

Home and Living Reference Group

An Easy Read meeting bulletin

3 May 2023



How to use this bulletin



A **bulletin** is an important news item we share with the community.

It explains what we did in our last meeting.

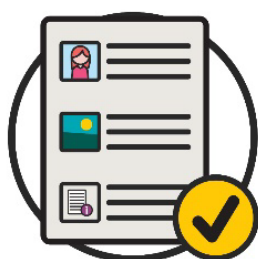


The Independent Advisory Council gives advice about ways to make the NDIS better.



The Council wrote this bulletin.

When you see the word 'we', it means the Council.



We wrote this bulletin in an easy to read way.

We use pictures to explain some ideas.

Bold

We wrote some important words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 34.



This Easy Read bulletin is a summary of another bulletin.

This means it only includes the most important ideas.



You can find the other bulletin on our website.

www.ndis-iac.com.au/meetings



You can ask for help to read our bulletin.

A friend, family member or support person may be able to help you.

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What is this Reference Group about?



A **Reference Group** is a group of people who give us advice about a certain topic.



This Reference Group is about home and living supports.

The Reference Group gives advice to the Council about how people with disability can:



- live in their own home



- choose where they want to live.

They also give advice to the Council about how people with disability can:



- do things for themselves in their home



- take part in their community.

From the Reference Group Co-Chairs



Ms Leah van Poppel is the Council's Principal Member.

She is also the Reference Group Co-Chair.

This means she helps run the Reference Group.

Leah shared the work we have done since the last meeting, including work by:



- the Council



- the Reference Group.



Dr Leighton Jay is a Council Member.

He is also the Reference Group Co-Chair.

He helps run the Reference Group.

Our reports



The Reference Group connected with the community to find out about issues that affect them.



The Reference Group members shared these issues with the NDIA.

What did the reports talk about?

NDIS plans



An **advocate** is someone who can:

- support you
- help you have your say
- give you information and advice.



Advocates shared that some **participants** still don't know how the NDIA decides what supports they need.



Participants are people with disability who take part in the NDIS.

Participants don't know because:



- the NDIA doesn't always make decisions in the same way



- information about **funding** is not clear.



Funding is the money from your plan that pays for the supports and services you need.



The NDIA says participants don't take part in deciding how much funding they receive to reach their goals.

This is a decision the NDIA makes.



But Reference Group members shared that this goes against one of the NDIS's key ideas.



Participants should be part of planning what supports they need to reach their goals



Members explained that some **providers** always charge the highest amount for their services.



Providers support people with disability by delivering a service.

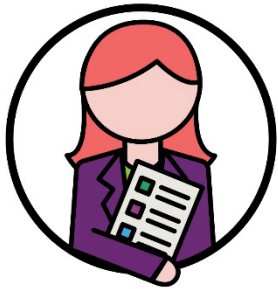


They charge this amount no matter what support a participant needs.

And this causes funding problems for:



- participants



- the NDIS.



Members shared that some people with **psychosocial disability** find it harder to become NDIS participants.

A psychosocial disability affects your mental health.

It can affect how you:

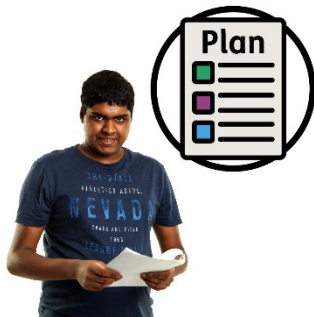


- think
- feel
- deal with other people.



This happens because there isn't enough information about how to support people with psychosocial disability.

And it makes it harder for them to get the support they need.



Members shared that plans should be easier for participants to read.

For example, by using plain language.



Members explained that the NDIA should be clearer when they talk to participants about their plan **review**.

This would help stop more issues in the future.



When the NDIA reviews a plan, they check to see what:

- works well
- can be better.



For example, explaining that they get new funding every 12 months.
And how this might affect the supports they use.

