

# At home with disability accommodation

**Joseph Connellan**

MC Two Pty Ltd



# Mystery Road

*Navigating the opaque, complex and changing road of housing for  
NDIS participants*

*Joseph Connellan - MC Two Pty Ltd*

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# Joseph Connellan

## MC Two Pty Ltd ([www.mctwo.com.au](http://www.mctwo.com.au))

- › Acknowledgment of Country
  - › I would like to begin by acknowledging the Traditional Custodians of the land on which we all meet today and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples here today.
- › About Joseph
  - › Pragmatic advocate focused on developing more and better housing for people with disability
  - › 30+ years experience in leadership in not for profits, Government and mutuals
  - › Now provides analysis, advice and education to Not for Profits, peak bodies and Governments in all States and Territories
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- › Presentation
  - › Unpack the housing system for NDIS Participants
  - › Explore five trends
  - › Purpose - to promote information sharing and discussion

# Housing Options for NDIS Participants: A Framework

## Housing

- Planning
- Support Co-ordination
- Local Area Coordination (LAC)

## Support

Existing SDA

New SDA

SIL Houses

Existing SRS

Specialist Disability Accommodation (SDA)

- Robust
- High Phys
- Fully Access
- Improved
- Basic

Supported Independent Living (SIL)

Non SDA Supported Accommodation

Interim Housing

Short Term Accommodation (STA)

Medium Term Accommodation (MTA)

Inappropriate Housing

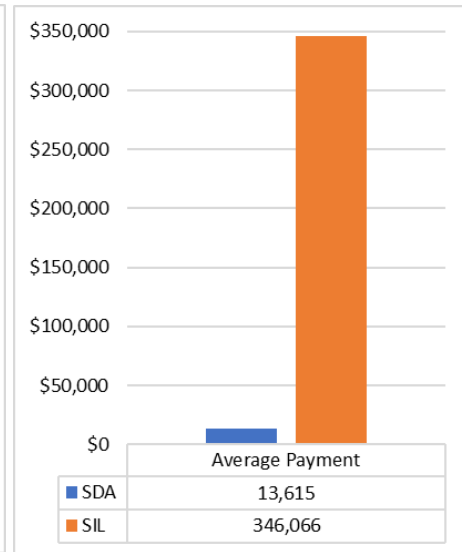
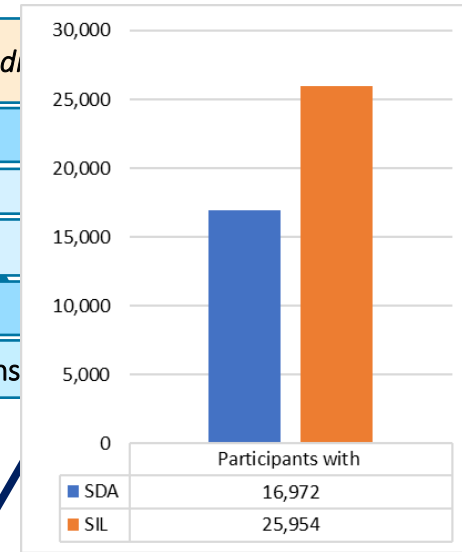
Residential Aged Care, Hospitals & Prisons

