

National Conference 2019 - Innovative Housing Models:

TOM WORSNOP:

Hello, I'm Tom Worsnop from the Summer Foundation and this session is called Innovative Housing Disability Models.

We were to have three speakers, but unfortunately, Tamara Reinisch from the NDIA is unable to attend today, but fortunately, Marita Walker who's also from the NDIA is going to present her information, as well as her own, so she's got a double act to follow up for us today.

Those of you who have been to a previous session will realise we've got a couple of speakers and we will be doing roving mikes for people to ask questions, so we want to leave plenty of time at the end of the session for you to ask your questions.

My job really is just to facilitate the session, so I wanted to begin by just introducing our two speakers.

So Marita is a branch manager for Scheme Innovation at the National Disability Insurance Agency.

Previously, she was CEO of Perth Home Care Services from 1998 to 2014.

Marita became a strong advocate for people for individual living options as a means to achieve better outcomes for people.

Marita has now been with the NDIA since 2014 and initially managed the Western Australian transition and is now focusing on a project that aims to enable people with disability to have choice and control, and their own individualised living options.

I'd like you to welcome Marita to the stage.

(Applause):

MARITA WALKER

Good afternoon everyone.

So the first presentation that I am doing on behalf of Tamara, if you've looked at the speaker and note, you'll see, she's much younger than me and has had a much more professional photo, that she's been able to provide to the organisers.

So the first presentation is about what we are calling a contemporary and innovative approaches strategy.

Strategies are something that's significant and important in the NDIA and this is one that I think people here in this audience will be keen to hear is well under way.

So when we started thinking about contemporary and innovative approaches, there was clearly a need for us to think about things differently about what had been happening in the first few years. So, we understood, you all know that NDIS is a disruptor and that there are a whole lot of things that are changing, that's very evident from everything that's happened today.

But we are aware that there were some current market settings that unintentionally exclude things that are contemporary or send unintended market signals.

Some providers of contemporary approaches were finding that it wasn't really easy to have those approaches and models of support built in to a person's plan. And that there was a risk of those things then not being seen as desirable or doable within the scheme and within people's plans. And then that meant that the choices that weren't available for people who are coming to the scheme in increasing numbers as you know.

So we were aware that there is an important area that the scheme does have a role and that we really needed to be clear about what that is and to talk about that with industry and all of the parts of it that are represented here today.

So, what I am talking briefly about today is where this framework is up to at the moment. Which is in a draft form and has further, has had some initial consultation late last year, and will have further consultation that happens in the coming months. But it's very much linked to the goal, the aspiration we have is a scheme, which is to have a growing and competitive market with innovative supports.

I won't go through all the things that are on this slide, but we are really looking both from a participant point of view that people can access things that are contemporary.

By contemporary, we mean things that may be around in some places here or in other parts of the world, but are new to the person who's coming across them for the first time. And for innovation, it's intended about where the sort of things we've been hearing about in the previous session that are really cutting edge and not known to many people and people are struggling to sort of hear and know about them.

So there are objectives for this framework, and principles that underpin it, which I won't go in to in a lot of detail.

So we have an ecosystem and one of the things that's really resonated for me today is how clear it's been. As with SDA, as the key thing that has driven today's conference and how many parts of the sector and our ordinary corporate and community world need to come together. So it is, as represented in the diagram on this slide, there is a requirement of a whole lot of players to be involved in the ecosystem and have the kind of collaboration that's really been evident and palpable in today's sessions about to make it all work. So once you start in this framework to look at how much there is involved, how many players there are involved in the ecosystem, with participants at the core, and the intention is for the NDIA to be facilitating information exchange and nurturing connections to enable co-design of contemporary and innovative approaches.

So this strategy is intended to sort of cover all areas and so the focus today is on accommodation and support and specialist disability accommodation within that area, but this framework that is being developed is intended to cover every area.

So on this slide, the intention is to acknowledge that this will be ongoing, where we'll be looking at what's innovative today, will be contemporary sometimes in a matter of months, but maybe in a matter of years. And that we are looking to build foundations now, but acknowledge that the scheme will have a long term role in being able to ensure that we don't

have barriers, that there is a nurturing and encouraging environment, that we can influence research priorities, that we can grow a culture of innovative outcomes and increase adoption.