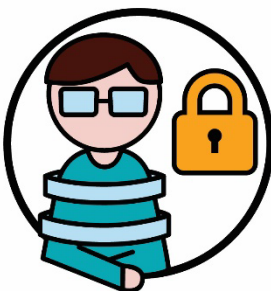


Members also shared that sometimes the NDIA will cancel review meetings without a reason.

NDIS services and supports



Reference Group members explained that the NDIA should think about which providers can support participants with **restrictive practices**.

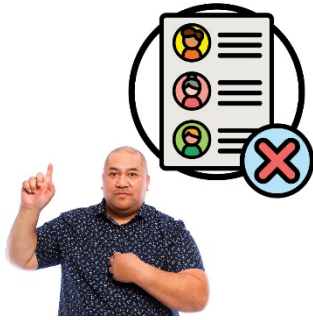


Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Providers might use these to stop participants hurting themselves or others.



Some people say it's better for a participant to get this support from providers that aren't registered with the NDIS.

When a service provider is registered, it means they:



- can provide services for people who take part in the NDIS



- must follow certain rules the NDIS set.



Members shared there is not enough clear information about how much supports can cost.

For example, how much supports cost when they're not in-person.



Members explained there are issues for children with disability who can't live at home with their family.

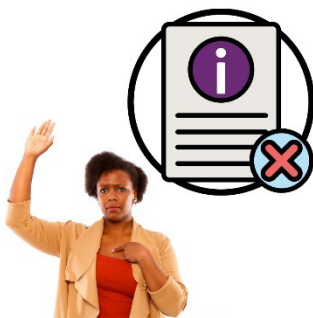
This includes issues with the way workers from different services:



- support children during these times



- work together.



When these issues happen, it can make it harder for workers to get the right information.

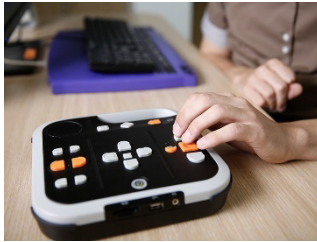
And this can make it harder to support them quickly.



Members shared that some participants feel like they can't ask to change who makes their NDIS plan.



They feel like they don't get to choose supports that make them feel safe.

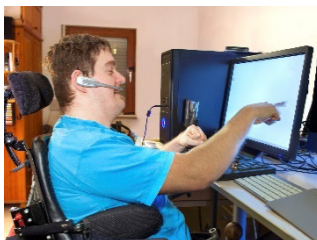


Members shared that the NDIA have been finding good ways to support more people with disability to use **assistive technology**.



Assistive technology might be an aid or piece of equipment.

It can:



- make it easier to do things, including in your home



- keep you safe.

NDIS home and living supports



Reference Group members explained that there is not enough good housing for people with disability.



Members shared that people want more information about home and living supports for when people leave hospital.

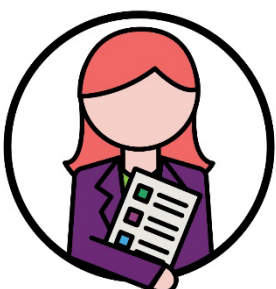


This includes when young people with disability leave hospital.

They also shared that there needs to be better communication between the:



- health care services



- NDIS services.



Members explained that people want better supports from **specialist disability accommodation (SDA)**.

SDA is housing for people with disability who need extra support most of the time.

And they also want better supports from **supported independent living (SIL)**.



SIL is help with day-to-day tasks around your home so you can:

- do things for yourself
- learn new skills.



This includes decisions the NDIA makes about these supports.



These decisions often affect First Nations peoples the most.



Members explained that people also want the NDIA to work with other services to support people with disability at risk of becoming **homeless**.



People who are homeless do not have a home.
They must find a place to sleep each night.



Members explained that some participants don't speak up about decisions for home and living supports in their plan.



Participants worry they will lose supports from their plan if they do.



Members shared there are issues when participants leave SDA.



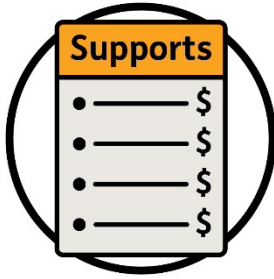
Sometimes when people leave it affects other participants in the SDA.

