

A pathway through complexity

NSW Roundtable on Meeting Complex Behaviour

Support Needs in the NDIS 2017

Easy Read Report



CID Board Member
Michael Sullivan and
NDIA Chair Helen
Nugent AO.

Michael said

We need to talk about people with complex needs and the NDIS.

People with complex needs are a minority within a minority.

The Complex Behaviour Support Needs Roundtable

In December 2017 CID held a roundtable.

A **roundtable** is a workshop where people talk about an issue.

We talked about how the NDIS works for people with complex behaviour support needs.

Complex behaviour support needs means someone needs extra support for the way they behave.

We talked about how to support people in a positive way.



This is an easy to read summary of a report by CID on how the NDIS works for people with complex behaviour support needs.

This report talks about

- The big issues from the roundtable and
- Changes that need to be made.

How people got support before the NDIS

Lots of people with complex needs were supported by ADHC.

ADHC was the NSW Government disability service provider.



ADHC supported people in different ways.

This included

- Group home housing
- Services like speech pathology and behaviour support
- Programs like the Community Justice Program (CJP).

ADHC was the last chance for people with complex behaviour support needs.

Lots of people with complex needs did not get enough support from ADHC.

For example there was not enough

- Housing for people with complex needs or
- Behaviour support workers for people with complex needs.

Changes in NSW



There are 3 big changes to disability services in NSW

1. NDIS
2. Quality and Safeguarding Framework
3. Transfer of services

We will explain each of these changes on the next 3 pages.

1. NDIS



The NDIS is the National Disability Insurance Scheme.

It supports people with disability to

- Choose their own supports and services
- Achieve their goals.

The NDIS is run by the National Disability Insurance Agency.

It is called NDIA for short.

The NDIA

- Works out if people with disability can access the NDIS
- Makes plans for people with disability so they get the support they need.

The law says the NDIA **must** think about whether people get support through the NDIS or mainstream services.

A **mainstream service** offers support to anyone in the community, not just people with disability.

2. Quality and Safeguarding Framework



The NDIS will have a Quality and Safeguarding Framework from July 2018.

The Framework will make sure the NDIS is working at its best.

It also will make sure people who use NDIS are safe.

They will

- Hear and investigate complaints
- Look into problems of abuse and neglect
- Make sure organisations are doing their job
- Make sure there is good behaviour support.

3. Transfer of services



The NSW Government is giving the money they had for disability services to the NDIA.

This means the

- NSW Government will not be responsible for disability services anymore.
- Some people might miss out on getting the money they need for supports.
- Some services will lose their money and stop being able to support people with disability.

Big issues from the roundtable

We think the NDIS can help people with intellectual disability and complex behaviour support needs if it works well.

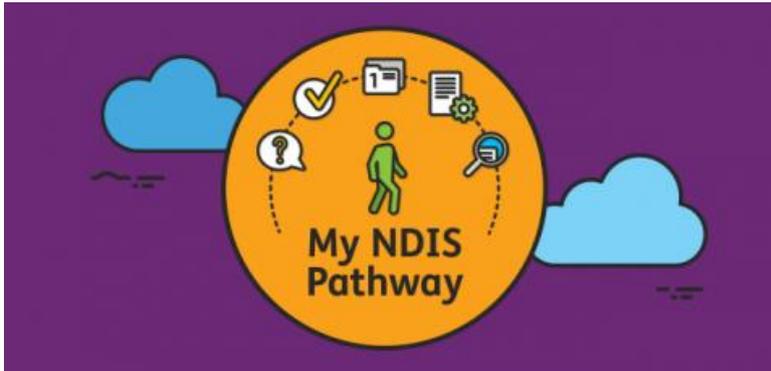
But we think there are some big issues that need to be fixed.

These are the big issues from the roundtable

1. Complex needs pathway
2. Skilled workers
3. Mental health
4. Early Childhood Early Intervention
5. Mainstream services
6. Housing
7. NDIS Quality and Safeguarding Framework
8. Advocacy

We will explain these issues on the next 8 pages.

1. Complex needs pathway



The NDIA is working on a pathway for people with intellectual disability and complex needs.

