



**Lifestyle in Supported Accommodation (LISA) Inc**

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27 May 2011.

Mr John Walsh  
Disability Care & Support  
Productivity Commission  
GPO Box 1428  
CANBERRA CITY 2601

Dear Mr Walsh,

### **“Disability Care and Support”**

In your draft report, Vol 1, Page 2, Key Points, Dot 1, you define the current disability support system as “unsatisfactory”.

In the area of our primary focus, that of “Supported Accommodation Group Homes”, we add to your findings - “failure to provide consistent quality of life care and customer satisfaction”. Especially those group homes where the Department of Human Services (DHS), Victoria, is the direct service provider.

Many families who have managed to secure a group home, or similar, for their adult family member with a disability, have had to fight long and hard for the place. Having been totally burnt out and stressed out to get a place, they find the fight continues, “24/7”, for a resemblance of reasonable care and respect for both their family member and themselves.

Those still having to fight for reasonable care and respect, have little hope of departing this world in peace their adult family member will receive consistent quality of life care, are hanging their hopes and dreams on the NDIS process.

Having read some of your extensive, two volume, report, we perceive the primary focus of your defined NDIS principles, as that of “individualised funding” and ensuring the “have nots” – have services.

Whilst we are in total agreement that everyone should have services, we are concerned this could be just “more of the same”, from a different funding source. It is not right that those subsequently getting services as a result of the NDIS process, should then have to fight “24/7” for service right, level, quality and customer satisfaction, as many families have under the present state system.

We, therefore, put the following scenario to you, for consideration and comment, please:-

Many group homes, considered the person’s long term home, consist of regular houses in the community, with up to six residents with high support needs, and the necessary support staff.

Consider the direct care service provider as being the Department of Human Services, Victoria, and the six residents all have no, or no interested families or others.

On a hypothetical day, the “NDIS Process” starts..... The DHS suck their funding, say \$130, 000 for each resident, out of the house. This is replaced by six individualised funding packages, provided by federal funding, after a needs assessment on each resident.

Let’s say, the funding package for each resident remains at \$130, 000. This amounts to, one funding source being replaced by another, with the service remaining the same. If the service was rotten, it will remain this way!

We see the NDIS process being of little benefit in this situation – Please advise where and if you consider this will not be the case, in this situation.

Forwarded for your attention, consideration and early response please.

Yours sincerely,

Tony & Heather Tregale  
Coordinators, LISA Inc.