This includes people with complex needs who get more care.



And some people who get SDA on their own are being moved to group homes.

This means they live with other people who also need SDA support.



The NDIA has rules about how much NDIS supports can cost.



And they review this each year.



Members explained people worry that the rules about cost will be too low for SDA.



This will affect how SDA providers support participants.



Individualised Living Options (ILO) is a way of setting up the support you want at home.



Members shared that participants should get more funding for ILO supports since the cost of living is higher.



The rules about cost went up 9% for SIL last year.



But ILO didn't go up at all.

NDIA home and living demonstration projects

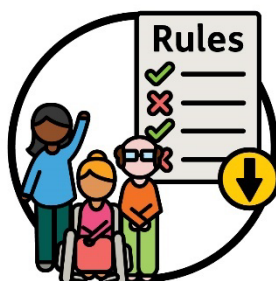


The NDIA gave the Reference Group an update on their home and living demonstration projects.



The NDIA is testing new ways that home and living supports could work.

They call these ‘home and living demonstration projects’.



Reference Group members shared that if the projects had less rules, more participants would take part.



Members also shared that the NDIA should focus on participants’ experience.

It will make the projects better.



Members explained that providers need more time to take part in the project.

And this affects how participants take part in the projects.



Members shared there is a risk that only providers will share ideas about fixing issues.



But participants should lead the research.

The NDIA's home and living framework



A **framework** is:

- a plan for how we should do things
- where rules come from.



The NDIA's home and living framework is about supporting participants:

- in their home
- to live how they want.

The NDIA thanked:

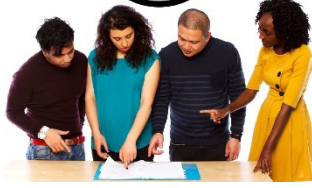


- the Reference Group

and



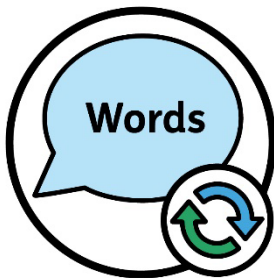
- Council Members.



The NDIA thanked them for their work on the framework since their meeting in November 2022.



The NDIA shared what work they have done so far.



Members shared that they were happy with how the NDIA had changed the words they use in the framework.



But they told the NDIA they should be careful about using the words 'home and living budget'.



Members explained that the framework needs to explain what the role of an adult **guardian** is.

A guardian is a person who can act and make decisions for you.



This includes how they make decisions about a person's supports.

For example, home and living supports.



Members shared they were not sure about what work an NDIA home and living navigator does.

And they were not sure how these people will work with other supports.



A home and living navigator is a person who connects participants with home and living supports.

Members also shared that services need to work together to protect:



- participants



- their families.



This includes services that work with the NDIS.
For example, the Office of the Public Guardian.

Members shared that the framework should include issues like:



- how different experiences can affect a participant's home and living supports



- how much housing there is



- how being homeless affects home and living supports.



Members explained that the information the NDIA shares about the framework must be **accessible**.



When information is accessible, it is easy to:

- find and use
- understand.

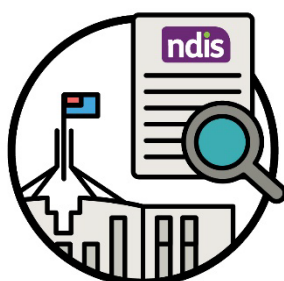
The Council's priorities for the NDIS Review



Our **priorities** are things we think are very important.



Reference Group members talked about the Council's priorities for the **NDIS Review**.



The Australian Government is checking the NDIS to find out what:

- works well
- could be better.

They call it the NDIS Review.

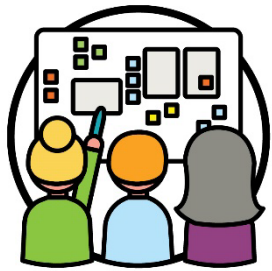


Members shared that the Council and the Reference Group agree on what the priorities should be.

