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Supported Accommodation Evaluation Framework (SAEF)

Summary Report

December 2014

SAEF Summary Report

Prepared for the NSW Department of Family and Community Services, Ageing Disability and Home Care by the Social Policy Research Centre, UNSW Australia.

Document approval

The Supported Accommodation Evaluation (SAEF) Summary Report has been endorsed and approved by:

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Suggested citation

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Abbreviations and Glossary

ADHC	Ageing, Disability and Home Care
CALD	Culturally and Linguistically Diverse
DS NMDS	Disability Services National Minimum Data Set
HACC	Home and Community Care
IASP	Individual Accommodation Support Package
ILDIS	Independent Living Drop-in Support
ILSI	Independent Living Skills Initiative
LPP	Lifestyle Planning Policy
NDIS	National Disability Insurance Scheme
NSW	New South Wales
RoRSA	Register of Requests for Supported Accommodation
SAEF	Supported Accommodation Evaluation Framework
SLF	Supported Living Fund
SPRC	Social Policy Research Centre
ST1	Stronger Together 1
ST2	Stronger Together 2
UNSW	University of New South Wales

1. Easy Read summary about accommodation support for people with disability
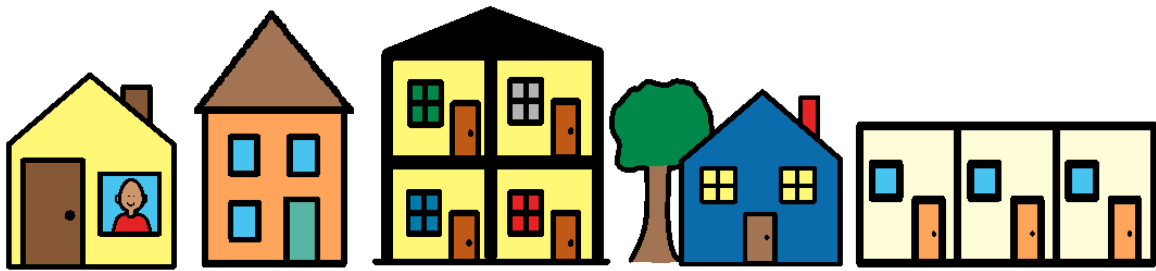
This report is about accommodation support for people with disability in New South Wales, Australia.
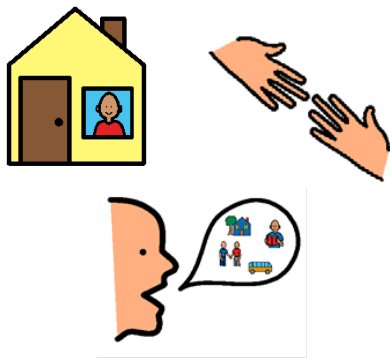
Accommodation support helps people with disability to live where and how they choose.

It includes a place to live. Help to live there. Help for people to say what they want and need.

This report is about how well accommodation support is working.

Lots of people spoke about how well accommodation support is working:

- People with disability

- Family members and friends
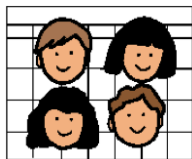
- Support workers
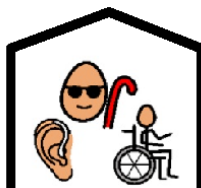
- Service providers

- Government
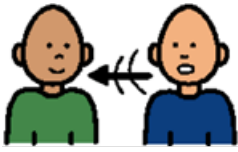
Some people did an interview. This is talking and answering questions.

Some people did a survey. This is choosing answers from some already written down.

A person with disability helped to decide on what questions to ask.

Most people who used accommodation support had some good changes in their lives.

People with disability said they liked:
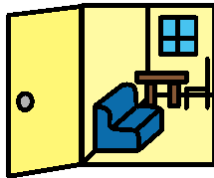
- Having their own space and privacy when they moved into a new place
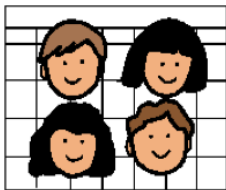
- Choosing support workers they liked
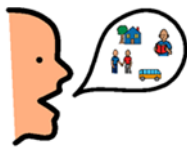
- Getting help to say what they wanted and needed

- Making a plan to live how they wanted to

- Living near family, friends, trains or buses, shops and other places to go

Fewer people had good changes in their relationships.
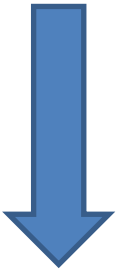
Fewer people found a job.

Sometimes it was hard to find a good place to live or to pay for it.

Some things are important to make accommodation support good for people with disability:

Making a plan

- Help people with disability make a plan with goals that can really happen

- Make sure that people with disability have help to say what they want and need in the plan
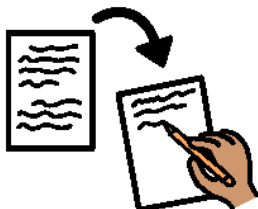
- Make sure to change the plan when there are changes in what people with disability want and need

Helping everyone work together

Lots of different people may help people with disability make the plan – for example:

- Family and friends
- Support workers
- Service providers

Because lots of people might be helping, it is good to:

- Help everyone work together when making the plan
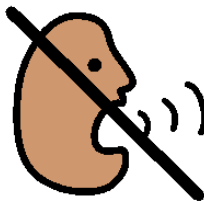
- Help everyone work out any disagreements that happen while planning

- Make sure there is information that everyone can understand

Working with support workers
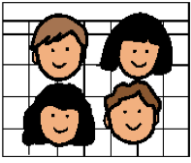
- Work with support workers to be flexible and respect people with disability
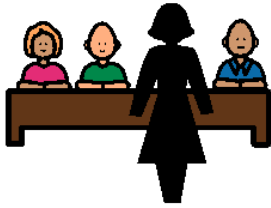
- Train support workers to help people with disability live how they want to

Working with service providers

- Work with service providers to give people with disability the information, funding and help to make plans happen

- Help service providers work together with other service providers, so that they all use their skills together to help people with disability

Making the plan happen
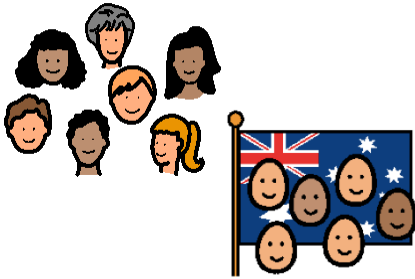
- Link people with others in the community and government who can help the plan happen

- Make sure people can use their funding in lots of different ways to make their plan happen

- Do more work to make places to live cheap enough that people can pay for them

2. Brief Summary of Initial SAEF findings

In 2013, the NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) commissioned the Social Policy Research Centre (SPRC) at UNSW Australia to design an evaluation framework and collect initial data for the accommodation support and funding models under *Stronger Together* 2 (ST2), now known as *Ready Together*. The evaluation used longitudinal, mixed methods and a participatory research approach.

