

# Eastern SRS

Resident

Opportunities

After

Reform

# Project



**SALVOCARE**  
EASTERN

## **Project Setting:**

### **Supported Residential Service (SRS) Sector**

SRS's provide **accommodation and support** for people who need help in everyday life, i.e. people who are frail or have a disability

The ROAR Project worked with 8 SAVVI and 10 Pension Level Project funded SRS's across the Eastern Melbourne Region.

**Project Timeline:** 18 months: Nov 2016 – June 2018

**Project Manager:** Erin Prater

People who live in SRS's can find it difficult to get the supports they need due to a range of issues:

- Mental health, health issues, alcohol and drug issues,
- disabilities, cognitive issues,
- aged related issues including dementia,
- isolation due to lack of family support,
- cultural issues, histories of homelessness,
- lack of financial resources and
- limited access to recreational and personal needs.

## NDIS:

The initial NDIS trials (Barwon area) noted limited engagement with SRS Proprietors and residents

SRS Proprietors were reluctant to engage in a process that might threaten the viability of their business

It was noted that for eligible people to receive the benefits from NDIS, positive engagement and education with both proprietors and residents is needed

Initially, this was also the experience of the ROAR Project however as the Project partner collaborations strengthened and a unified message was delivered, positive SRS Management engagement flourished

The following recent major sector reforms were identified to impact on residents:

## **National Disability Insurance Scheme**

<https://www.ndis.gov.au>

## **Mental Health Sector Reform**

<https://www2.health.vic.gov.au>

## **Aged Care Sector Reform**

<https://www.myagedcare.gov.au>

## **Alcohol and Other Drug Sector Reforms**

<https://www2.health.vic.gov.au/alcohol-and-drugs>

## **Local Government Changes – Home And Community Care**

## ROAR Project Goals: Improving Outcomes For Residents

- Specifically target people with multiple and complex needs who are **not currently linked** to appropriate supports
- Make sure residents and/or their carers will have sufficient information to make an informed choice about engaging with funded support services
- Improve Service delivery, integrate new systems like NDIS into everyday work practice
- Education and promotion of new systems like NDIS
- Develop collaboration across the broader health and welfare systems

## **Project Commenced with Service Mapping:**

EACH completed a service mapping exercise, which included an interview/NDIS eligibility testing, of all Project residents in October 2016

## **Snapshot In Time Findings:**

- 452 - residents across 18 SRS
- 109 - ^ 65 years
- 162 - living with an Intellectual Disability (ID) or Acquired Brain Injury (ABI)
- 184 - v 65 years & living with mental health issue
- 286 - potentially NDIS eligible

## Project Activities completed :

- Provided NDIS training and resources to all frontline workers and commenced testing of practice guidelines
- Advocated for the development of appropriate psychosocial training and access reports for workers engaging hard to reach residents
- Established collaborative working relationships whilst building NDIS knowledge and support capacity within SRS Proprietors and Managers



## Project Activities completed :

- Linked residents, carers and SRS Managers with NDIS information sessions
- Assisted residents to test NDIS eligibility, register for the scheme, gather evidence and complete pre-planning tasks including completion of NDIS workbooks
- Assisted residents to get appropriate support and advocacy as required

# Eastern Supported Residential Service (SRS) Resident Opportunities After Reform Project

The ROAR Project

## NDIS Practice Advice

*A practical guide for workers supporting the connection of eligible participants with complex needs and living in supported residential service accommodation with the National Disability Insurance Scheme (NDIS).*



# Psychosocial Disability Evidence Report

This Psychosocial Disability Evidence Report was prepared on behalf of:

[Insert full name of NDIS Applicant]

[Insert Applicant address]

[Insert CRN]

to support their application to the National Disability Insurance Scheme (NDIS).

This Report forms an attachment to the NDIS Access Request Form/Access Request – Supporting Evidence Form.

This Report was compiled by [Insert full service name] on [Insert date].

## Enquires Contact

If the NDIA has any queries regarding the Report, the following person should be contacted:

Name:	
Address:	
Telephone:	
Email:	
Professional Qualification:	
Signature:	
Date:	



## Supported Residential Services Collaborative Meeting Tool

SRS Name:

Date	Need Domain	Aims & Measures: Identified Need Success Measure	Plan: Action List	Do: Who is responsible	Report Back Date	Study: Evaluate the change	Act: Review Actions List
	SRS Proprietor/Manager Identified Need						

## Whole of Project Statistics:

- **45%** (202) of mapped Residents were engaged

### **NDIS:**

- 114: NDIS Registrations (Completed)
- 86: NDIS Workbooks (Completed)
- 8: NDIS Packages (Approved)
- 2: NDIS Packages (Denied)  
(1 successful Appeal + 1 pending)
- 11: NDIS Packages (Received)

## Resident Feedback:

- 93% Residents engaged Strongly Agreed/Agreed that:  
*“My worker helped me to understand and link with the NDIS”*

## SRS Proprietor/Manager Feedback:

- *More residents are connected to the community through NDIS & My Aged Care - giving them more opportunities to engage with family, friends and community*
- *The [ROAR Project] Team assisted the SRS by having regular meetings to help residents to understand the NDIS Program.*
- *Supported us in every possible way to introduce various activities.*
- *Supported the residents when they needed a listening ear.*
- *Overall support was excellent. Made a whole of difference*

**THANK YOU  
AND  
LET'S KEEP BUILDING A  
STRONG NDIS**

