

# CONSUMER & FAMILY CARER NETWORK



Welcome to the new format for our Consumer & Family Carer Network update. It will bring you the latest news and information to help you navigate the ever-changing world of services and supports under the NDIS.

The Aged Care Royal Commission and the hearing in Melbourne has been a focus for us. We supported James Nutt (pictured) and a number of other people to appear at the hearing, which looked exclusively at the issue of young people in aged care.

At the Summer Foundation we are revamping the way our information is stored on our website, so that it is easier for you to find; the government has just announced a new 'Service Guarantee' to make the NDIS more useful; and carers have also been given more attention recently, with additional supports being set up across the country. Keep reading for full details.

We welcome your feedback on our new format. Make sure you check our website and social media posts for more updates.

*Tom Worsnop*

Tom Worsnop  
Executive Manager - Practice

## SUPPORT SERVICES

In July, the Federal Government began the rollout of a new national carer support services system through the Carer Gateway. This system will become the main way carers can access services and supports. It will not affect other supports for carers delivered through My Aged Care, the NDIS or state and territory governments.

The rollout began with new online services from July and will be followed by a rollout of direct services across regions in September. To find out more, go to the Carer Gateway website: [carergateway.gov.au](http://carergateway.gov.au)

## CARER TRANSPORT CONCESSIONS

The Victorian Government is now providing half priced public transport for carers and free travel during National Carers Week, 13 - 19 October. Since 1 July, Victorians who have a Victorian Carer Card and Carers myki have been able to get a 50 per cent discount on trains, trams and buses, including V/Line trains and coaches. There is also free weekend travel in any two consecutive zones and on regional town buses.

To be eligible for these concessions you must be a Victorian resident and have a Victorian Carer Card issued by the Department of Health and Human Services.

To apply, go to [carercard.vic.gov.au/apply-card](http://carercard.vic.gov.au/apply-card)



## EASY WAY TO FIND INFORMATION

We are making it easier for people with disability to find information on our website.

The information aims to help people access the NDIS, make changes to their NDIS plan or search for suitable housing.

The new click-through format relates directly to the situation a person is in. For example, *"I am in hospital"* then leads to *"I can't go back to my old home"* or *"My home needs to be changed before I can go back"* or *"I need more support so I can go back home"*.

Users are provided with helpful information at each step. This includes:

- How to get an NDIS plan or change a plan
- How to work out housing and support needs and identify housing goals
- How to find housing
- Planning and making the move
- What the NDIS will pay for

The website includes a similar step-by-step approach for someone living in a nursing home or who needs to change their housing or support.

If you'd like to test drive our new approach go to:

[summerfoundation.org.au/information-for-people-with-disability](http://summerfoundation.org.au/information-for-people-with-disability)

We've also made it easier for staff in aged care facilities who need information so they can support a younger resident who wants to move out or to improve their quality of life in the nursing home.

The information for aged care staff is presented in the same new layered approach for each specific situation.

You can find it here: [summerfoundation.org.au/information-for-aged-care-staff](http://summerfoundation.org.au/information-for-aged-care-staff)



## NDIS REVIEW: HAVE YOUR SAY

NDIS participants, their families and carers have been invited to have their say on how the NDIS can be improved.

A public consultation process has recently started as part of an NDIS review to look at introducing service guarantees to improve the experience people have with the NDIS.

The review will look at faster access decisions, plan approvals and plan reviews. It will also focus on improving the experience for children and those needing specialist disability accommodation, assistive technology and other similar services.

The Summer Foundation's Executive Manager – Practice, Tom Worsnop, said this process is an important opportunity to address key issues and make a real difference to the lives of people with disability.

*"Now that the scheme is fully rolled out, there is a focus on identifying and resolving issues to make real improvements,"* Tom said.

*"We really encourage people to have their say as the more feedback people provide, the more effective the process will be."*

Participants, their families and carers can have their say by:

- Providing a written submission
- Completing the survey online at: [engage.dss.gov.au/review-of-the-ndis-act-and-the-new-ndis-participant-service-guarantee/ndis-participant-guarantee-survey](http://engage.dss.gov.au/review-of-the-ndis-act-and-the-new-ndis-participant-service-guarantee/ndis-participant-guarantee-survey)
- Participating in a face-to-face workshop

Any changes resulting from this process will be in place from 1 July 2020.

Further information, including the list of face-to-face workshops, discussion paper and terms of reference are available at: [engage.dss.gov.au](http://engage.dss.gov.au)