The evaluation included nine SAEF options grouped in four types: Individual Packages, Drop-in Support, Group Accommodation and Other Options. The evaluation did not compare the options. The evaluation found that most people in all options were aged under 45 years. People with cultural and linguistic diversity and Aboriginal and Torres Strait Islander status were represented in the newer options. Most people were supported in metropolitan areas and had intellectual disability.

Accommodation support is intended to facilitate people with disability to live as independently as they choose[1], in an accommodation arrangement of their choice, and with formal support that suits their preferences and life goals. Most of the support achieved some positive outcomes. Least change was evident in people's interpersonal relationships and employment, and in some options access to preferred housing. Living in independent accommodation had been realised mainly where families had some capacity to assist or the support worker could help with accessing social housing. The findings highlight practical strategies that can be implemented for best practice, and have implications for policy design, implementation and collaboration.

2.1. Strategies for good practice

For the person with disability and their networks; including their family, support workers, service providers and other important people in their lives:

1. Use of a person-centred planning process that leads to achievable goals and is based on a person's particular strengths, abilities, aspirations and preferences

2. Development of inclusive partnerships among members through the use of clear, open and accessible communication

3. Creative facilitation of linkages in the community

4. Regular reviews to adjust goals and/or services and provide clarity around future funding

For the person with disability:

5. Having time, space and opportunity for privacy by moving to a preferred place of their own or having their own room

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[1] Living independently means having social relationships and using informed decision-making to exercise choice and maximise autonomy about support arrangements and who to live with or alone.

6. Being involved in recruiting support workers to match their personality, age, preferences and interests

7. Having self-motivation and increased confidence for decision making

8. Receiving adequate support from networks to discuss and negotiate plans

9. Having access to communication support where required for increased accessibility, such as pictorial aids

10. Living within a supportive, familiar community that is close to family and friends, public transport, local shopping areas and amenities

11. Having a sustainable and predictable life

12. Receiving support to organise transport and funding arrangements

For support workers:

13. Maintaining respect, structure and flexibility

14. Sharing interests with the person with disability

15. Maintaining professional skills, open communication and an approach based on people's strengths and abilities

16. Working on flexible rosters according to people's preferences

For service providers:

17. Being responsive to people's preferences

18. Providing a quality service that is flexible, reliable, skilful, engaging and responsive

19. Providing sufficient information and support

20. Being empathetic and supportive of each family's adjustment to change

21. Ensuring regular, clear communication with the person with disability and their network

22. Being flexible with funding within the support packages

23. Effectively managing change within the organisation, including training and supervision of staff

24. Collaborating with other agencies (housing, accommodation support, health and specialist disability providers)

2.2. Policy implications

Program design

1. Clarify program scope, control and flexibility so that people and families know how much support they are entitled to, funding constraints and how much control they can have.

2. Enhance flexibility of funding so the use of funds can be tailored to individual needs relevant to the person, family and community.

3. Review the size and variation of the allocation per person to ensure it supports transition to independent accommodation and is responsive to change.

4. Review the options so they are compatible with the UN Convention on the Rights of Persons with Disabilities (CRPD), National Disability Strategy (NDS), whole of government and National Disability Insurance Scheme (NDIS) implementation e.g. funding, financial management, planning, review and accountability.

5. In Group Accommodation (including Lifestyle Planning Policy (LPP) and Other Options group accommodation), plan for some people who may want to move out, with implications for individual support, access to alternative housing, vacancy management and viability of the remaining group accommodation.

6. In the Other Options group accommodation, clarify government responsibility, such as capital contribution; advice on governance, sustainability, funding structures, individualised planning; vacancy management; quality standards; and response to changed needs.

Program implementation

7. Provide comparative information about the accommodation support options in a range of forums and accessible formats.

8. Provide information and decision making support for people with disability and families during the application process, including goal setting, arranging support, review and monitoring, informed by the experiences of people with disability, for example through disability community and advocacy organisations.

9. For people considering group accommodation, direct people and families to advice or information about risk management, contingency plans and conflict resolution.

10. Target recruitment and specific decision making support to people, families and communities from socio-demographic groups who are currently under-represented.

11. Monitor service provider performance against the Disability Service Standards and the definition of the particular accommodation support option.

12. Require service providers to train and support workers to provide accommodation support to the level of quality expected in the NSW Disability Service Standards, which are reflected in the characteristics in SAEF.

13. Require service providers to ensure that dispute resolution mechanisms and support are available for people and families in disputes with support workers and service providers.

Interagency collaboration

1. Address the shortage of affordable housing for people to live in with a whole of government approach to policy and implementation.

2. Encourage service providers to collaborate with employment support, specialist and mainstream services, community development, local self-advocacy organisations, organisations for referral, training and quality improvement.

3. Introduction

In 2013, the NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) commissioned the Social Policy Research Centre (SPRC), UNSW Australia to design an evaluation framework and collect initial data for the accommodation support and funding models available under *Stronger Together* 2 (ST2), now known as *Ready Together*. The project built evidence about accommodation support through the collection of data and development of an evaluation framework. This evidence base aims to inform the design and development of disability policy.

At the time of the evaluation, Australian states and territories were responsible for the provision of disability specialist services to people with disability. Funding derived from federal and state governments. ADHC is part of the Department of Family and Community Services in NSW. The aim of the agency is to provide better and more integrated services for vulnerable client groups through a range of priority initiatives. Services are subject to state and federal legislation as well as national service standards and are changing in the context of major reform under the NDIS and implications of the CRPD.

3.1. Evaluation of accommodation support

The evaluation included nine SAEF options grouped in four types: Individual Packages, Drop-in Support, Group Accommodation and Other Options. The findings from each category are presented in separate reports; a full report of all options; and this summary report. The evaluation did not compare the options, but aimed to compare changes from before using the accommodation support option.

