

CONSUMER & FAMILY CARER NETWORK



Welcome to the Summer Edition of the C&FC Newsletter.

There is a buzz around the office as the NDIS makes improvements to its processes. We're really pleased to see decisions approving new build specialist disability accommodation (SDA), which bodes well for the new opportunities in apartments in NSW and Queensland and provides confidence for those wanting to build SDA.

The NDIS has also launched a new pathway that provides more support for people with complex needs accessing the scheme. This should see fewer eligible people missing out on access to vital supports.

The Summer Foundation knows that your quality of life is dependent on good support workers, that's why we've developed a new resource to assist you to train your support staff. You can read more about all of these in this newsletter.

Take extra care over the holiday season.

Best wishes,

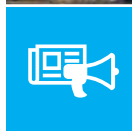
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NEW HOUSING PROJECTS

Applications are open for Summer Housing apartments in quality new developments in the Brisbane suburb of Woolloongabba and Sydney suburb of Rockdale.

The developments – The Mews Apartments in Woolloongabba and View Apartments in Rockdale – are due to be completed in April 2019.

Each development includes 10 quality, accessible one-bedroom apartments for people with high physical support needs. The apartments, peppered throughout the developments, are built to exceed Livable Housing Australia's Platinum design level and meet High Physical Support design requirements under the National Disability Insurance Scheme (NDIS). The apartments include assistive and communication technology. An on-site Supported Independent Living provider will deliver concierge support services to tenants in each development. Summer Housing has engaged the Summer Foundation to assist with tenant matching for the apartments.

Expressions of interest from potential tenants close on 19 December. For more information, go to:

🌐 thehousinghub.org.au/properties/sleek-and-stylish-living-at-the-mews

🌐 thehousinghub.org.au/properties/view-apartments-modern-living-at-its-best/

We will be running workshops on developing a quality housing plan for support coordinators and allied health professionals working with people interested in living in these properties. The workshops will be in NSW on 17 December – book at 🌐 www.trybooking.com/ZJHZ – and in Queensland on 19 December – book at 🌐 www.trybooking.com/ZJID



FINDING SOMEWHERE TO LIVE

The Housing Hub is a new way for people with disability to find suitable housing.

The website advertises vacancies for accessible apartments and houses that are owned by housing providers, developers, organisations and agents.

There are listings for housing across NSW, Queensland, Victoria and South Australia.

It can also be used by people who own a property and are looking for co-tenants.

The Housing Hub also has a library of useful information about housing options and things you need to do when you are planning your move.

Go to: 🌐 thehousinghub.org.au

ANNUAL PUBLIC FORUM

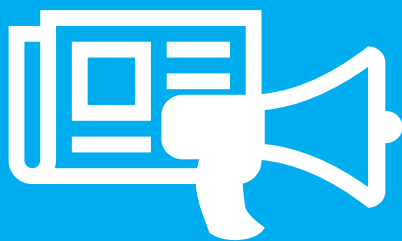
People with lived experience joined hospital discharge staff and disability sector professionals at our Annual Public Forum to discuss the best ways to support people to return to living in their communities.

More than 150 people attended the “From Hospital to Home” forum. They heard personal stories about people’s hospital discharge experiences and difficulties accessing the NDIS, but also the positive outcomes that have been achieved.

Health professionals outlined their dealings with the evolving NDIS and despite some challenges in adjusting to the scheme, they all spoke favourably about the potential it has to change lives.

You can watch the forum here:

🌐 summerfoundation.org.au/event/apf18/



ROYAL COMMISSION INTO AGED CARE – UPDATE

Our CEO Luke Bo'sher and policy manager George Taleporos met with Royal Commissioner Lynelle Briggs and her team in November. We are very pleased to report that young people in residential aged care and the issues related to this group are a high and early priority for the Commissioner.

We talked to the Commissioner about the importance of providing a range of options for people to tell their stories, and will be working closely with the Royal Commission to support young people to have their say.

Aspects of the recently released Terms of Reference that are particularly relevant to us include:

"How best to deliver aged care services to people with disabilities residing in aged care facilities, including younger people", and

Consideration of "the interface with other services accessed by people receiving aged care services, including primary health care services, acute care and disability services, and relevant regulatory systems. This should take into account how people transition from other care environments or between aged care settings."

The "interface with other services" aspect provides the most opportunity for influencing change, so we can stop young people from ending up in aged care.

Issues related to the aged care pathway, hospital discharge and residential aged care as a provider of last resort for disability services will be important topics for the Royal Commission to examine.

