

2019 An OPA NDIS Odyssey

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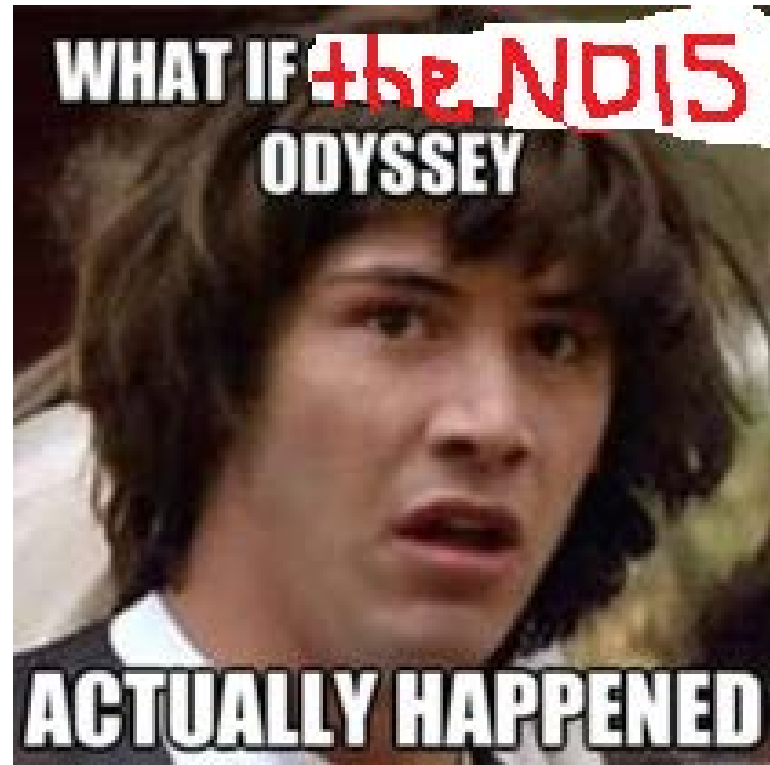


Office of the
Public Advocate

Introduction



- ◆ Welcome
- ◆ Overview
- ◆ Two Case studies
- ◆ What worked, what didn't and our learnings
- ◆ Where to from here





- ◆ Rachel has a history of physical abuse
- ◆ Rachel is from a CALD background
- ◆ Guardian appointed as Rachel exited the Child protection system and was preparing to leave special school.
- ◆ Not linked to NDIS or state based disability supports or services

Rachel - what didn't work



- ◆ NDIS access request form not CALD friendly
- ◆ No handover between services
- ◆ Poor transition from “special school” to NDIS “adult world”
- ◆ Rachel fell through the gaps - guardianship should not be Selley's!





Rachel – what worked



- ◆ Strong and innovative support coordination
- ◆ Planner was flexible
- ◆ Manufactured supports designed to become self sustainable
- ◆ Persistent advocacy



- ◆ Ling has Autism Spectrum Disorder (ASD)
- ◆ She wanted to live independently
- ◆ No appropriate housing was available
- ◆ Ling was stuck in the intersection between State and Federal services.





Ling – what didn't work



- ◆ Interjurisdictional funding debate hindered implementation
- ◆ Insufficient knowledge of disability needs in the market
- ◆ Limited flexibility of NDIS funding

Ling – what worked

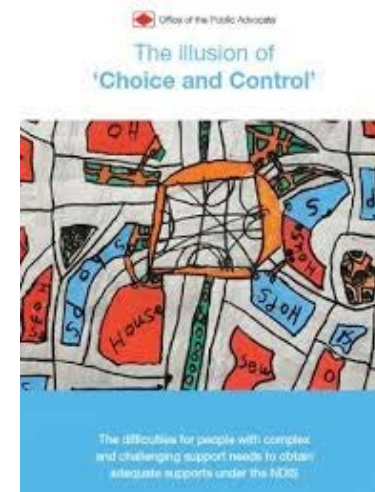


- ◆ Multi-layered NDIS response
- ◆ Good support coordination
- ◆ Strong advocacy from State based service
- ◆ NDIS recognised that they needed to consider supports that were outside of a “usual” plan

Reflections



- ◆ Adapt to the new NDIS world of language and evidence
- ◆ Complex Pathways
- ◆ Market growth
- ◆ Crisis response
- ◆ Be innovative and ask for the world





Our Wish List



- ◆ The new Complex Pathway delivers
- ◆ Enhance support coordination
- ◆ Market responds to need
- ◆ New guardianship legislation is developed with NDIS in mind





- ◆ Thank you
- ◆ Questions if time permits