Table 1: SAEF evaluation accommodation support options

Option type	SAEF evaluation options
Individual Packages	1. Supported Living Fund (SLF)
	2. Individual Accommodation Support Packages (IASP)
Drop-in Support	3. Independent Living Drop-in Support (ILDIS)
	4. Independent Living Skills Initiative (ILSI)
Group Accommodation	5. Lifestyle Planning Policy (LPP) [2] - in ADHC operated group homes and Large Residential Centres (LRCs - Metro Residences only)
Other Options	6. NGO group accommodation
	7. Intentional community
	8 & 9. Parent governance options A and B

The evaluation used a longitudinal, mixed methods design and a participatory research approach to address the evaluation questions. The design and approach were based on previous research

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[2] In 2011 ADHC implemented the Lifestyle Planning Policy to set out person centred principles to lifestyle planning with people who use ADHC operated and funded accommodation and support services. These principles demonstrate a commitment to putting people with disabilities, their families and carers at the centre of decision making about how the specialist disability system supports them.

with people with disability and support options that aim for community participation and inclusion. The evaluation methods were: review of program data provided by ADHC; surveys distributed to people with disability, family members and service provider managers; qualitative interviews with people with disability, family members and service provider managers; focus group with support workers; case studies; and observations. All information is presented in a non-identifying form to protect confidentiality and privacy.

The sample sizes were small (Table A) and participation was voluntary, so some experiences might have been missed. Some of the limitations were addressed through mixed methods. Additional outcome data was gathered during interviews with people with disability and family members, and through inclusive methods such as observation. The limitations qualify the results and it is not possible to generalise the evaluation findings to the broader population of people with disability using these or similar options. Analysis that considers these limitations is sufficient for informing policy improvement. Further research and evaluation could consider alternative participation strategies and separate focused studies to address these participation limitations.

3.2. Participant characteristics

- Age. More than half the people in all options were aged under 45 years, except in LRCs where 30 per cent were aged under 45 years. More younger people held Individual Packages (27 per cent aged less than 25 years; 54 per cent aged 25-44 years). The age profile for IASP was particularly young. All people with Other Options support types (with program data available) were aged under 45 years.

- Gender. Men used more than half of the accommodation support in all options, except ILDIS. One-third of Individual Packages were held by women (44 per cent of all people using any National Disability Agreement accommodation support are women; AIHW, 2013).

- Cultural and linguistic diversity. In all options, the diversity of participants seemed average compared to the general population, although the data was incomplete (measured as CALD status; language other than English at home; or born outside Australia). Language diversity was greatest for people in Drop-in Support (18 per cent).

- Aboriginal and Torres Strait Islander status. Data was incomplete. The proportion of people from Aboriginal and Torres Strait Islander backgrounds seemed consistent with the state population average in SLF.

- Location. Most people were supported in metropolitan areas, reflective of the population. A higher proportion of people in Drop-in Support lived in the Hunter (28 per cent) than did in the Other Options support types.

- Disability. Most people had intellectual disability. Data about level of support needs was incomplete for all support types.

- Families responded for a higher proportion of older people with disabilities, and were older themselves. Most family respondents were mothers.

4. Accommodation support options

This section briefly describes the policy context and the nine supported accommodation options included in the SAEF. More information on the types of accommodation options can be found on the ADHC website at
http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live

4.1. Policy context

At the time of the evaluation, Australian states and territories were responsible for the provision of disability specialist services to people with disability, with funding derived from federal and state governments. ADHC is part of the Department of Family and Community Services in NSW. The aim of the agency is to provide better and more integrated services for vulnerable client groups through a range of priority initiatives. Services are subject to state and federal legislation as well as national service standards and are changing in the context of major reform under the NDIS and implications of the CRPD.

In 2006, the NSW Government announced its strategic direction, guided by *Stronger Together: A new direction for disability services in NSW 2006-2016*. This involved developing a comprehensive plan for reshaping the disability service system with the first phase, *Stronger Together* 1 (ST1), commencing in 2006 (ADHC, 2006), followed by the second phase, *Stronger Together* 2 (ST2), in 2011 (ADHC, 2011).

ST1 and ST2 identified the need to improve outcomes for people with disability by delivering more person-centred planning, services and supports, early intervention and prevention and flexible accommodation support options. This includes promoting individualised funding and accommodation support arrangements for people with disability that are inclusive and designed around individual needs. ADHC developed various supported accommodation options in line with ST1 and ST2.

This evaluation included nine supported accommodation options grouped in four types: Individual Packages, Drop-in Support, Group Accommodation (Lifestyle Planning Policy - LPP) and Other Options.

4.2. Individual Packages

ADHC developed two individualised funding options that were included in the evaluation: the Supported Living Fund (SLF) and the Individual Accommodation Support Package (IASP). Individualised funding is portable funding that remains with the person. SLF and IASP are recurrent funding types and intended to complement informal supports and networks, as well as other formal supports the person might receive, such as a community participation program. People who receive an SLF or IASP nominate and work with an ADHC approved service provider of their choice to administer and manage the package. The service provider may directly provide support services or broker services on the person's behalf, and they charge a fee to manage the package.

The Supported Living Fund (SLF) was developed as a new type of accommodation support funding for adults with disability (aged 18 to 64). It enables people with disability to create living arrangements that suit their life and preferences by providing access to paid supports and services. The funding is portable, remains with the individual, and is administered by a service provider of the person's choice, enabling them along with their family and carers, to

plan for their future. SLF packages average approximately $50,000 per year. A total of 381 SLF packages were allocated between 2012 and 2013 across NSW.

The aim of Individual Accommodation Support Packages (IASP) is to provide accommodation support to adults with disability (aged 18 to 64). IASPs fund disability related supports across varying levels of support needs for people who do not wish to live in a full time residential accommodation service. The funding relies on a mix of paid and informal (unpaid) supports, and is intended to incorporate a combination of community, public and private services. About 184 IASP packages have been allocated across NSW (as at 30th June 2014).

One of the key differences between the SLF and IASP is that the SLF was designed to primarily assist individuals who were interested in transitioning to living in a home of their own with a mix of informal and formal/paid support arrangements, at an average cost of $50,000 p.a. The IASP can be tailored to meet a wider range of support needs for individuals who require ongoing support, do not wish to live in a full-time residential care service and wish to live as independently as possible, while maintaining existing support networks. The IASP has a broader funding range.

4.3. Drop-in Support

Two Drop-in Support options were included in the evaluation: Independent Living Drop-In Support (ILDIS) and Independent Living Skills Initiative (ILSI).