If you or a family member would like to have your say please keep an eye on our Facebook page for updates, contact us directly or you can contact the Royal Commission by visiting: agedcare.royalcommission.gov.au/Pages/default.aspx

NEW SPECIALIST DISABILITY ACCOMMODATION DATA

The latest quarterly report from the NDIA included a new set of market data relating to specialist disability accommodation (SDA). It showed that at the end of September 2018, more than 9,500 NDIS participants across Australia had an SDA payment in their NDIS plan and over \$90m had been committed in SDA payments. There were 2,200 registered SDA dwellings, and of these, 260 were newly built.

Analysing the data, Disability Consulting Services principal consultant Brent Woolgar said it would hopefully increase confidence in the SDA market.

He said broad conclusions from the data included:

- A majority of SDA payments are at the basic level
- At least 10% of SDA stock is newly built
- There continues to be a significant undersupply of new, higher accessibility SDA
- The committed SDA spending is still less than 20% of the NDIS' estimated \$700m a year

TRAINING VIDEOS FOR SUPPORT WORKERS

The Summer Foundation has developed a suite of materials that will assist people with disability who have complex support needs to make a short, personalised training video for their support workers.

This can be a good way to help them understand what is important to the person with disability, and how they want their support worker to act.

Steps to plan and produce a training video, 'how-to' videos and a guide for people who are going to support a person to make their own video are part of the resources.

The project is an initiative of the DSS, funded by the NDIS Sector Development Fund.

We hope to run workshops nationally in the near future for allied health professionals and support coordinators so they can be skilled to support people with disability to make their own videos.

To find out more about the project and access the resources, go to: summerfoundation.org.au/documents/making-a-training-video/



NEW COMPLEX SUPPORT NEEDS PATHWAY

The NDIA has announced the rollout of a new Complex Support Needs Pathway.

It will provide specialised support for NDIS participants living with a disability who have various challenges such as mental health issues, homelessness or returning to the community from living in aged care, and need a higher level of specialised supports in their plan.

Assistant Minister for Social Services, Housing and Disability Services, Sarah Henderson said the new pathway was developed after extensive consultation and engagement with participants, families, carers and sector representatives.

"A key feature of the new pathway will include NDIA liaison and support coordinators – people who have the networks, skill and knowledge of government and community services to provide the support required for complex needs," she said.

A highly interactive program of training has been developed to support these planners.

NDIS participants are identified for the Complex Support Needs Pathway by the complexity of their situation and personal factors such as being homeless or returning to the community from living in residential aged care.

At full scheme, it is estimated around 10 to 15% of NDIS participants may require complex support - noting participants' needs may change over time.

The pathway will be progressively rolled out nationally and has begun in western areas of Melbourne and Sydney.

For more information, go to:

[🌐 ndis.gov.au/pathways-experience](https://www.ndis.gov.au/pathways-experience)

LEARNING ABOUT AAT DECISIONS

A new online resource aims to help people understand appeals against NDIS decisions.

It provides information about the way the Administrative Appeals Tribunal (AAT) is dealing with some of the common issues raised in appeals against NDIS decisions.

The first quarterly NDIS AAT decisions digest is available on La Trobe University's Living with Disability Research Centre website. It is funded by the Brotherhood of St Laurence.

The digest aims to summarise some of the AAT decisions about the NDIS that have been published in the preceding 3 months and highlight overarching themes.

By looking at the implications of AAT decisions, the digest aims to inform scheme participants, supporters and advocates and those involved in the administration of the NDIS.

The intended audience is people who have some familiarity with the scheme, including partners in community organisations, advocacy organisations, peak bodies and disability service providers.

The first digest highlights 5 issues that have featured in decisions:

- The purpose and significance of support coordination
- Maintaining capacity of family and unpaid carers
- Perspectives on choice
- Importance of evidence
- Interfaces between NDIS and other systems

To see the digest, go to: [🌐 bit.ly/LiDs-AATdigest](https://bit.ly/LiDs-AATdigest)

NDIS PARTICIPANT BOOKLETS

Three new booklets are available to support people navigating their way through the NDIS. The booklets are designed to help people with disability, participants, their families and carers, and the wider community to learn more about the NDIS. The booklets will also help people to prepare for a planning meeting and to implement their plan. To access the booklets go to: [🌐 ndis.gov.au/people-disability/fact-sheets-and-publications](https://www.ndis.gov.au/people-disability/fact-sheets-and-publications)