

# CONSUMER & FAMILY CARER NETWORK



STAYING CONNECTED – read about Paulene’s life-changing support coordination experience

Welcome to our last update for 2020.

While this year was not the one we thought it would be, we have been challenged to think differently about what we do and how we do it. The delivery of COVID-response services and shifting to fully remote work provided unique opportunities for learning and connecting with you, our network.

We have established new roles for people with lived experience to develop, deliver and guide our work as Lived Experience Partners and Facilitators. These roles will see people with lived experience working as part of teams, including to create resources and facilitate information sessions. We are committed to working with you, as younger people with lived experience of living in aged care, to shape more opportunities to engage in our work in a broader range of ways. We look forward to building on this into next year.

You can read about 3 current opportunities to get involved in our work in this newsletter.

Take care and stay safe over the summer.

Best wishes,

Monique de Costa  
Program Manager

We wish you  
and your families

Merry Christmas  
and a happy  
New Year!



SUMMER  
FOUNDATION

There are further links to resources available  
in the online version of this newsletter:  
[www.summerfoundation.org.au/cfc-newsletters](http://www.summerfoundation.org.au/cfc-newsletters)

## LOOKING AT CHANGING ROLE OF SUPPORT COORDINATORS

We are running a study to investigate the role of support coordinators and how they can effectively assist people with disability and complex needs who are enrolled in the National Disability Insurance Scheme (NDIS). This research is essential because the role of the support coordinator has changed with the implementation of the NDIS, making it challenging to find skilled and experienced support coordinators.

At present, there is still limited understanding of the demands of the role and the skills required for support coordinators, as well as the operating environment in which they work. This is a substantial problem because people with disability need assistance from support coordinators in order to get the most out of the NDIS and in turn make more progress towards achieving their goals.

The insights derived from this research will enable the Summer Foundation to develop resources that will build the capacity of the workforce of support coordinators and assist them to be more effective in their work. This in turn will enable people with disability and complex needs to achieve positive outcomes under the NDIS.

We are inviting individuals to participate if they:

- Are an NDIS participant with complex needs, aged 18-65 years, with disability or an acquired brain injury, who is receiving support via a support coordinator
- Have a family member who is an NDIS participant with complex needs, aged 18-65 years, with disability or an acquired brain injury, who is receiving support via a support coordinator
- Have experience in the role of a support coordinator where they supported a person with complex needs, aged 18-65 years, with disability or an acquired brain injury

The study involves 1 interview that will take up to 1 hour and will be conducted at a date and time that is most suitable for you.

If you think you are eligible and would like some more information about taking part in this study, please contact Lee Cubis on 1300 626 560 or email [lee.cubis@summerfoundation.org.au](mailto:lee.cubis@summerfoundation.org.au)

We would love to hear from you.



## SHARE YOUR NDIS EXPERIENCES

Are you aged between 18-65 years, have an acquired brain injury (ABI) and receive NDIS funding?

If so, you are invited to share your experiences during a 1-hour interview which would be done by phone or Zoom.

This information will be used for a study we're conducting with La Trobe University to better understand the experiences of NDIS for people with an ABI.

If you would like more information please call 1300 626 560 or email [research@summerfoundation.org.au](mailto:research@summerfoundation.org.au).



## HAVE YOUR SAY

If you are a person with an acquired neurological disability, a close other with an acquired neurological disability, or a disability support worker, we want to hear your views about the factors that influence the quality of paid disability support.

We will be facilitating 1:1 interviews to discuss your experiences and perspectives. If you are interested in participating, please email [research@summerfoundation.org.au](mailto:research@summerfoundation.org.au) and we will tell you more about the project.