Social and Affordable Housing

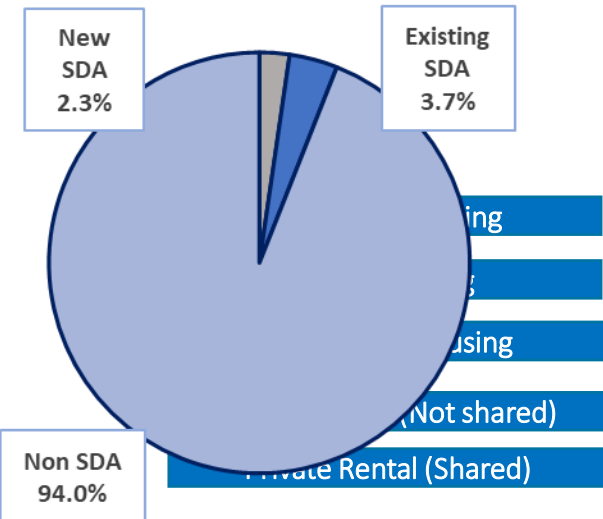
Private Rental

Home

Individual



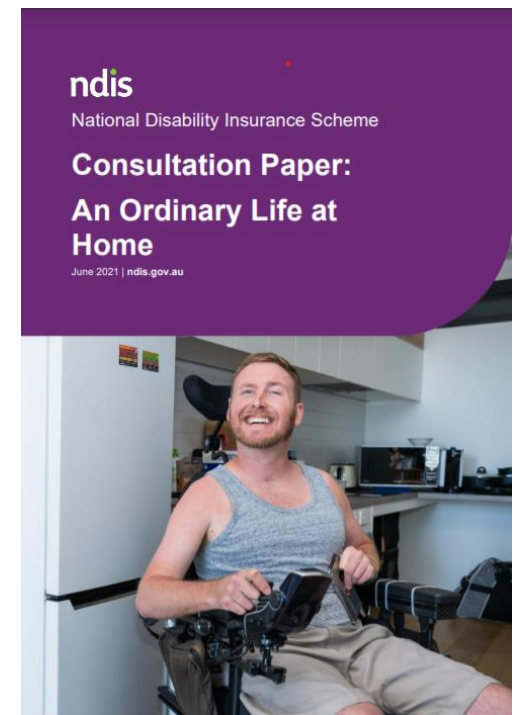
Other Flexible Supports



- Outright Ownership
- Mixed/Shared Equity
- Host Arrangements
- Private Rental (Shared)
- Private Rental (Not shared)
- Other Housing
- Other Housing
- Other Housing

## Trend 1: NDIS Home and Living Policy

- › NDIA is developing the first NDIS Home and Living Policy
  - › Background paper and consultation report released and draft policy release imminent
  - › Key themes
    - › NDIS Vision: People with disability live ordinary lives in ordinary homes and are included in community
    - › Promoting a system where participants can make choices equal to others
    - › However participant's vision needs to be achievable and NDIS reach is limited
    - › Responsibility for accessible and affordable accommodation (ex SDA) is with others mainly State/Territory Governments.
  - › Insights from Consultation Process
    - › Identified 76,062 NDIS participants have a "Where I Live" goal in their plan
    - › "Contemporary" is defined to include 2 to 4 person group homes (not 5+)
  - › **Comment**
    - › *Policy is welcome but late, slow and proposing options that may be unavailable*
    - › *Promoting aspirations without funding*



## Trend 2: NDIA Seeking to containing costs especially SIL

### › NDIS Cost Blowout

- › Govt and NDIA seeking to contain NDIS Scheme cost "Blowout"
- › Supported Independent Living (SIL) = \$8.9 billion p.a. or 30%+ of all NDIS costs
- › NDIA is also promoting capped but flexible budgets for supports
- › Rolling out new, flexible, lower cost programs like Individualised Living Option (ILO)
- › **Comment**
  - › *NDIS funded support, a large and separate area from housing, is under great scrutiny and pressure that requires its own commentary*
  - › *However, disruption in support payments and provision do impact on housing establishment and sustainability*

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Opinion

THE AUSTRALIAN

**COST BLOWOUT CRUSHES NATIONAL DISABILITY INSURANCE SCHEME**

STEPHEN LUNN  
29 AUGUST 2021

Credlin **CONCERNING COST BLOWOUT TO THE NDIS**

0:18 / 2:25

**Questions have to be asked 'all round' about NDIS cost blowout**

August 30, 2021 - 19:33:54

Former Communications Minister Stephen Conroy says questions have to be asked "all round" as to why the NDIS costing is accelerating faster than anticipated.

"This has absolutely got bipartisan support, the Prime Minister has been 100 per cent behind it," Mr Conroy told Sky News host Peta Credlin.

"Yes, Labor set it up and there was accusations at the time that it wasn't properly funded and costed.