ILDIS was established to assist people with low to moderate support needs, predominantly those living in group homes, to transition to a more independent living arrangement with Drop-in Support. Over the course of two years, people move from intensive case management, transition planning and skills development towards a Drop-in Support service. ILDIS was funded in April 2009 for 95 program places.

ILSI is designed to enable people with disability to live more independently by developing accommodation arrangements in the community with support from formal and informal networks. People receive up to 35 hours a week of one-to-one support from trained staff. Hours may reduce as skills develop, but there is no cut-off date for support. ILSI supports up to 68 people with disability, their families and carers across NSW. ADHC has worked in collaboration with a service provider to develop resources to support the program including detailed training materials, training videos, a website and an ILSI documentary.

4.4. Group Accommodation

Group Accommodation services provide shared supported accommodation to young people, adults with disability and people with specialised health or behaviour support needs in a community setting. Group Accommodation is currently block funded and can include a variety of housing types including houses, apartments or units. Housing can be privately rented, managed by Housing NSW or a community housing provider, or owned by ADHC or a non-government organisation.

The Lifestyle Planning Policy (LPP) applies to all people with disability residing in ADHC operated accommodation support services including group homes and large residential centres. It is a person-centred approach to service planning that supports people with disability to identify and achieve a lifestyle that reflects their goals and aspirations. The LPP is based on eight principles reflecting a commitment to keep people with disability, their families and carers at the centre of decision making about how the specialist disability

system supports them. The LPP implementation started in 2011 and finished in June 2013, when the previous Individual Planning Policy was phased out. Due to the cultural change required, an LPP implementation strategy was designed using collaborative action learning methodology and an incremental approach.

4.5. Other Options

The Other Options support types in the evaluation are private group accommodation; an intentional community; and the two parent governance options. In each of the options, family groups had advocated for an accommodation solution for their children with disability that would enable them to live independently of their parents with adequate support. All options except the intentional community, involve congregate living of people with disability in their local community, and with friends or other people of a similar age.

NGO group accommodation In this option a local governance group is supported by a national body to initiate, develop and manage a house using its approach. People choosing to live in the house must have a mild intellectual disability, be able to look after their own personal care needs and live with little supervision and in-home support; and receive a Disability Support Pension (DSP). The house accommodates ten people. Each person has their own bedroom with an ensuite, and all other areas of the house are shared. A housekeeper is employed by the local group. The fortnightly rent is 70 per cent of the DSP, plus Commonwealth rental assistance, and covers the majority of household expenses, while people pay for their personal items.

Intentional community This option is an incorporated non-government organisation that plans to create a housing development for an intentional community of people with and without disability. Up to 15 per cent of the apartments will be available to people with physical and/or intellectual disability, with the remainder occupied by people without disability who agree to be good neighbours and who reflect the diversity of the local community. At least one apartment is designated for support personnel. It will include a community centre and cafe, courtyard garden with BBQ facilities and other shared facilities. It will partner with a housing provider or development to provide financial support for a suitable site. It is expected that people with disability will access support funding through an Individual Package if they need it, such as an SLF or IASP.

Parent governance As part of the move away from block funded accommodation services and in alignment with the delivery of person-centred approaches, parent governance options intend to pool individual support funding packages when co-residing, to achieve viable and sustainable housing and support arrangements. The people supported have moderate to high support needs and meet the IASP eligibility criteria.

5. Outcomes

The evaluation was a point in time analysis that aimed to compare change in outcomes from before using the accommodation support option, including the person's independence, living the way they want to, in the home of their choice, social inclusion and community participation, and health and fulfilling lifestyles. The data for initial measures in 2013 were collected from the interviews and surveys. No outcomes program data was available.

Outcomes were analysed against the evaluation questions to see whether the SAEF options had met their objectives for individual participants. Analysis was conducted according to the outcome domains and indicators in Table 2. Sample sizes were too small to make definitive statements. This section presents the evidence of baseline or change in specific outcomes for each domain, across all nine SAEF options.

Table 2: Participant outcomes and indicators

Domain	Indicators
Live with increased independence	
Self-determination	Choosing personal goals Choosing where and with whom they live Choosing services Choosing daily routine Making choices about life stage transitions
Personal development	Acquiring new skills (decision making, participation, housework etc.) Realising personal goals Engaging in meaningful activities Education, training, volunteering
Live the way you want to	
Rights and autonomy	Exercising rights and being informed about them Having time, space and opportunity for privacy Being supported in making own decisions Deciding when to share personal information Treated fairly and with dignity
Live in the home of your choosing	
Material wellbeing	Possessions Income Homely environment
Social inclusion and participation in the community	
Social inclusion	Participating in the life of the community Interacting with others in the community Living in an integrative environment Employment
Interpersonal relations (relationships)	Having friends Having intimate relationships Contact with family Engaging with staff (including support staff and other staff, such as the gardener)
Healthy and fulfilling lifestyles	
Physical wellbeing	Being safe Feeling relaxed and comfortable Having best possible health
Emotional wellbeing	Having natural support networks Feeling respected Having a stable and predictable environment Feeling safe

5.1. General findings about outcomes

Interviews and surveys with people with disability, families and managers showed that most people were happy with most aspects of their lives. There was little variation within option types. The people with disability interview data indicated that, overall, the quality of life of people interviewed in Group Accommodation was somewhat lower than in all Other Options (Table 3).

5.1.1. Quality of life results for people with disability

Table 3: Quality of life now, interview data, sample size and means

	Individual Packages		Drop-in Support		Group Accommodation		Other Options	
	n	Mean	n	Mean	n	Mean	n	Mean
Self-determination	30	**3.9**	16	**4.2**	38	**3.2**	21	**4.4**
Personal development	30	**3.9**	16	**4.4**	38	**3.1**	21	**4.2**
Rights and autonomy	30	**3.8**	16	**4.4**	38	**2.9**	21	**4.3**
Material wellbeing	30	**4.1**	16	**4.2**	38	**3.0**	21	**4.5**
Social inclusion	30	**3.8**	16	**3.7**	38	**3.0**	21	**4.1**
Interpersonal relationships	30	**4.0**	16	**3.9**	38	**3.1**	21	**4.1**
Physical wellbeing	30	**3.6**	16	**3.9**	38	**3.3**	21	**4.1**
Emotional wellbeing	30	**3.7**	16	**4.0**	38	**3.3**	21	**4.3**

Source: Interviews with people using accommodation support options February-August 2013

Notes: Interviewer ratings of person's subjective experience. Range of responses was 1-5 for all support options, with 5 representing an overwhelmingly favourable experience, 3 a neutral response or mixed experience, and 1 an extremely negative experience. See Table 5for indicators used to assess each category

Few people in Group Accommodation participated in the surveys. Findings indicated that generally people were very happy with where they lived, their relationship with family and friends and the out of house activities participated in with other people. In all Other Options, people were least happy with their choices about employment (Table 4).

