










NDIS Carer Experience - Phase 1 – Engaging with the NDIS

	LEARN ABOUT THE NDIS AND HOW IT FITS IN WITH THE BROADER SYSTEM OF SUPPORTS	DECIDE TO PROCEED TO ACCESS	RECEIVE ACCESS DECISION
I NEED 	<ul style="list-style-type: none"> To understand the NDIS exists and what it funds To understand the NDIS eligibility requirements To understand NDIS does not fund carer supports Information given to me in plain English 	<ul style="list-style-type: none"> To understand eligibility requirements Have a list of the documentation that's required To understand supports available while we wait To be identified as the carer and what information I can provide to help the process 	<ul style="list-style-type: none"> To have a clear understanding of the reason for the rejection To understand next steps if Access is granted To know what happens if Access is not granted?
CURRENT GAINS 	<ul style="list-style-type: none"> Hopes are built for my future and the person I care for The idea of an 'ordinary life' for the person I care for appeals to me and I want the same right to have access to social and economic opportunities 	<ul style="list-style-type: none"> Positive language about participation in everyday life Online application 	<ul style="list-style-type: none"> I feel a positive step forward and that the person I care for will receive tailored supports
CURRENT PAINS 	<ul style="list-style-type: none"> I don't know I'm a carer or identify as one I don't know the NDIS exists I'm in crisis and it's overwhelming The person I support will not let me talk to professionals about the situation and/or doesn't identify as having a disability I can't find time to even think about our need 'Another bureaucracy to deal with' I didn't know the information sessions were on and I feel defeated New lexicon and language to understand 	<ul style="list-style-type: none"> The WHODAS assessment causes anxiety for the person I support as they do not identify as having a disability We don't agree on the level of functional impairment The person I care for opts out altogether The person I support does not want me to attend the appointment I can't find someone to talk to for advice I can't find someone to talk to for advice The amount of documentation required is overwhelming and there is so much jargon! Issues with accessing online platforms I rely on the choices and decisions the consumer makes – and these may lack insight 	<ul style="list-style-type: none"> We are rejected! Reason for rejection of application is unclear What happens if Access is not granted? Where do we go for support? The letter I get is hard to read It takes a long time before someone contacts me to commence planning and I don't know who they are and why they are contacting me The person I care for hasn't told me the outcome of the decision and I haven't been notified by the NDIA Navigating the NDIA wall to advice I cannot find some-one to talk to for advice I spent lots of time caring, at varying intensity
IMPROVEMENTS FOR CARERS – WHAT DOES BEST PRACTICE LOOK LIKE?	<ul style="list-style-type: none"> A 'no wrong door' approach to finding out about and receiving services There is a mechanism to identify me as the carer 		
WHAT INFORMATION/ RESOURCES WOULD HELP?			

NDIS Carer Experience - Phase 2 – Planning to achieve goals and outcomes

	PHASE 2 Planning to achieve goals and outcomes		
	UNDERSTAND CURRENT SUPPORTS AND PREPARE FOR PLANNING	CREATE A PLAN TO ACHIEVE GOALS AND OUTCOMES	RECEIVE APPROVED PLAN
I NEED 	<ul style="list-style-type: none"> To understand the NDIS exists and what it funds To understand the NDIS eligibility requirements To understand NDIS does not fund carer supports Information given in plain English 	<ul style="list-style-type: none"> To understand the planning process and who will be facilitating it To know that I can attend the meeting if the person I am caring for agrees 	<ul style="list-style-type: none">
CURRENT GAINS 	<ul style="list-style-type: none"> If we're prepared, we can build a good plan Helping me have a more normative relationship 	<ul style="list-style-type: none"> If I'm lucky, we get support co-ordination We get to participate in creating a plan 	<ul style="list-style-type: none"> We have a plan! We can get a review if we are not happy – although not always easy
CURRENT PAINS 	<ul style="list-style-type: none"> No clear options or straightforward way to include me/us: I do not want to cause stress for the person I care for by telling planners about my needs 'as it has to come from their loved one expressing the additional distress they cause to their carer and this puts me in an uncomfortable position' Unpredictable planner competency Not realising that as a carer I make a difference Seeing my additional caring load as normal Carer statement distressing 	<ul style="list-style-type: none"> No specific carer supports available (respite, training) in NDIS plan Inadequate support co-ordination – feels like they want to make it less and less Limited clarity on direct and indirect supports Limited supports if targeted at specific disadvantaged cohorts 	<ul style="list-style-type: none"> Receiving the approved plan is/can be a confusing experience. Plan feels more like an administrative activity We don't have a strong connection to this plan - Not clear on how what we provided earlier has contributed to this plan Feels like process is purposely not transparent I can't find support fast enough – time is ticking already. I feel guilty. The start date of plans goes back to the date of the first planning meeting so when the plan is received it brings along the notion that the clock is ticking, and we need to put in place all funded supports for the 12 month period.
IMPROVEMENTS FOR CARERS – WHAT DOES BEST PRACTICE LOOK LIKE?	<ul style="list-style-type: none"> "Completing the 'Re-imagine my Life Workbook' early has proven to help a lot to have time to familiarise with different life domains and how to articulate needs using relevant language" 	<ul style="list-style-type: none"> "Having the planning tool completed in advance with the carer's input is the ideal scenario but not easy to achieve due to time constraints and the LAC reps not necessarily mental health knowledgeable" 	<ul style="list-style-type: none">
WHAT INFORMATION/ RESOURCES WOULD HELP?	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

NDIS Carer Experience - Phase 3 – Achieving goals and outcomes

	PHASE 2 Achieving goals and outcomes			
	ACTIVATE AND IMPLEMENT PLAN	USE PLAN TO ACHIEVE OUTCOMES	GET SUPPORT USING PLAN	REVIEW OUTCOMES AND PROGRESS
I NEED 	<ul style="list-style-type: none"> • Support to help the person I care for to choose a provider and sign a service agreement 	<ul style="list-style-type: none"> • To know how to monitor the Plan i.e. cash flow in the context of episodic illness 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • To be reassured that if we haven't spent all the funds that it won't be taken away next year • To be reassured that if the person is stable at the plan review meeting that the Plan won't be reduced • For the planners to understand my needs and hear about challenges with plan implementation e.g. when things 'don't go to plan'
CURRENT GAINS 	<ul style="list-style-type: none"> • If I do it right, I can influence the purchase of flexible support • More choice for services 	<ul style="list-style-type: none"> • Increased funding supports are in place • I am encouraged to think outside of the box 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
CURRENT PAINS 	<ul style="list-style-type: none"> • I am not sure where the carer role starts/fits-in here • The plan can be slow to start • The plan might be too ambitious/unrealistic • Episodic illness is not in the plan • Retelling my story, again! 	<ul style="list-style-type: none"> • For regional, there is a thinness of services • We can't spend/utilise the plan – lack of skills to do • Ready to go, but our provider has a waiting list! • Lack of planning continuity • How do we document 'proof' of purchase? Lots of work 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Feeling very stressed – will I have to step in to secure a good outcome? • I will have to care more if cuts are made to next plan – could impact my new job • Seems too soon – we only just going with the first plan •
IMPROVEMENTS FOR CARERS – WHAT DOES BEST PRACTICE LOOK LIKE?	<ul style="list-style-type: none"> • A consistent point of contact 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •
WHAT INFORMATION/RESOURCES WOULD HELP?	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •