A survey about managing your own disability funding

We'd like to know what you think

The survey has been written by WA's Individualised Services (WAiS) in partnership with People with Disability WA (PWDWA).

At the moment, a lot of change is taking place in the way disability support is provided for people in Western Australia.

We are currently moving toward the National Disability Insurance Scheme (NDIS), while we are also keeping some things from our current disability support system.

We are also moving toward the self-management of disability funding. This means that people can manage some or all of their funding themselves.

Self-management offers you, or the person you support, more choice about the services and supports you use.

It also means that you can employ your own support workers if you want to.

The Disability Services Commission has drafted a new policy about self-management.

We'd like to know what you think about the draft.

You can share your thoughts with us in this survey.

We want to make sure that people with disability, their families and carers, can have a say about:

- the policy
- the things that matter to you when it comes to managing your own funding.

You can take part in our consultation by completing this survey, meeting with us or talking to us on the phone.

We need to have everyone's responses to the survey by 30th January 2017.

If you received this survey in the mail, please post your response back to us as soon as possible. We have included an envelope with our address to help you do this.

After we receive everyone's responses, we will report to the Disability Services Commission. We will do this by the end of January.

On the following pages, we explain the key sections of the draft policy and ask a series of related questions.

There is a set of standards for disability service providers to meet called the National Standards for Disability Services. We reference these Standards in some of the questions.

We look forward to learning more about what the community thinks of the ideas being put forward in the draft policy.

If you'd like any further information, please contact us:

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Please send your completed survey to:

WAiS

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Deciding to self-manage your funding

While self-management is a good thing for some people, it is not right for everyone.

Some people don't want to manage their own funding, and some people may not have the support they need to self-manage.

Some people may not have the capacity to self-manage at the moment. However, capacity can be developed; it can increase over time. For example, some people may like to have help to self-manage in the beginning, and then develop the skills for doing this on their own.

The decision about whether or not to self-manage can be made by you and your Local Coordinator. This is a person who helps people set goals, write their plans and make decisions about their support.

You don't have to manage your funding by yourself. You can ask someone to help you. This might be a friend or family member that you trust, and they are called your representative.

Questions about deciding to self-manage

1. **Do you think the policy should explain what capacity means when it comes to self-managing your funding?**

   Please tick the box that you think is the best answer.

   ☐ Yes

   ☐ No

   ☐ I don't know

2. Which of the following factors do you think should apply when working out if someone has the capacity to self-manage?
Please tick the box that you think is the best answer for each statement.

	Completely unnecessary	Not very important	I don't have an opinion about this	Fairly important	Essential
You have been bankrupt in the past.	☐	☐	☐	☐	☐
You are under a Financial Administration Order. This usually means that someone else manages your money for you.	☐	☐	☐	☐	☐
You know how to manage money and/or funding, and have some experience doing this, or you have someone who can help you.	☐	☐	☐	☐	☐
You understand the rules about employing your own support people, or have someone who can help you.	☐	☐	☐	☐	☐
You know what to do in a crisis or emergency. You can get extra support if you need it.	☐	☐	☐	☐	☐
You can show that you understand the National Standards for Disability Services.	☐	☐	☐	☐	☐
You understand the funding is to be used to help you meet your goals.	☐	☐	☐	☐	☐

3. **Do you have any other comments about the capacity to manage your own funding?**

    If so, you can write them here:

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4. **Do you think that people should have a separate bank account to use just for their funding?**

    Please tick the box that you think is the best answer.

    ☐ Yes

    ☐ No

    ☐ I don't know

Creating a Management Plan

The policy says that, when people start to self-manage, they need to have a Management Plan.

This is a document that explains:

- What your goals are and what you want to achieve with the plan.
- How you will manage the money.
- How you will develop your capacity, if that's what you need to do.

The process of completing a Management Plan is intended to be an opportunity for a person with disability, or their representative, to build their capacity to self-manage.

The Management Plan is a separate document to the WA NDIS Plan. The WA NDIS Plan is the document that explains what support you need and what funding you receive. The Management Plan explains how you will manage that funding.

Under the Management Plan, you will have certain rights and responsibilities, including legal responsibilities. For example, if you are going to employ your own support workers, under the law, you will have responsibilities to pay people within an agreed timeframe and to pay tax and superannuation.

The Disability Services Commission won't be responsible for these things.

You will agree to your responsibilities when you sign the Management Plan.

Questions about creating a Management Plan

5. Do you think a Management Plan is a good idea?

Please tick the box that you think is the best answer.

☐ Yes

☐ No

☐ I don't know

Any comments? If so, you can write them here:

6. **Should the Management Plan explain how you will manage your funding?**

Please tick the box that you think is the best answer.

☐ Yes

☐ No

☐ I don't know

Any comments? If so, you can write them here:

7. Which of the following topics do you think should be included in the Management Plan?

Please tick the box that you think is the best answer for each statement.