Table 4: Quality of life now, survey of people with disability, sample size and means

How do you feel about:	Individual Packages		Drop-in Support		Group Accommodation		Other Options	
	n	Mean	n	Mean	n	Mean	n	Mean
Where you live?	60	**4.4**	42	**4.5**	10	**4.4**	16	**4.3**
The way your house looks?	61	**4.3**	41	**4.4**	10	**4.5**	15	**4.7**
Your relationships with family and friends?	61	**4.3**	42	**4.3**	10	**4.1**	16	**4.7**
The activities you do out of the house with other people?	60	**4.2**	42	**4.5**	10	**4.6**	16	**4.1**
The new things you get to learn?	61	**4.2**	41	**4.5**	9	**4.1**	15	**4.2**
Your choices about having a job?	55	**3.7**	39	**4.1**	8	**4.8**	16	**3.6**
How healthy you are?	61	**3.7**	42	**4.2**	9	**4.2**	16	**4.2**
How happy you are?	61	**4.1**	42	**4.5**	9	**4.4**	16	**4.2**
The help you get from people to make your own decisions?	61	**4.1**	41	**4.4**	8	**4.1**	15	**4.0**
The choice you get when you're making plans with your paid staff member?	61	**4.4**	42	**4.3**	8	**4.3**	15	**4.2**
Source: Survey to people with disability using accommodation support options, July 2013 Notes: Range of responses was 1-5 (very unhappy to very happy) for all support options								

5.1.2. Family members' perceptions of quality of life survey

The family survey results were similar, as they were quite positive across different aspects of the person's life. Differences in outcomes between support options were not large. Family survey findings in the Other Options were somewhat less positive, but this is not conclusive as sample sizes were small.

Changes in outcomes, as measured retrospectively from before using the option, showed that most people who participated in the survey stayed the same or had better outcomes on most measures. Findings varied between SAEF options: people with Individual Packages reported most improvement in where they live and the way their house looks, those with Drop-in Support felt that where they live and their happiness had improved most, and people in the Other Options said the choice they had when making plans and the way their house looks had improved most. Sample sizes were too small to make definitive statements and results were not available for Group Accommodation.

In the family survey, the families of people using Individual Packages were most positive about improvements, particularly opportunities to learn new things and decision making support from service providers. Fewer family members from the Drop-in options reported improvements, and they felt most positive about decision making support, the person's happiness and their opportunity to learn new things. Most families of people in Group Accommodation reported that things had stayed the same. Almost one-half said the person's physical health had improved since the LPP started. Responses from the Other Options were too few to make meaningful statements.

5.1.3. Manager survey on quality of life

Manager surveys were completed by 32 group home managers and none from LRCs. Most managers who responded to the survey rated Group Accommodation as effective or very effective in supporting people with disability to achieve most outcomes, especially living in a homely environment with possessions of their own choosing, developing and maintaining relationships with friends and family, physical and emotional health, and engaging in meaningful activities. Most managers rated Group Accommodation less effective in supporting people to learn new skills, improving social inclusion and informing them about their rights.

Over half the group home managers said the LPP was very effective at supporting families and carers in their relationship with their family member with disability, and their level of involvement in their family member's living arrangements. They thought they were slightly less effective in supporting the family to participate in the supported accommodation funding or planning options available to their family member.

A small number (n=10) of managers responded to the survey from the SLF, IASP, ILSI and ILDIS programs. Most managers who responded to the survey rated their support option or service as effective or very effective in supporting people with disability to achieve the following outcomes:

- Living in a homely environment with possessions of their own choosing

- Developing and maintaining relationships with friends and family

- Living a self-determined life by making choices

- Engaging in meaningful activities

- Being informed about rights in order to exercise them

- Interacting with people in the broader community

- Having opportunities to acquire new skills

- Having the best possible health

- Emotional wellbeing.

5.2. Self-determination

> I always wanted to move out but couldn't do it without the funding ... it has changed my life completely. (IASP, person with disability)

> Since I started the program I kind of learned to live more independently and kind of understand when you have your parents it's different and if you live by yourself it's a lot harder. (ILSI, person with disability)

People with disability experienced increased self-determination, particularly in the options that provided individualised support: SLF, IASP, ILDIS and ILSI. These options offered people the flexibility of determining and managing their own individually devised goals and daily routine, which they could regulate with their support worker and/or family. People viewed involvement in recruiting their support workers as beneficial, as they could match personalities and facilitate their preferred activities. People were most likely to make choices and decisions where they had self-motivation for decision making and adequate support for decision making from family members and service providers.

5.3. Personal development

> Before I got the SLF I lived with my parents. Now they have organised a unit for me, and I do lots more things, and I am learning to be more independent and develop more living skills. (SLF, person with disability)

> I like where I live. I learn lots of new things. I am listened to. (ILDIS, person with disability)

Personal development appeared central to most of the accommodation support options, with the exception of LPP in the LRCs. Skill development, often facilitated by support workers and/or family members, focused on independent living skills, including domestic skills, travel training, budgeting and household management.

People appeared to engage in a range of social and leisure activities, both disability specific and mainstream, according to their preferences and capabilities. Exploring mainstream community activities was particularly evident for people using an SLF package. Successful engagement appeared dependent on the support of family, friends, workers and people running community activities, to organise transport, funding arrangements and practical inclusion of the person with disability.

5.4. Rights and autonomy

> When I first opened up the door, I knew that this was it, was freedom ... these days I've got a smile on my face, got my own food and can come and go as I please … I'm just loving it. (ILDIS, person with disability)

> Everyone explains everything to me, and when I don't understand, my support workers explain it in a different way so I can understand it, which is good. (ILSI, person with disability)

Across all accommodation support options, people with disability viewed having time, space and opportunity for privacy as important. Many people spoke positively of having moved, or planning to move, into a place of their own and the greater opportunity for autonomy this

provided. People who continued to live in their family home or group accommodation said that having their own bedroom was important to maintain privacy. Some people in LRCs continued to share a bedroom despite wishing to have a separate room. LRC managers said they had limited opportunities to change this arrangement until the LRC was re-developed.