"It's cost base still seems to be... not able to be controlled by the government"

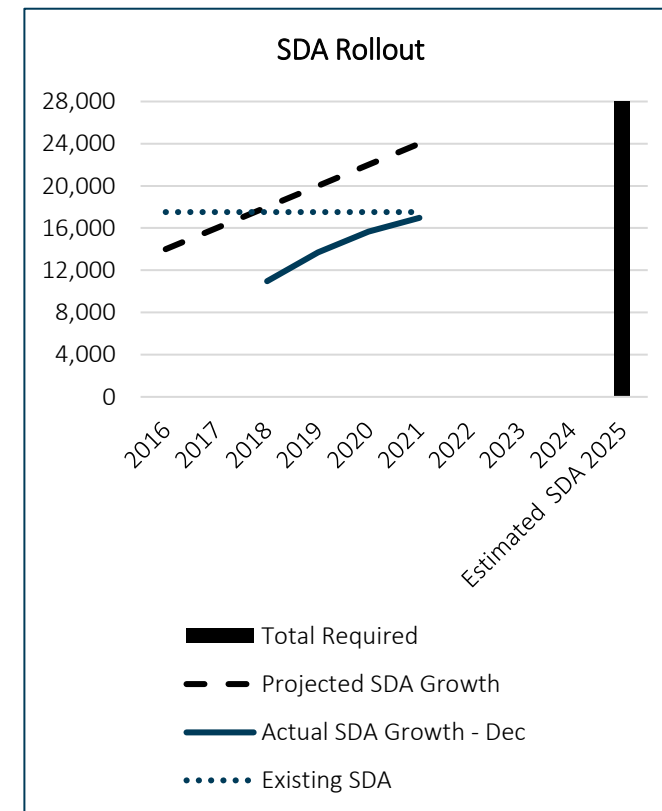
## Trend 3: "Troubled" SDA Program

### › SDA program

- › Is expected to grow from 17,500 to 28,000
- › Was projected to house 24,000 by 2021
- › By end of 2021 16,972 participants had SDA in NDIS plan
- › Has only committed \$214m of \$700m projected
- › Currently growing by about 1,200 places per annum

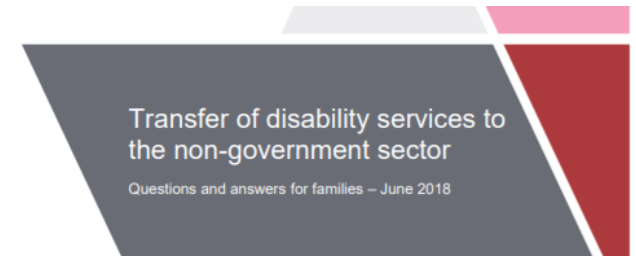
#### › **Comment:**

- › *Instead of extra stock, less people in SDA-like housing than when SDA commenced*
- › *Current growth rate = a decade to deliver required additional SDA*
- › *Another decade to redevelop old non contemporary SDA*
- › *SDA "failure" to house eligible thousands is saving NDIS of \$hundreds m pa*



# Trend 4 : Separation of Housing and Support Provider

- › Separation of Housing & Support Provider
  - › A policy success in SDA as majority provided by different organisations
  - › Largely due to transfer of support in NSW and Vic Govt group homes
  - › But combined housing/support is emerging in Other 94% e.g. SIL houses
  - › **Comment**
    - › *Different policy and requirements for SDA and Non SDA*
    - › *Agreed, robust and consistent operating methodologies for housing and support are not yet universal*
    - › *Overlapping (not shared) roles and responsibilities are not well understood*
    - › *Housing providers to become more assertive as NDIS provider compliance responsibilities highlighted*



## Contents

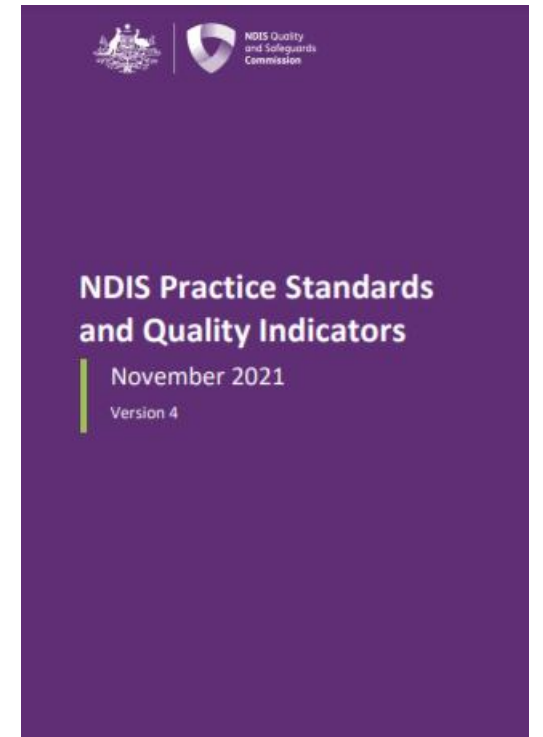
|   |   |
|---|---|
| <b>Service transfer</b> .....   | 3 |
| 1. Why is the Victorian Government transferring disability accommodation and respite services to non-government providers?..... | 3 |
| 2. Will the transfer affect where people live?.....   | 3 |
| 3. How will the transfer of services happen?.....   | 3 |
| 4. When will services transfer to new providers?.....   | 3 |
| <b>People with disability and their families</b> .....  | 4 |
| 5. What if we have concerns about the service we are receiving now? Will these issues be resolved through the transfer?.....    | 4 |
| 6. Will residents, families and staff meet the providers before transfer?.....  | 4 |
| 7. How will residents and families be kept informed about the transfer to new providers?.....                                   | 4 |
| 8. What will happen for residents transitioning to the NDIS at the same time as the transfer?.....                              | 4 |
| 9. Who will be responsible for managing resident money e.g. personal spending?.....   | 5 |
| <b>Providers</b> .....  | 5 |
| 10. How are providers being evaluated and selected?.....  | 5 |
| 11. Are the providers not for profit?.....  | 5 |
| 12. How will services be allocated to new providers?.....   | 5 |
| 13. Will residents and/or their families be able to choose the new provider of their group home?.....                           | 5 |
| 14. How can DHHS be sure that a new provider will be ready to start delivering services on the day of transfer?.....            | 6 |
| 15. How will Government make sure providers have relevant local knowledge?.....   | 6 |
| <b>Staff</b> .....  | 6 |
| 16. Which staff are transferring with the service? What happens if staff choose not to transfer?.....                           | 6 |
| 17. What if there are staff vacancies at a group home?.....   | 6 |
| 18. How are staff being kept informed about the transfer?.....  | 6 |
| 19. Will the new provider be able to reduce staffing?.....  | 7 |
| 20. Will new providers be able to recruit staff less qualified than DHHS do now?.....   | 7 |
| 21. How will new providers ensure that staff have the right skills and experience to deliver quality services?.....             | 7 |
| <b>Quality and assurance monitoring</b> .....   | 8 |
| 22. How can families feel confident that providers will deliver quality services?.....  | 8 |
| 23. How will providers be held accountable for their performance?.....  | 8 |



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## Trend 5: Choice of Provider

- › Choice was flagged as central to NDIS
  - › However in SDA Housing and Support need to "collaborate" to be integrated
  - › Very little evidence of choice of provider happening for many NDIS participants
  - › Some instances of collective periodic choice
  - › **Comment**
    - › *Choice of support provider is yet to emerge at scale*
    - › *Choice is perceived to drives up risk, complexity and cost for housing provider and undermine economy of scale for support provider*



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## Summary

### The housing system for NDIS participants is opaque, complex, changing & challenging

- › Five Trends
    1. NDIS Home and Living Policy is finally emerging but is promoting aspirations without funding
    2. NDIA is seeking to contain NDIS costs especially SIL
    3. SDA program is not growing as projected or needed
    4. Separation of SDA Housing and Support Provider has been achieved for most but practice is still evolving
    5. Choice of support provider is infrequent
  - › Conclusion
    - › NDIS participants, including for your tenants, need more and better housing
    - › Effective leadership and delivery of agreed strategies is not yet in evidence
  - › Questions and Comments
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