A **pathway** is the way somebody gets access to the NDIS.

CID think a pathway for people with intellectual disability and complex needs is really important.

Suggestions

The NDIA should make sure everyone with a disability can access the NDIS. For example, with the help of mainstream services or Local Area Coordinators.

The pathway should work with other pathways for accessing the NDIS.

The NDIS planning process should be better. For example

- NDIS planners must be trained to work with people with complex needs.
- People should be able to change how they spend their NDIS money more easily. For example, if there is an emergency.
- People with complex needs should see a draft of their plan before they get their actual plan.

2. Skilled workers

There are not enough workers who are trained to work with people who have complex behaviour support needs.



People with complex needs need skilled and thoughtful professionals working for them.

In every part of their NDIS journey, from initial contact to plan in place and beyond.

This photo is of CID board member Michael Sullivan.

The quote is from his speech at the Roundtable.

Suggestions

Employers like the NDIA must make sure staff are trained to work with people with complex needs.

The NDIA must make sure there are enough service providers who can work with people with complex needs.

3. Mental health



Lots of people with intellectual disability live with a mental health condition they will have for the rest of their life.

They might also have experienced trauma.

Trauma is when you experience something so terrible it damages your brain and has a big effect on your life afterwards. For example, abuse.

Trauma can sometimes give people a mental health condition.

To check if people are eligible for the NDIS, the NDIS will need to look at

- The persons intellectual disability **and**
- Their mental health.

Suggestions

The NDIA must tell people what evidence they need to access the NDIS if the person has

- An intellectual disability **and**
- A permanent mental health condition.

4. Early Childhood Early Intervention



The NDIA has an Early Childhood Early Intervention method for children who are 6 years old and younger.

This is called **ECEI** for short.

We think it is best to start supporting somebody with complex needs when they are young. This is called **early intervention**.

Some people think there are big problems with ECEI. For example

- People cannot get an intellectual disability diagnosis for their child in time.
- The system is confusing and it is hard to get services.

Suggestions

The NDIA must make a plan for early intervention for children with complex needs.

Everybody involved must work together on this. For example

- Schools
- Health services
- Families
- The Government
- The NDIA

5. Mainstream services

It is not clear how mainstream services should work with the NDIA to include people with disability.

What the NDIA thinks is their responsibility for people with complex needs is different to what ADHC used to think.

For example the NDIA think they have less responsibility for people with complex needs in the criminal justice system.

This means the Community Justice Program for people with disability may not be funded.



Suggestions

The NSW Government should continue to make mainstream services more accessible for people with disability.

The NSW government should continue the Community Justice Program for people with disability.

The NDIA and the NSW government must work together to support people with complex needs in mainstream services.

6. Housing



The NDIS should give people with disability more choice about where they want to live and the support they want at home.

Group homes may not work for people with complex behaviour support needs because they may not get on with the other residents or staff.

There are lots of issues with group homes since services have been changed from ADHC to other organisations.

For example the new housing agreements have made it easier to evict people with complex needs from group homes.

Suggestions

The NDIA should make sure a person's accommodation is right for them and fits with their goals.

They should check group home housing agreements to make sure they are fair and support the person.

Organisations should support people with complex needs in group homes instead of evicting them.

The law about these agreements must be fair to people with complex behaviour support needs.

7. NDIS Quality and Safeguarding Framework



The NDIS Quality and Safeguarding Framework helps provide rules for people with complex behaviour support needs to be safe.

They also make sure the NDIS works well.

The Safeguards try to stop restrictive practices.

Restrictive practices are practices that take away your choice and control.

Suggestions

The **NDIS Quality and Safeguards Commission** are the people who make the Framework happen.

The NSW Ombudsman and ADHC did lots of things to keep people safe.

- Checking NSW Health are doing the right thing
- Doing research into disability and safety in services
- Being a leader in doing the right thing and keeping people safe

The Australian and NSW Government must keep these things going.

8. Advocacy



The NSW government says it will not give money to advocacy services in NSW after June 30 2018.

The NDIS will not give money either.

Suggestions

The NSW government should continue to give money to disability advocacy in NSW so people with complex needs are heard.