So one of, this is sort of in the ecosystem, the participants at the centre and for people to, for contemporary and innovative things to happen, people need to know about it before they can even ask for it and then we're having to look at a marketplace that's able to then offer it.

So there are lots of elements and lots of cycles and really, just to acknowledge that over the medium term, we'll be looking to have other service areas that we want to focus on and also to look at ways to incentivise. So the role of the NDIA is not to be the innovator because that's where, that's not our function, but it is to enable, facilitate and encourage and then that'll sort of have many, many cycles and as we look to the longer term, we want to be able to share the things that we've learnt.

So, from the next steps, we're exploring what we might be highlighting in the next year. So, one of the things that is seen and I think this is a concept that's sort of really come up today, of an innovation concierge, where you have a centralised place to raise barriers, to identify where something's not working because the way we have the scheme operating at the moment is causing a barrier. And then you can look at how can we remove that barrier? We acknowledge that for many people, they've got some great ideas, but they need, they are looking for people with particular characteristics to say, would this work for you? Is this something that would be of any benefit? What would be the problem if you tried it and if you did try it, what problems might you identify?

So, the notion of a participant pool connecting participants to provide feedback on ideas and concepts, events and challenges, so they're all things that I've thought of and developed at the moment.

So, we will consult with participant providers, partners and key stakeholders on the framework as it reaches a slightly more mature stage. And we'll be looking, our priority areas that have been identified, and this has been prioritised in conjunction with the independent advisory council, so accommodation and supports. So that's why it's relevant for us to be here this afternoon and for us to have the next presentation focus more on accommodation and supports.

So Tamara, who has key responsibility for the strategy, is confidently predicting that we'll be launching this strategy early in the 2020 financial year.

Okay, so under that heading of accommodation and supports, this is to link now to how the strategy, what it means for specialist disability accommodation.

So, the SDA stakeholder consultation reference group, as we've heard about a number of times today, is now up and running.

There will be, under the umbrella of this contemporary and innovative approach, is an SDA innovation plan and it's an action that's come out of the disability reform council's review. And there's a lot to do, to highlight and promote the SDA models that are merging, to help legitimise them and ensure participants are aware of their availability. So that's, and we're looking to include the support models that are stemming from these new configurations such as concierge, neighbourhood and mobile support.

So, the plan will consider how we will showcase these innovations through case studies and events as well as help grow them in the market through pricing and funding activities. So today has been a really good example of being able to showcase some of the things that are coming out under the SDA opportunity. And the middle heading there, under the tipped up roof, is about individual living options and that's the topic that I'll move on to as the second presentation, so I'll pause there, swap my pages over.

So this is the area that is my area of responsibility and it enables me to be talking about and bringing to life within the NDIS work that I've been involved with over a couple of decades now and well preceding my time with the NDIA.

So, the photo on the front is Frank and I'll come back and tell you some more about Frank shortly. And he's someone who I've known over a period now and has, he's living in what I will term an individual living option.

So we've talked earlier and on a number of occasions today about the importance of home and the value that we all place on being able to choose where we live, choose who to live with and to access a range of services and supports that are very flexible and tailored and meet my needs as an individual in my own home. So, it was with great pleasure that I heard the very first presentation today from Sam, who was talking about her life; what it meant in terms of having her own place and privacy and being able to leave things that were going to be there when she got back. So, this is the core about individual living options and it's obviously very dear to the heart of everyone here today.

So individual living options is a catch all term and in WA, that's where I come from and still based, these are ways of providing support to people who have been developed in a very deliberate and in a way over the last 10 or 15 years. So, I'm struggling to even think of it as contemporary because that's quite a long time, but we have got to diversify and to think more broadly and become more skilled at offering people options that can make up their package of individuals, that makes their own individual living options.

So what we have on the screen, there are 4 headings that are currently being used under this broad heading of individual living options, targeted and in scope for people who have medium to high and potentially complex needs. And they're in a situation of needing and wanting or having a home that is their own and thinking about what, the ways in which that support can be provided that is different from what I would think of as a standard of rostered support that is often 24 hours and 3 sets of shifts.

So these headings are just descriptors of being able to define what we're thinking of as individual living options at the moment.

Living alone or living solo, if someone is living in their home with a support package, which is flexible to meet their changing needs, so there may be a significant amount of personal support, but other informal supports or supplementary supports that enable that person to live in that situation. And AT comes in to that and a lot of what we heard about in the last session makes this much more achievable and relies a lot less on personal support worker supports, or others who are person supports, so that is definitely part of enabling people to do, to have their supports in their home in ways that don't mean they don't have an extensive team of staff.

