

**Response to the NDIS Consultation Paper – An Ordinary Life at Home**

**From**

**Homeshare Australia and New Zealand (HANZA)**

**HANZA is a not for profit organisation (incorporated in 2010) that promotes the Homeshare model and supports the establishment and development of Homeshare services across Australia and New Zealand. HANZA is an active network member of Homeshare International and has contributed to the development of the Homeshare internationally proven model over many years including World Congresses. HANZA represents its members that include aspiring and established programs and NDIS providers supporting NDIS participants with ILO services.**

**In consultation with our members and feedback from NDIS participants HANZA provides the following contribution in support of policy development in this area.**

* **Expand eligibility:** The ILO framework targets NDIS participants with high needs only, and excludes the vast majority of clients. As the NDIA’s vision is for participants not being limited by where, how or who they live with, we support this vision and encourage the NDIS to consider all NDIS clients to have the opportunity to utilise ILO. There are NDIS participants that have been fully assessed by providers as eligible for ILO and allied health reports included, and have not been approved by NDIS.
* **Ensure legislative consistency:** ILO implementation intersects with state and federal legislation on tenancy law, industrial law and tax law. Recommend NDIA commission expert legal advice to clarify the grey areas in each state, to enable ILO services to be established and maintained with the confidence of participants legal.
* **Streamline Homeshare accessibility:** Consider specifically Homeshare services to be accessed more flexibly within the existing ILO framework – our experience is that some NDIS participants had done their own homework and have decided on Homeshare as their preferred option – consider a pathway to streamline some participants.
* **Fund and support Homeshare expertise:** The Homeshare assessment matching & monitoring process requires a unique expert skillset (especially in successful long term compatibility matching) that is not embedded in the service system. This expertise is detailed in HANZA member resources and the Homeshare Operational Manual. (contact HANZA for further details). Recommend the NDIA in its market stewardship role consider actively supporting and funding, at least on an interim basis, formal training and community of practice networks, such as HANZA’s.
* **Develop homeshare outcome tools**: Recommend NDIA work in partnership with HANZA to develop Homeshare specific evidence based outcomes tools that could be then used across the sector.
* **Speed up decisions:** Providers report that they experience multiple participants with ILO proposals waiting 6 months or more for outcomes. Recommend NDIS provide minimum time frame to participants for ILO decisions to be made.
* **Establish ILO Provider Point of Contact:** Given that the experience of participants and providers has been a “drip feed” of information, recommend that NDIS provide a point of contact for ILO providers to get clear and timely answers on critical questions.

**Educate Support Co-ordinators:** The experience of participants and providers is that currently Support Coordinators generally do not have a basic working knowledge of ILOs and recommend provision of education on ILOs across the board.

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