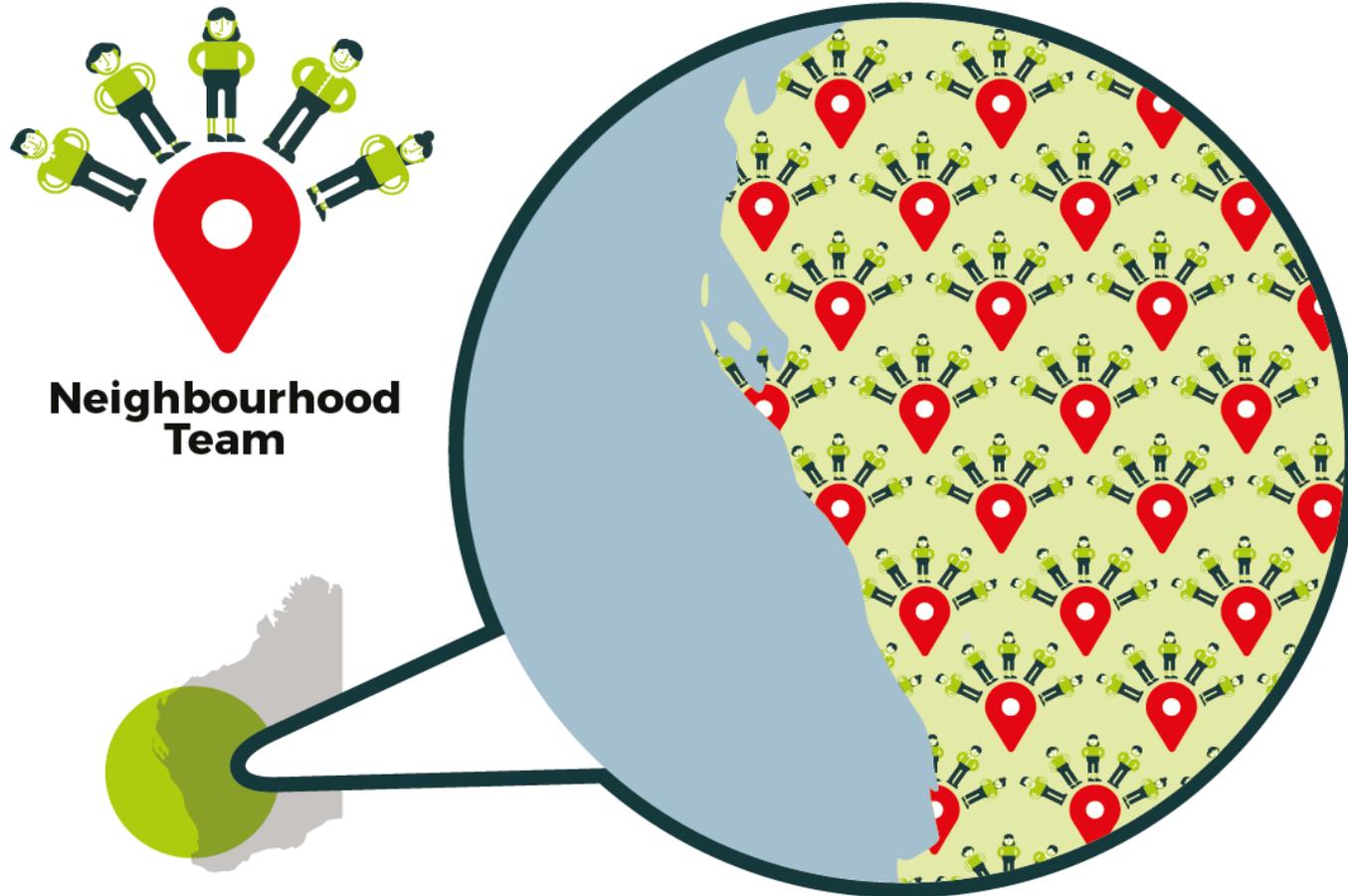
We do our best work when we:

- **Freedom** Have freedom to make decisions.
- **Purpose** Contribute to a meaningful purpose and do work that matters.
- **Money** Have secure pay and conditions.
- **Home** Work feels safe and trusted.
- **Help** Support for growth and development.
- **Community Life** Are connected to our communities where we live and work.
- **Relationships** Are connected to our customers and colleagues.

To increase autonomy - We're organizing ourselves into teams



We're building a network of self managing neighbourhood teams



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 - **Community Life** Are connected to our communities where we live and work.
 - **Relationships** Are connected to our customers and colleagues.
- Autonomous teams with robust support
 - Challenging how we use the resources – management etc
 - Self directed development budgets
 - Investment in our local communities
 - Teams and partnerships

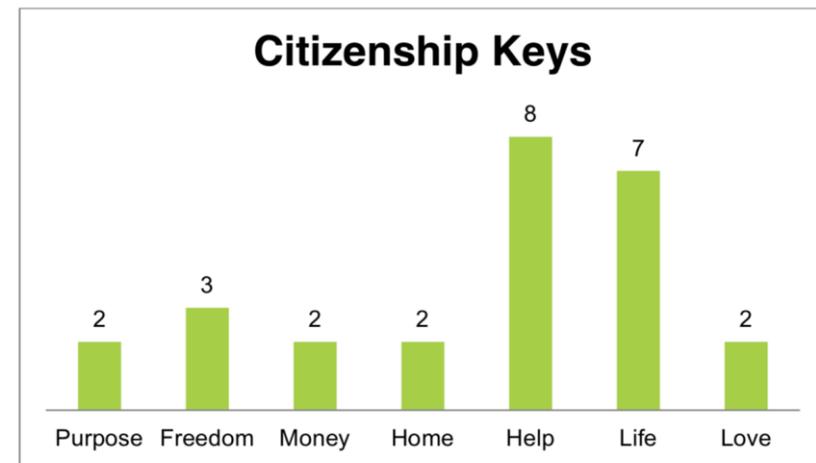
Promote an understanding of Citizenship across the organisation

- All roles move from paternalism to partnership
- Develop a deep understanding that people are the experts of their own lives including our colleagues
- A partnership has benefits for both parties
 - ◆ People and communities
 - ◆ Employees and Organisations



Investing in active citizenship

- Small Sparks grants – people, families and colleagues
- Average grant \$600
- Wellness, exercise and (employee) morale
- Diversity and inclusion
- The Arts
- Education



Co-design, Co-production or simply working together?

- People and families are the best Advisors
- Trusting people to make decisions in partnership with people and families
- The organisation needs to not get in the way, but facilitate and support
- Support Staff who work in their local community are working on an asset for themselves and their families



Facilitating and supporting peer support

- Investing in and supporting peer to peer connection
- Routinely asking, 'would you be willing to share your experience with one other person, if we thought it might benefit them?'
- NDIS experiences



Creativity

- Our context can push us in a direction that may not be where we had hoped to travel
- More of the same will have minimal results and impact
- Courage and integrity in how we work with people and how we work with Governments is needed



Accountability

- Self directed support can increase accountability
- Partnerships offer a platform for accountability in action
- Accountability offers strength to people and families
- Opportunity to find a new partner, new organisation based on what we hold each other accountable for



**we listen
we learn,
we do.**

**It's quite
simple.**