We call co-residency where someone lives in their own home and they may be looking or have someone who's a home sharer or a flat mate, they may be having someone who lives in their home and does a significant amount of their personal support. So there's quite a range of opportunities there, but particularly when you're looking at the house mate who's perhaps just doing a little bit of general companionship, of providing some security for some nights a week, putting out the garbage and being a regular flat mate as their main role, is something that's very valuable and brings a lot of, an ordinary life to people with disability in their own home.

But the host arrangement is where the person with disability lives in the home of a non-related person who provides support in the home, in their family environment, so this is something that has been operating in a number of states in slightly different ways. But when we talk about it as an individual living option, it can be very positive and provide connections to community, part of a family, linked to the person's own networks in ways that are very valuing and positive. And living together is the situation that was mentioned earlier today where the SDA rules at the moment have made that quite difficult for someone who is SDA eligible. But really, they need, their life is to be shared with their partner and their children. So, likewise with other people with disability, they choose to live with others who might have a familial or relationship or an intimate relationship or a friendship/relationship and that might be someone who does or doesn't have a disability. So those are options where you design around individuals and take account of the shared nature of their home life.

So the key elements of this are that it really is absolutely essential that you are focused, and plan with a lot of thought and detail about what it is that the person is wanting for their life and for their home in particular and thinking that through and trying to come up with a combination of parts of the package that will work for them.

So we then talk about there being a primary support model, so that might be that there is a host or it might be that there is a co resident, there might be a high level of visiting supports and then other supplementary supports.

So supplementary supports are things that add on to that package to make it all work.

That might be a host arrangement will almost always include an alternative host or another way in which the person has time in another environment, there's a whole raft of ways that on call can work and in these ways, the technology can make that a much more responsive and appropriate to the occasion, whatever the trigger has been for looking to have some support that's not there on site, but can be available and work out what that needs and then structured informal supports. So, there's a range of ways that friends and families can be involved in the life of a person that makes it much more rich and meaningful, and less focused on paid supports and the most, again, like the planning at the beginning, it needs to be deep and rich and skilled.

So does the monitoring and co-design, this is not 'set and forget', you really have these different components that need to be monitored and changed over time.

So, I said that we would return to Frank and he's a man who I met early in my time with the NDIS.

He was living in a cluster arrangement, but he made the choice that he wanted to self-manage his package and directly engage his team of support workers. And that has significant implications for how his arrangements would work and he has gone on a journey that we were able to support, by having perhaps more supports at the beginning than we would see were reasonable and necessary in the longer term. But we went, we had, he was very clear that he wanted to be in his own home. He wanted to move to a situation of not having people around all the time, so a combination of capacity building, particularly involving some assistive technology for his overnight supports, so that he didn't need a person there to do some positional changes and but he had capacity for some help to be there when he really needed it.

That took a couple of years, and in addition to, you might have noticed that he had physical disabilities, but he had some significant issues with some psychosocial issues as well and they meant that it's been a very dogged and determined journey. But difficult in him being able to overcome some of his anxiety to the point now where he is, he has a flexible self-directed team, he doesn't have overnight supports and really, he describes as enjoying living in his own home and is the happiest he's ever been in his life.

So Frank is an inspiration for many others.

So next steps, behind here, so this is initial work about describing and defining individual living options.

We're definitely wanting to maintain those that do exist, I estimate that in WA, it's between 600 to 1000, and that these options are all other jurisdictions as well. We do, we are looking at how we can maintain those on an interim basis and then be able to more easily have them known and available for everyone across the scheme in the years to come. And that last one has some websites and just some further information that people might be interested in about all the elements that make up individual living options.

Thank you.

(Applause):

TOM WORSNOP: Thanks, Marita and if you have questions for Marita, store them up, we have some roving mikes and some times for those questions after our next speaker.

So I'd now like to introduce Geoff Barber who's from Inner Housing in South Australia.

He's a specialist in disability housing and inclusive technology and some of you might have seen Geoff's presentation from the last session.

Geoff's led reforms in separating the housing and support function and empowering people with disability to take up regular housing options and to live lives like everybody else.

Welcome, Geoff.

GEOFF BARBER

Thank you.

What I'd like to do today is just give you a housing provider's perspective on innovation and do a couple of things, first of all, just share with you our journey towards innovation. And

we've made plenty of mistakes and we'll make plenty of mistakes in the future, we don't think we're there, but we think we're pretty good students of thinking about innovation.

My sense is if you've studied innovation or had any thoughts about innovation, you know that there's actually no, rarely, new concepts or approaches out there.

My sense is that within Australia, there are pockets of really innovative support where individuals living with disability have worked with really innovative providers who have been living completely different lives than a whole range of mainstream people living with disability. So for us, it's about looking at those pockets and working out what's working really well for them and then amplifying and showcasing those.

So what I'm going to talk to you about today depends where you stand on the continuum of innovation about how innovative it will be.

My reflection on today's conference already is it's a significant move towards innovation compared to conversations about SDA, even 2 years ago. So, the ground is moving really quickly in this space.

So, what to build and why? That's what people always ask me, what to build and why.

So, if you're thinking about building stuff or you're thinking about a home for your son or daughter or a service provider, how we might move to innovation with a housing provider.

The first question for me comes back to those principles of form follows function. What are we trying to do here, and if you don't stop and pause and think about that from your agency's perspective, you will potentially build something or enter in to a relationship that won't meet your need. So, what contemporary functions are you looking for from innovative SDA housing? And I'll cover some of those in a moment.

My sense is unless you think through functionally how you want that house to work and to be, that specifically and directly impacts on the type of house that you will look for or that you'll build and construct.

The second concept is the innovation involves transformation, not transition. So, if we go back to the Productivity Commission, the Productivity Commission made a range of recommendations, which has resulted in the National Disability Insurance Scheme.

Two key recommendations were that the scheme is fundamentally under or the disability was fundamentally underfunded, but the more important one was that it was broken. So, there is no point us doubling the money in disability in to a broken system where we're just going to double the problem.

So it's up to providers and those of us in the room, and individuals with direct lived experience ourselves, to make that transformation. Because if we simply transition from a broken system in to a better funded broken system, we will have lost a major opportunity across not only Australia, but internationally.

So, to think about innovation, you've got to invest in understanding the sector. You've got to invest in understanding that journey and what the current state's been and what the future state will be for your agency, for your life, for your family because again, unless you do that, you'll not be able to move to innovation. For us, we're happy to share with you down the bottom there, you can see the future state, so for us, the future state will be informed by

people living with disability, choosing where and who and how they want to live and how they want to receive supports. So that gives us a framework to think about housing then and it has significant and direct impact to the types of houses we then build.

Just a little picture to amuse you for a while and to give you a sense of sort of the nature of contemporary dwellings and what they're looking and feeling like.

I actually think if you've heard a whole range of innovative concepts and building attributes during today and I don't want to replicate those. But particularly under the SDA demand sessions, both Julia and Deb from Belonging Matters talked about a whole range of frameworks and key elements and aspects and questions and issues that speak to innovation, so when Julia's speaking about a pantry that she can't get in, to access her food, if we go back to that future state, that's got to be resolved because she's not going to be able to live independently unless she can get the condensed milk out of the pantry. All those types of things, easy fix.

It can be done, there are plenty of solutions out there for it, so unless you have that concept, so what are some of the functions then that we've thought about for that, so this is, so before we build something, what do we think of as an agency?

So for us, individuals having choice to live by themselves or with family or friends, so that's the structure of the household from which we're developing dwellings, so we want to maximise tenure and sense of home, really important for us.

This is an individual's home and you've heard plenty of that and for us, what's really important in that is separation of housing and support functions. So, we've got a history that's long over 140 years, if you go back to previous organisations with various iterations of who and what we have done in institutional care. We've been there, done it with the institutionalised, move people to group homes, we know all the issues with that and all the problems for that.

One of the key things that's really important is separation of housing and support.

If you want to talk to me more about that and the importance of that, I'm happy to do that afterwards, but fundamentally, that's a sense of where we'll start before we lay any bricks or drop any concrete on the ground.

We want to be able to support innovative support models, so attendant care, neighbourhood support, concierge support. Marita's talked to you about those, so that's where support workers are not necessarily on site all the time, but are able to move between specific dwellings or move within a region or move within a cluster or a community or use really inclusive technology to do that, range of providers doing different aspects, whether that be daily living, day options, work transport passive or active overnight support or even who's mowing the lawns.

My sense of the biggest reform we'll see is a whole range of standard responses in the lives of people living with disability that used to be done by support workers.

Why would I need to pay a support worker x, when I can pay a cleaner y?

Why wouldn't I just have somebody come in to mow my lawns or weed my garden at a gardener's rate rather than a support worker rate, so all those reforms need to be thought

about. So for us, that flexibility and we've got and had, a housing situation where somebody's received different support during the day, some support to help get up, get out of bed, they're off then to work or to what they're doing during the day and then they'll come back and they'll use a different support provider to do their passive overnight supports. So really flexible in terms of doing that, looking for efficiencies where they want and giving them choice about who their main support provider is.

Environment, which maintains and encourages fully given support from family and friends is incredibly important.

If we talk about maintaining the budget of NDIS, let's not disenfranchise family, friends and people who are in the lives of individuals living with disability who must be maintained and encouraged, so we really got that wrong as a community 30 or 40 years ago, when people were moved in to institutional care in my view, they lost all of those connections or many of those.

Individuals choosing their support provider, not develop a landlord or government, we want our tenants to choose who their support provider is, we don't do that. We've got relationships, probably with 30 or 40 different support providers, we have no legal structure with them, we have no agreements with them, we have a direct tenancy agreement with our tenants and we've got about 300 tenants.

So we have a relationship with support provider agencies as they echo and amplify the view of their clients and tenants who communicate with us, but we equally encourage our tenants and their families to communicate with us about that.

I'm mindful of time, let's keep moving.

So, what's the built form considerations? Thank you.

So for us, if we consolidate that down then to moving to implementation, please don't, if you're taking photos of it, don't echo, you can take photos, please take photos, but don't replicate it blindly.

Who are the people you're trying to house? They'll be different than the type of people we're trying to house.

For us, independent individual dwellings, 1 to 2-bedroom units, apartments, units or apartments are really important in the model that we do.

Those with behaviours of concern are often products of environments of concern, so we recognise that they require greater space and distance to minimise neighbourhood disruption, so you've really got to think about that as we deal with people with significant behavioural issues caused often by their environment, but sometimes by the nature of their disability.

Very low density dispersed in neighbourhood or ordinary mixed communities for us is what, I'm not interested in the developer who brings me a little wing or segregated development of people living with disability.

Building designs, which then set individuals apart, is different. So if you arrive at the house, why would you want it any different or look any different than every other house in the street and the needs of tenants first and the needs of support agencies second and that will take

some thinking for some in the room, because often when architects are working, they are talking with support provider agencies and they're talking with governments and my experience is that their needs get amplified first before the individual tenants and that comes out in the built form in particular ways, so location, jurisdictions, all those sorts of things.

Strategic site selection criteria, there's a whole, probably at least half an hour we can talk about that, but you need to think about that. Where you're going to build, what are you going to build, where do you want to locate, all that.

I've had people, professional guys out there who I've paid to look for sites for us to develop on and one of the criteria is hey, we need flat stuff, you've got people in wheelchairs, using wheelchairs, let's not have hills.

This guy has found an allotment for me, he says, "yeah, it's flat", I go, "yeah, but down there", he said, "yeah, but it'll be easy for them to get home", I'm going, "how do they get home?"

There is a well of old building design specifications and quality markets, so you'll need to develop your own. What are the details in construction that you want to want in there? Because we've moved well beyond Livable Housing's design standards and well beyond what's in the SDA guidelines around a whole range of features and products and things that we'd put in our home.

My sense is there are people in this room who are individuals with direct lived experience of disability, who know what they need in a home and that needs to be able to be communicated and to be built and put in to the house.

I'll leave you with a good social photo, I think better than having a glass of wine whether you live with a disability or not in your own home, so thank you.

(Applause):

TOM WORSNOP: Okay, thanks, Geoff and we have got about 10 minutes left of the session, which is great for some individual questions from the audience and I think just the message I'm taking from both those presentations is innovation is happening, the foundations for it are well and truly good and we now just have to keep on getting on with it, and it never stops.

Are there any questions from the audience at this stage then?

If you want to put up your hand, Helen and Di over this side will come to you.

Q: Hi, my name's Jess, I was wondering with your residents or tenants, if you know them during the design process, do you have any ways to engage them throughout the design and how might you do that in a co-design kind of way?

GB: Super cool question, thank you. The answer is yes and no. The answer is yes, that's our aspiration, the reality is that rarely happens at the moment. And because we're still making that transformation, we're still making that transition, what we've got is key markers at particular points in developments, that if we know the tenants, that's when we're going to engage them about what are their needs and how do we incorporate those needs. So around whether that be stuff that we need to change in terms or heights or access and all that sort of

stuff, or whether that's simply fixtures and fittings and colours and all those sorts of things. So even if you don't know, as soon as you know, you can look at your built structure and say, yeah, we can incorporate that. Now my sense is if you know your product that you're building and you've got sophisticated tenancy management and marketing that's offering that product in to that market, you're going to get it pretty right for most people in that area. What we talk about is tailoring it and individualising it. Not saying, wow, so you wanted wide doors, jeez, we haven't thought of that, that's all a given now. If you're making or providing a great home for a person who uses a large electronic wheelchair, add doors that are 1100 wide as a standard door for that developer, you don't have to ask for that, that's what's throughout the house, that's what we provide.

TOM WORSNOP: Okay, George, a question up the front.

Q: Marita, this is for you, just the view of how people can use their self-managed funding to do some of the stuff that you're talking about. For example, is it wrong to have marks for example who want to share with someone from the NDIS subsidised rent is one example, are there other, I guess there's innovative and then there's inappropriate and trying to work out what it is, what's the innovative and what's not out? How do people work that out?

MARITA: I'm not sure that I've fully got your question, so I'll check it and see, you tell me if I've got it right or you'll tell me again, so looking at the aspects of what I call co-residency and how that might involve people who are having, sharing your home and having part of their rent paid?

Q: Yeah, that's an example, but I'm just thinking how do people work out what's innovative and then what's allowed and what's not allowed and for people when they're innovative, they often have to think outside of what they might be doing and they might feel like that might not be allowed and how do I deal with that?

MARITA: Well, so the answer is that's the nub of the project that I'm involved in right now. So, you heard that I saw as a next step, so the next step is to be clear about how, what it is how we would describe it for the scheme and how it will be priced and then once you know all that, you'll know what's allowed. So, it's, we're not at that point yet, but it's about acknowledging that these are options that we need to have in the scheme and how is it going to work in practice so that people are not doing what you've said. Sort of coming up with something and then finding that it's a bit of a problem because that's not allowed. So we'll look to make all of that much more explicit and enable people to be clear about the principle of that. It's not about "you can't buy that" and we've had a lot, there's a lot of that around whereas what is it that's making up your package that enables a value for money result that works for you and is tailored, so I would acknowledge that it's possible that people are coming up with those options now, heading in to their plan or their review and hitting a bit of a block and we need to, that's the intention over the next 9 – 12 months of the project so that we're not in that situation.

TOM WORSNOP: And I guess the question there is just to make sure that we feed those sorts of ideas in to you so that in the process, we're actually well informed around all of this, too. There's a question over here.

Q: Yes, what an amazing achievement we arrange at the moment and actually pointing out here as far as the location of properties and talking about form and function. On behalf of

Matthew here, Matthew Simpson, I'm Matthew's father, Matthew has proposed form and function and culture and we had a little bit of a discussion along the way about the culture and I know what Matthew means. Matthew means the environment that he lives in, he's talking about people who live around him immediately, the suburb or the facilities around where he lives and he feels very strongly about that. Now I know where he lives in Glen Waverley, he lives on his own in a rented house, how important the immediate environment, but also being able to pop off to Wheeler's Hill shopping centre and people in the supermarket get to know him, etc, so that whole culture if you like around what I can see now is something really going forward to 2020/25 in form and function. So do you find, the question's got to go, do you find it a real challenge in getting that further element because you've got cost as well to consider and having the facilities and the environment surrounding the facilities that we're talking about?

GB: So, I think, yeah, I think your question is about investment in lifestyle and living environment and for me, that's one of good housing. So regardless of whether we're talking about people living with disability or building fancy high end penthouses down by the beach, it's fundamental to the core of the product and I'll give you an example of the subtleties of that which will help people think more deeply, is we recently built a number of independent dwellings in close proximity to each other, which allow people to share support if they chose to, but they live in their own home. I had a question from a representative from government on this, is there a shared barbecue area because that would be really great for people to get together and I'm going, yeah, look, I understand why you're asking the question and think the outcome's really important, but actually, what we've done is provided this, each dwelling a really nice back yard and if Fred wants to invite his friends over and if that happens to include other people living with disability in close proximity or regular neighbours in to that, let's invite them in to Fred's back yard and let's have a great barbecue in Fred's back yard. Let's not have a separate area for barbecuing for people living with disability, so that's how we think about it.

(Applause):

TOM WORSNOP: We'll have to wrap up, but is there one more question at the back here.

Q: Hi, Mel Southall from the SDA Alliance, just a really quick one in regards to Marita, thank you very much for the presentation around innovation and I wanted to get a bit more of an idea of opportunities for the sector to get involved in further stages of this work and timelines around that, the SDA alliance of course is very keen and happy to be involved already through the reference group, but we're beginning to learn a little bit more about other opportunities.

MARITA: Okay, can I just summarise your key questions about timeframes and ways that people, providers can be involved? Okay, yes, well, we have a project plan now and it says that we have a very key date coming up to get formal approval about enabling those options that are in place already to be maintained. So there's, that requires a tick that's not quite there yet, we're anticipating that the way on the basis that we do get that tick that we've got some work to do to enable our planners across the country to sustain and maintain the options that are already there and that's sort of really between now and December. So then we will be looking at really over the next probably 12 to 18 months about, it will be a very significant piece of work involved in having participants aware of options, asking for them and then

seeking provider engagement in doing more individual tailored support. So there, that will be the main point at which we're sort of really wanting to facilitate and then engage the market, so it'll have those stages and it'll become more sort of evident and public in the next 6 months.

TOM WORSNOP: Okay, we are out of time, but I believe if there's a quick question there.

Q: Hello, Jeffrey and Marita, thank you for your presentation, you gave us 4 areas of people living, you mentioned living alone as one, co-dependent, co-residency, host and a range of living together and when you talked about living alone, you talked about it being flexible in change of needs and you addressed, you talked about flexible, sorry, you talked about formal and informal supports being part of the process. My question comes along as the individual with disability. A: as the parents are getting older and they actually move to the side and the individual's supported living is in their own house for the rest of his life, or B: is there actually a position that will actually ensure that's going to happen, if that's what the person requires, so having the full support of the NDIS at that stage when the ageing parent at the side and just becomes his parents.

MARITA: Again, I'll just check that I've got the question right. So that I mentioned that part of the elements of a package might include informal support that could change over time and how you accommodate that change and ensure it's about what people want, so that's why the component of the support that's about plan and design initially, but then about redesign and monitoring and redesigns is it's a very, it's a set of moving parts and you're absolutely right, the informal support might be significant at one point in time and then life happens to that and it's not such a significant part, so that's why there is a combination of art and skill and having the parts look different and have different shapes and scale over time and that's why it is important for there to be, whether it's some kind of support coordinator or in most cases for people, there is a provider involved who's doing that element of very good design of the service. I'm only talking about the supports here and then adjustment, readjustment, it could be just redesign, there are examples of where people have changed the whole model of their support as their life has changed and the life and the circumstances of their informal support and part, and a core about doing all of that is that you are very clear about hearing the voice of the person and the voice of other people who are involved, but you're essentially involved in looking at the wishes and preferences of the participant.

GB: Tom, just on that, if I could just quickly add, so one of the things you might also think about is Deborah's introduced a whole range of different models around and there's a range of models that operate within Australia which helps strengthen a person's safeguards around them about future planning. Beyond Mum and Dad, all those types of things, so circles of support and all those sorts of models are really important to have a look at if you're concerned or worried what's going to happen to your loved one post you, it's a great opportunity to wrap some stuff around them that helps them in terms of supported decision making and/or lifestyle planning beyond any single individual and share the load.

TOM WORSNOP: All right, thanks for those completing remarks.

(Applause):

TOM WORSNOP: I think what we're seeing now is some of the promise of the NDIS from the very beginning now starting to show some real form, which is I think a really great thing

to see, there have been some challenges in the rolling out of the scheme, but innovation is certainly the promise and I think we're starting to see some of the delivery now, so I'd like you to join me in congratulating and thanking the two speakers today, Marita and Jeff.

(Applause)

END OF TRANSCRIPT