	Completely unnecessary	Not very important	I don't have an opinion about this	Fairly important	Essential
How you get your support	☐	☐	☐	☐	☐
How you will make sure you are kept safe and are treated well	☐	☐	☐	☐	☐
How you will make sure you get the best quality supports	☐	☐	☐	☐	☐
What you will do if something goes wrong with your support	☐	☐	☐	☐	☐
How you pay for your supports	☐	☐	☐	☐	☐

Is there anything else you think should be in the Management Plan?

Building your skills

As we explained earlier, capacity can be developed. It can increase over time.

For example, some people may like to have help to self-manage in the beginning, and then develop the skills for doing this on their own.

The draft policy says that people can build their skills over time.

Questions about building your skills

8. **Do you think your Local Coordinator should help you build your skills for self-management?**

    Please tick the box that you think is the best answer.

    ☐ Yes

    ☐ No

    ☐ I don't know

Or, could someone else help you build your skills? This might be someone like a family member, friend or other person. If this applies to you, please write your ideas here:

9. **If you think the Local Coordinator, or other people, could provide advice and information, what topics would be helpful for you?**

Please tick the box that you think is the best answer for each statement.

	Yes	No	I don't know
Employing support workers	☐	☐	☐
Managing support workers	☐	☐	☐
Planning your supports	☐	☐	☐
Working out the services you need	☐	☐	☐

Any comments? You can write them here:

Paying for support

At the moment, the Disability Services Commission is writing a set of rules about the price of disability services. This is called the Self-Management Pricing Framework.

The Pricing Framework will explain how much each different type of support should cost.

Questions about paying for support

10. **What supports would you like to be able to pay for from your funding?**

    You might like to think about:

    - your goals and your way of life
    - the support workers you use
    - the aids and equipment you need
    - the supports you need to achieve your goals.

    You can write your answers here:

11. **What do you think is the most important thing that should be included in the Pricing Framework?**

    You can write your answer here:

Staying safe

It's really important that everyone who receives support can:

- be safe
- be treated well
- know that they are getting the best service.

This includes all the people who might support you:

- support workers that you hire
- service providers that you use.

In the past, there have been situations where people with disability have been abused or neglected. If you choose to self-manage, it will be up to you, or the person helping you self-manage, to make sure that you are safe and that you are being treated well.

Questions about staying safe

12. What information do you need about staying safe?

Please tick the box that you think is the best answer for each statement.

	Yes	No	I don't know
Training about how to stay safe	☐	☐	☐
Knowing who to contact if something is going wrong	☐	☐	☐
How to make a complaint	☐	☐	☐

Is there any other information you need? Please write your answers here:

13. Do you think there should be rules about who can be a service provider?

Please tick the box that you think is the best answer.

☐ Yes

☐ No

☐ I don't know

Any comments? If so, please write them here:

14. Do you think there should be rules about what you can and can't use the funding for?

☐ Yes

☐ No

☐ I don't know

Any comments? If so, please write them here:

15. Do you think that having rules about the following topics would be helpful?

Please tick the box next to the statements that you agree with.

You can tick more than one box.

Services should meet the National Standards for Disability Services	☐
Staff should have police checks	☐
Activities can't be illegal	☐
Disability service providers must be registered businesses.	☐

Any comments? You can write them here:

16. Who should make sure that the rules are being followed?

Please tick the box next to the statements that you agree with.

You can tick more than one box.

If you self-manage, it should be you or the person who helps you self-manage	☐
The Local Coordinator	☐
An independent person who does not work for you or the service provider	☐
A friend	☐
A Microboard – this is a small group of people who meet regularly to oversee your support	☐

Any comments? You can write them here:

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17. Do you need help understanding the National Standards for Disability Services?

If so, what kind of help would you like? You can tick more than one box.

Information from your Local Coordinator	☐
Training for you or your family or support people	☐
Information about how to get advice or support	☐
A checklist or a manual	☐
Support from other people with disability who are managing their own funding	☐

Any comments? You can write them here:

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18. What should you be able to do if you don't agree with your Local Coordinator?

Please tick the box next to the statements that you agree with. You can tick more than one box.

Ask for a review of their decision	☐
Have the decision looked into by someone who is independent	☐
Make a formal complaint about the decision	☐
Ask for more support to manage your own funding	☐

Any comments? If so, you can write them here:

19. From the list below, are there any situations where you think it would be ok to stop someone self-managing?

Please tick the box that you think is the best answer for each statement.

	Yes	No	I don't know
If someone is using their funds for things other than meeting their goals and what has been agreed in their Management Plan	☐	☐	☐
If someone is abusing a person with disability, or abuse has not been dealt with	☐	☐	☐
If someone is not being treated fairly or is being neglected	☐	☐	☐

Conclusion

Thank you very much for taking the time to complete this survey.

If you would like to make any other comments, please write them here.

20. Any other comments?

Please write them here: