A survey about managing your own disability funding

We'd like to know what you think

This survey is written in an easy to read way.
We use pictures to explain some ideas.

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

When you see the word 'we', it means these 2 groups, working together.

Some words are written in **bold**.

We explain what these words mean.

There is a list of these words on page 32.

You can ask for help to fill out this survey.

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

Introduction

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

You may know about the National Disability Insurance Scheme. It is usually called the NDIS.

This is a new way of supporting people with disability.

In WA, we are moving toward the NDIS.

We are also keeping some things from our current disability support system.

An important change is happening in relation to **funding**.

This is the money that people receive from the government for disability support.

Self-management is one way people can manage their funding.

This means that people can manage some or all of their funding themselves.

Self-management offers you 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 written a new policy about self-management.
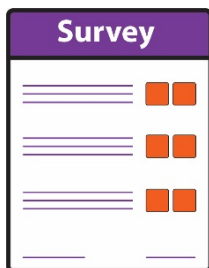
A **policy** is a document that describes what the government is planning to do.

This policy is just a draft at the moment.

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

You can share your thoughts with us in this survey.

In the survey, we explain each section of the policy and then we ask some questions about it.

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:

- get help to do the survey

- tell us what you think at a meeting

- tell us what you think by phone.

January 2017

Friday 20

We need to have everyone's responses to the survey by Friday 20 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 ideas, we will write a report.
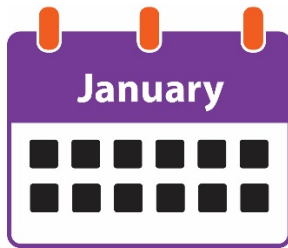
We will send this report to the Disability Services Commission by the end of January.

We explain how to get more information on page 34.

In this survey, we talk about the **National Standards for Disability Services**.

This is a set of rules about how people should be treated when using disability services.

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.
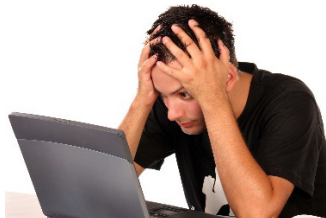
Some people may not have the **capacity**.

A person's capacity relates to the ability, skills and experience they have in a certain area.

It's important to know that capacity can be developed. It can increase over time.
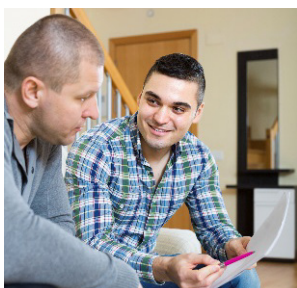
For example, some people may like to have help to self-manage in the beginning, and then develop the skills for doing this on their own.

The decision about whether or not to self-manage can be made by you and your **Local Coordinator**.

A Local Coordinator 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.

This person is 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 funding?**

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

   ☐ Yes

   ☐ No

   ☐ I don't know
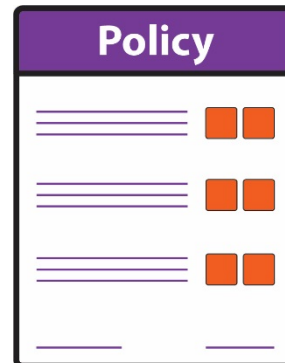
2. **We have made a list of the things that we think might explain how to work out if someone has the capacity to self-manage.**

   Can you tell us whether you think each item is important or not?

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

		Not very important	Very important	I don't know
	You have been bankrupt in the past. This is when you do not have enough money to pay any of your bills.	☐	☐	☐

		Not very important	Very important	I don't know
Financial Administration Order	A legal decision has been made about the way you manage your finances. This is called a Financial Administration Order. It usually means that someone else manages your money for you.	☐	☐	☐
	You know how to manage money and have some experience doing this, or you have someone who can help you.	☐	☐	☐
Rules	You understand the rules about employing your own support people, or have someone who can help you.	☐	☐	☐

		Not very important	Very important	I don't know
	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:

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.

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.

		Yes	No	I don't know
	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 good supports	☐	☐	☐

		Yes	**No**	**I don't know**
	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?
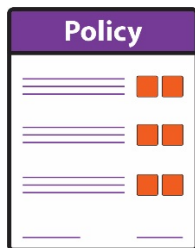

Building your skills

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 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.

These rules 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 rules?

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** – they have been treated badly or being harmed in some way

- **neglected** – they have not been looked after properly and their needs have not been met.
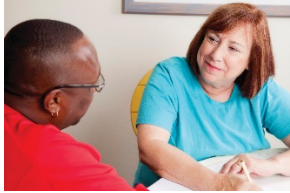
If you choose to self-manage, it will be up to you, or the person helping you self-manage, to make sure that you are safe and that you are being treated well.

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 1 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?**

You can tick more than 1 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:

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 1 box.

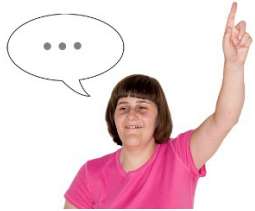|		
	Information from your Local Coordinator	☐
	Training for you or your family or support people	☐
	Information about how to get advice or support	☐
	A checklist or a manual	☐
	Support from other people with disability who are managing their own funding	☐

Any comments? You can write them here:

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 1 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:

Word list

Abuse

When someone is treated badly or harmed in some way.

Capacity

A person's capacity relates to the ability, skills and experience they have in a certain area.

Funding

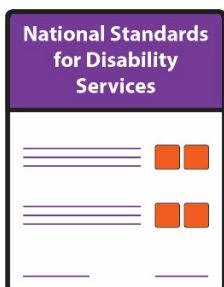The money that you receive to pay for disability support.

Local Coordinator

A person who helps people with disability set goals, write their plans and make decisions about their support.

Microboard

A small group of people who meet regularly to oversee a person's support.

National Standards for Disability Services

A set of rules about how people should be treated when using disability services.

Neglect

When someone is not looked after properly. Their needs are not met.

Representative

Someone who helps you self-manage. This might be a friend or family member that you trust.

Self-management

When someone manages their own funding for disability support.

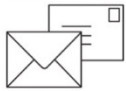# More information

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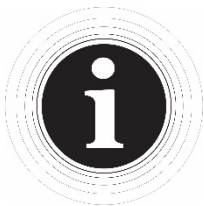**s.lee@waindividualisedservices.org.au**

Please send your completed survey to:

WAiS

www.waindividualisedservices.org.au

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