This includes ideas about how the NDIA should:



- communicate



- use **co-design**.



Co-design is when people work together to plan something new.



Members explained that the Council should think about the work Purple Orange is doing.

It could help with the Council's priorities for the NDIS Review.



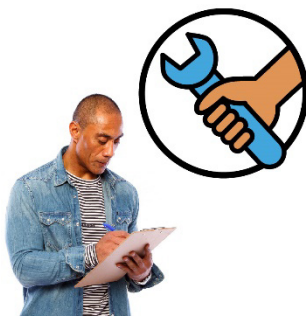
Purple Orange created online sessions to start conversations about the future of the NDIS.

They call this the NDIS Conversation Series.

Members shared that the NDIS Review needs to be about:

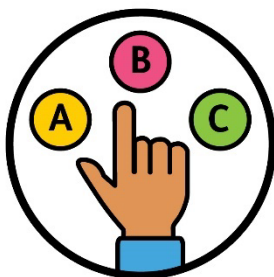


- issues participants have with the NDIS



- ways to fix these issues.

Members also shared that the Council's priorities should include:



- choice and control



- flexible supports.

Our next meeting



Our next meeting is the 26 June 2023.



You can find out more about our meetings and bulletins on our website.

www.ndis-iac.com.au/meetings

More information

For more information about this bulletin, please contact us.



You can visit our website.

www.ndis-iac.com.au



You can send us an email.

advisorycouncil@ndis.gov.au



You can learn more about the NDIS on their website.

www.ndis.gov.au



You can call the NDIS.

1800 800 110

Word list

This list explains what the **bold** words in this document mean.



Accessible

When information is accessible, it is easy to:

- find and use
- understand.



Advocate

An advocate is someone who can:

- support you
- help you have your say
- give you information and advice.



Assistive technology

Assistive technology might be an aid or piece of equipment.

It can:

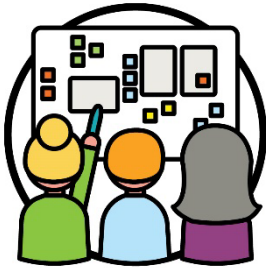
- make it easier to do things, including in your home
- keep you safe.



Bulletin

A bulletin is an important news item we share with the community.

It explains what we did in our last meeting.



Co-design

Co-design is when people work together to plan something new.



Framework

A framework is:

- a plan for how we should do things
- where rules come from.



Funding

Funding is the money from your plan that pays for the supports and services you need.



Guardian

A guardian is a person who can act and make decisions for you.



Homeless

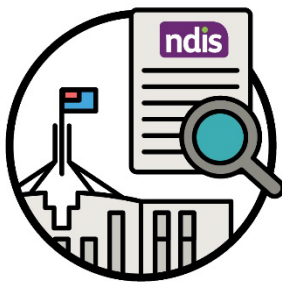
People who are homeless do not have a home.

They must find a place to sleep each night.



Individualised Living Options (ILO)

Individualised Living Options (ILO) is a way of setting up the support you want at home.



NDIS Review

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- works well
- could be better.

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Participants

Participants are people with disability who take part in the NDIS.



Priorities

Our priorities are things we think are very important.



Providers

Providers support people with disability by delivering a service.

Psychosocial disability

A psychosocial disability affects your mental health.



It can affect how you:

- think
- feel
- deal with other people.



Reference Group

A Reference Group is a group of people who give us advice about a certain topic.



Registered

When a provider is registered, it means they:

- can provide services for people who take part in the NDIS
- must follow certain rules the NDIS set.



Restrictive practices

Restrictive practices are actions that stop people from:

- moving
- doing what they want.



Review

When you review something, you check to see what:

- works well
- can be better.



Specialist disability accommodation (SDA)

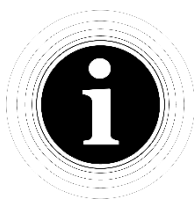
SDA is housing for people with disability who need extra support most of the time.



Supported independent living (SIL)

SIL is help with day-to-day tasks around your home so you can:

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to the **ndis**



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