People with disability, family members, support workers and, in the SLF, the support planner all gave examples of effective decision making support. People spoke of decision making being facilitated through discussing ideas and negotiating with support workers and/or family members. In group homes, support workers often used pictorial supports to facilitate successful decision making. Family members and support workers reported increased independence and confidence in making decisions for some people. Support workers said that facilitating decision making was more complex when the person had significant communication, cognitive or mental health issues. In these instances, family members and support workers often made decisions on the person's behalf.

5.5. Material wellbeing

> She can do whatever she likes; she has more space to herself, all the rooms are hers to enjoy. (IASP, family member)

> They can literally walk to anything … the position of the house is incredible. (NGO group accommodation, family member)

The living situations for the people using the accommodation support options varied and ranged from living in the family home, in self-contained accommodation attached to the family home, in private rental, in accommodation provided by NSW Housing, in accommodation associated with the NGO group accommodation, and in ADHC run group accommodation. Aside from the options in which accommodation was provided, such as NGO group accommodation and ADHC group accommodation, the costs of material wellbeing were covered by the personal resources of people and/or families. Some of the Other Options were provided with capital grants to build accommodation, but building had not been completed at the time of the interviews.

The quality of the housing and living environments varied according to the circumstances of the person, and most people interviewed appeared happy where they were living. The exception was people living in LRCs, which were not observed to create a homely feel, and one person expressed his desire to move out of the LRC.

Several people spoke of purchasing an iPad with their accommodation support funding, for communication and/or recreational purposes. One person had her bathroom modified so that it better suited her needs. People who had moved out of home commented on independently purchasing furniture or acquiring second hand furniture from friends or family, as furniture was not covered by accommodation support.

Some people worked full or part time hours in a mainstream workplace, a government department or disability workplace. Most of these employment arrangements existed prior to the commencement of accommodation support. Few people commented about the income they received through work, and one person spoke of having additional personal money now that she no longer needed to self-fund all activities. Several people spoke of receiving support in learning how to use automated teller machines (ATMs) and budgeting.

5.6. Social inclusion

> I do so many things now I have funding. (IASP, person with disability)

> She is beginning to forge new links, particularly gaining confidence shopping for herself and finding regular places, for example cafes, where she is becoming known. (SLF, family member)

People who received support through the Individual Packages or Drop-in Support options spoke of increased opportunity for social inclusion. The support they received assisted them to participate more frequently in community activities and form social connections in their local community. People spoke of being supported to engage with disability specific and mainstream organisations, and to enjoy organised and spontaneous activities depending on their preferences.

Many people living in group homes also spoke of having opportunities for taking part in activities and interacting with others within their community. Occasionally, restrictions due to staff availability were reported.

Living close to public transport and local shopping areas, and living within a supportive local community, were seen as important factors in facilitating engagement in the community across all options. The location of the NGO group accommodation house facilitated this.

Several people with disability in each option, with the exception of LRCs, were in open or supported employment, and others were trying to find employment with the help of their support workers. Engagement in employment generally predated the receipt of one of the accommodation support options.

5.7. Interpersonal relations

> Since he is becoming more independent now, his self-confidence has improved a lot, and he is able to have more meaningful conversation with family and friends. (SLF, family member)

> It's good to have friends. (LRC, person with disability)

Across the options, people had a range of relationships with family, friends, partners, community members, housemates and support workers. Many people spoke of having positive relationships with family and friends. People who moved into a place of their own as a result of receiving accommodation support often had improved relationships with parents or siblings, although sometimes the change in roles had strained family relationships. Support workers helped to facilitate contact with family and friends as well as extend social networks across most options. Some people said they had new friendships as a result of the support they received to expand social activities.

People living in LRCs were sometimes friends with housemates, but had few opportunities to meet with friends outside the centre. Contact with family members was included in Lifestyle Plans for some people living in LRCs.

Relationships with support workers were mostly positive, with people appreciating the opportunity to select support workers in the accommodation support options where this was possible. Good relationships were achieved where personality types, ages and interests matched, and where support workers used respect, structure and flexibility.

5.8. Physical wellbeing

> I need to stay away from the junk! ... you can indulge a bit but not too much. (Group home, person with disability)

> She packs fruit now when she goes out and buys water instead of sweet soft drinks. (SLF, support worker)

Physical health was a focus across most of the accommodation support options. People with disability commonly appeared to be working towards establishing and/or maintaining good health with goals or plans for weight loss, exercise, fitness and nutrition. People with individual funding packages often used the funds to facilitate good health, by covering the cost of gym classes and other fitness activities.

Support workers helped with the management of people's illnesses or chronic health conditions, particularly in group accommodation. Ongoing assistance from support workers was still required in this area after the introduction of the LPP. People living in NGO group accommodation were supported by their advocate, typically a family member, who was responsible for providing ongoing support to manage health or medical needs.

5.9. Emotional wellbeing

> The SLF has been the most exciting, liberating and supportive measure I have experienced in my son's life since having early intervention ... He has gone from being depressed and highly anxious to just about free of his mental health issues. (SLF, family member)

In all accommodation support options, people spoke of having natural support networks in place, consisting predominantly of family members and friends. In the Individual Packages and Drop-in Support options, people spoke of the options encouraging greater interaction with the wider community and more independence in people's day to day lives. Family members and support workers reported that emotional wellbeing of many people using these options had improved. Flow-on benefits for families' emotional wellbeing were observed when successful communication and partnerships were established between the person, their family members and service provider.

Support workers across options spoke of trying to improve networks where they saw gaps, often through involving people in community activities or work and through arranging professional psychological support when needed.

Other important prerequisites for emotional wellbeing were stability and predictability in people's lives. In some group homes, consistency in staffing and the use of visual supports assisted in creating a stable and predictable environment, although few people referred to the LPP as having contributed to improving emotional wellbeing. In Individual Packages and Drop-in Support, effective partnerships, shared expectations, good communication and consistent and reliable support workers helped to provide stability and predictability.

5.10. Summary of outcomes

Most accommodation support options, particularly Individual Packages and Drop-in Support, achieved positive outcomes for people. The options assisted many people to increase self-determination in their lives, to further their personal development, and to improve social

inclusion as well as physical and emotional wellbeing. These changes were facilitated by the person being able to make more choices about their life, such as choosing activities and choosing their own support workers.

Less change was evident in people's interpersonal relationships. Many people had good pre-existing relationships with family, friends and in some cases, partners, which they were able to further develop with support. Relationships with support workers were mostly positive, with people appreciating the opportunity to select workers in the options in which this was possible.

Aside from the options where accommodation was provided, such as Group Accommodation and NGO group accommodation, the accommodation support options did not affect material wellbeing directly, although support workers assisted some people to access and manage their own finances.

Outcomes were most positive where service providers were responsive to people's preferences, were flexible and reliable, and where people received sufficient information and support. Adequate decision making support from families, support workers and planners was important, as was the flexibility of funding within the Individual Packages. Some positive outcomes had been achieved before the options, due to a supportive family environment, and they were usually enhanced once accommodation support became available.

In Group Accommodation, the LPP was restricted in its capacity to achieve large changes for most people. In some situations, positive outcomes were achieved, although these changes had occurred before the LPP or the relationship to LPP was unclear. In other situations, the LPP provided a new impetus and structure for person-centred planning.

6. Accommodation support provided

This section presents findings from the interviews with people with disability, families and service providers about the features of accommodation support in each option, according to the program logic (Appendix A).

Accommodation support provided

Arranging or providing a preferred place to live in the community – home, location, co-tenants

Arranging or providing support as needed to live there

- Practical support

- Skills development

- Building and maintaining relationships

- Referral, linkage, brokerage and funds management

- Decision making support – to participant and family

6.1. General findings about accommodation support provided

Only a small number (n=10) of managers responded to the survey from the SLF, IASP, ILSI and ILDIS programs. Most managers who responded to the survey rated their organisation as very effective or effective with regard to support provided by the organisation in relation to:

- Planning with the person and their family as how to make supported living work for them

- Management of referrals (e.g. health referrals)

- Linking and packaging services to address need

- Supporting people with disability and their families to make informed decisions

- Providing practical support to clients (e.g. access to health services)

Fewer managers rated their organisation as effective or very effective for arranging or providing a preferred place to live.

More group home managers answered the survey (n=32). They reported that the support was most effective for providing practical support to clients (e.g. access to health services); generally effective for planning with the person and their family as how to make supported living work for them; management of referrals (e.g. health referrals); linking and packaging services to address need; and supporting people with disability and their families to make informed decisions; and less effective for arranging or providing a preferred place to live.

6.2. Arranging or providing a preferred place to live in the community

> We built our house thinking our son would always be with us and now that might not be the case. We never imagined it could be anything different, so it is quite amazing. (SLF, family member)

> I lived with mum and dad inside the family home, but now dad and mum built me a flat at the family home all separate but they paid for it. My fund only covers my program to become independent. My new flat is great and I'm loving it. (ILSI, person with disability)

The Individual Packages and Drop-in Support options enabled some people to move to their preferred living arrangement, usually independent accommodation in the community. Most people moved from their family home and some from group homes. Many other people in these options used the funding to develop independent living skills so they would be able to move into their own place in the future.

As the LPP was not introduced as a way of supporting people to find a preferred place to live, group home managers said that none of the people interviewed had moved out of LRCs or group homes as a result of the LPP, although some had expressed a desire to do so. At the time of the research, the primary focus of LRC staff and family members was the closure of the institutions in coming years and planning with people to move into community accommodation.

All of the Other Options support types intended to provide accommodation independently from family. People and their parents emphasised how important location was, as all wanted to be close to their family home, their familiar community and their friends. People in the regional NGO group accommodation options appreciated being in the town centre, near shops and amenities.

The accommodation support funding did not cover the cost of a place to live, and housing affordability was a major barrier to people living in their own place. Affordable rental housing was difficult to obtain, and one person was not successful in obtaining a mortgage. People tried to manage the problem by sharing with friends or housemates. Where parents had the economic means, they bought, or were planning to buy, a private property for their child with disability. One family member suggested that the government arrange long-term, low interest mortgages for people with disability.

6.3. Arranging or providing support as needed to live there

> I really like where I live and how the ILSI is helping me. (person with disability)

> The fact that he is not answerable to anybody, that he can do his own thing, has been hugely significant. (NGO group accommodation, family member)

People with Individual Packages and Drop-in Support options used their funding to obtain practical support in their own household, or to develop independent living skills so they could move out in the future. Support was also provided to increase social activities, and to access

respite and allied health services in SLF and IASP. The LPP in group homes helped people to follow their interests and increase their living skills and independence within the home. In LRCs, opportunities for developing daily living skills were limited, as staff completed most domestic activities. Staff said that the way transport resources were organised in LRCs presented a barrier to increased community access. The NGO group accommodation option included a professional housekeeper.

People's experiences regarding referrals, fund management and decision-making support depended on the apparent quality and engagement of the service provider. Most IASP recipients wanted more support about fund management and decision making. In Drop-in Support, some people felt their support choices were limited as money went directly to the service provider. Pooling of support funds was planned for the parent governance options, and some parents had concerns about practicality and fairness.

6.4. Summary of accommodation support

Accommodation support through the Individual packages and Drop-in Support options was effective in many cases. Some people in the options moved into their preferred housing, or they already lived there and received appropriate support. Others were developing independent living skills, often in preparation for moving into their own place. People also increased their social activities and networks with the funding. Housing affordability remained a barrier to moving out of the family home for many people. Some people using an IASP needed more help with fund management and decision making. Success was facilitated where the service providers were engaged with the person, had the skills to provide quality support, were responsive to people's wishes and worked well with people with disability and families.

The LPP had not influenced the provision of a preferred place to live for people in group homes or LRCs, as this was not the main focus of lifestyle planning. In some instances, the LPP resulted in improved support for skill development and decision making, particularly in group homes where staff and managers understood and applied the ST2 principles.

The four Other Options support types varied in their prospective accommodation arrangements, but all aimed for independent living with other people with disability in the person's local community. Current accommodation support funding, mostly through Individual Packages, enabled skill development in preparation for independent living.

7. Characteristics of accommodation support

The second aspect of the analysis is the characteristics of the SAEF options measured against indicators, summarised in Table 5.

Table 5: Characteristics of disability accommodation support and indicators

Characteristics	Indicators
Participants have choice, flexibility and control over support	- Providing accommodation support solutions to meet each individual's needs and circumstances - Portable and flexible funding arrangements
Person-centred	- Individual support afforded to the person in order to achieve their aspirations, goals and needs - Respecting the person as a primary determiner by facilitating decision-making and planning processes - Supporting early intervention by matching people with suitable accommodation options that meet the person's needs and aspirations
Strengths and partnership based	- An individual's strengths and capabilities guide the setting of goals and activities, which should be developed, wherever possible, through genuine partnerships between the person, their families/support people and service providers - Long term plans to achieve goals are turned into day-to-day activity (e.g. essential support summary, proactive strategies, protocols) - Shared commitment of all those involved in planning with the person, including paid and unpaid relationships - Practice Framework: active listening (e.g. the ability to capture verbal and non-verbal messages); positive language (e.g. praise and enthusiasm); choice and control (e.g. providing options and space to make decisions); plan of the day (e.g. routines, person-centred plans, day structures); and active support (e.g. pro-active strategies, such as verbal prompts to increase independence). - Safeguards in a person-centred system: creating a balance between maximising choice and control and ensuring adequate protection of the person's right to be safe. Elements include information and advice, assessment, planning, fund holding, support coordination, community linking and case management
Integrated and collaborative practice	- Service providers work in partnership with the person with disability, and with their consent, their families and carers, the broader community, information and advocacy services and other relevant services (e.g. health, education, employment, mental health)
Responsive to diversity	- Needs and aspirations of Aboriginal and Torres Strait Islander people are respected and valued - Needs of people of all cultural, language and religious backgrounds are respected and valued
Age and life stage appropriate	- Supports and activities are suitable for the person's age and life stage and during key transitions
Quality assurance	- Continuous improvement – regular review, monitoring, adaptive and responsive - Staff development: opportunities for training, supervision, discussion, feedback, coaching and support - Sustainable support and funding arrangements: accessibility to individual, portable, client-driven and flexible funding types to ensure long-term support options

7.1. General findings about the characteristics of the accommodation support

Family members who participated in the survey were generally positive about the characteristics of accommodation support and the impact of the characteristics on the person's quality of life. Findings varied between option types. In the Individual Packages a majority of family members reported improvements in the suitability of the support for the person's decisions and age and life stage, their relationship with the person, and their involvement in the person's life. In the Drop-in Support options and LPP, a majority of family members felt things had remained the same, and many others reported improvements. Sample sizes in the Other Options support types were too small to be meaningful.

Most group home managers who responded to the survey agreed or strongly agreed that LPP achieved most ST2 priorities. Agreement was least strong regarding LPP meeting diverse cultural needs and providing choice.

Only a small number (n=10) of managers responded to the survey from the SLF, IASP, ILSI and ILDIS programs. Most managers who responded to the survey agreed or strongly agreed with the statements that the accommodation support option or service (as selected in question 1) achieved the following ST2 priorities:

- People with disability are the primary determiners in supported decision-making and planning processes

- Supporting people with disability to have more choice and control over their accommodation funding or planning arrangements

- Working in partnership with people with disability, their family/support people to identify goals and activities that reflect the person's wishes, strengths and capabilities

- Providing support to people with disability that is appropriate to their age and life stage

- Providing a responsive and adaptable approach to meet the needs of Aboriginal or Torres Strait Islander people and people with culturally and linguistically diverse backgrounds

- Supporting people with disability through service integration and collaboration with other stakeholders

- Reviewing and monitoring service delivery on a regular basis to ensure its continuous improvement

- Providing staff with opportunities to develop and broaden their skills through training, supervision, coaching and other professional support.

7.2. Participants have choice, flexibility and control over accommodation support

> It's been a wonderful breath of fresh air for us really, and it is very good to feel that you can have control of it ... but I think we need a clearer picture on how we can use the rest of the money. (IASP, family member)

> No matter what the style of funding is or where it comes from, we will always be totally flexible [in order] to meet the client's needs ... we will try and make the funding fit the client's needs and not the other way around … we stretch things, as not everyone fits into a box. (ILDIS, service manager)

Options with flexible funding criteria, particularly IASP and SLF, offered many people choices about accommodation arrangements and support that best suited their needs and circumstances. The Drop-in Support options were successful when well implemented and people could vary the type and intensity of support over time, depending on their changing needs. People appreciated when they were involved in the selection of support workers. The LPP had potential to facilitate a more individualised approach, particularly in group homes, if managers and support workers were committed to creating opportunities within the budget and staffing limitations.

Flexibility and choice were maximised where service providers addressed people's individual needs; where they communicated regularly with people and families and provided clarity about funding rules; and where efficient rostering and internal management ensured sustainability of the service provider organisation.

The LPP had made little observable difference in choice for people living in LRCs, where the focus was on the long term LRC re-development process. During the consultations people were able to express preferences for location and housemates. Families in some of the Other Options support types were concerned whether pooled support funds would be sufficient to meet the person with disability's needs.

7.3. Person-centred

> My ability to develop and implement skills training has increased immensely, as have my observation skills. Being able to meet and look at the 'big picture', working alongside the participants and their family has allowed me to provide the training required to suit both the individual and the family environment. (ILSI, support worker)

> The new policy with underpinning staff training has opened doors to meaningful life changes for my son ... Things are slowly improving but there is a long way to go before every staff member accepts that my son is capable of making his own choices. (LPP, group home, family member)

In all options, individualised planning processes and flexible funding arrangements had the potential to facilitate person-centred approaches to accommodation support. Service provider skills and attitudes influenced the extent that a person-centred approach was implemented, and people had mixed experiences across all options.

It helped when support workers assisted people and families with decision making and when they focused on people's individual preferences. Workers sometimes needed to manage family conflicts around the person's growing independence. Some workers developed new person-centred skills through implementing the accommodation support options. This was observed especially in LRCs and group homes.

Some of the LRC staff or managers did not seem to have the skills or staffing capacity to address resource shortages, for example for individual transport, which restricted their horizons for person-centred approaches.

7.4. Strengths and partnership based

> We achieved goals that we thought in the beginning weren't possible.
> (Individual Packages, family member)

> The [previous planning policy] wasn't inclusive for them; they weren't given
> the same opportunities as other people in the community. Whereas with
> lifestyle planning, risk management is important and duty of care is
> important but really, if clients are coming forward with ideas of where they
> want to be and what they want to do, it is our job to capture that and put in
> place plans that work towards reaching their aspirations. And that is a
> cultural change for our staff. (LPP, group home, manager)

There were positive examples in all options of accommodation support that were guided by the strengths and capabilities of the person as well as partnerships between all those involved. Most people who had Individual Packages, including those in the Other Options support types, reported a strengths and partnership based approach, and so did some in the Drop-in Support and Group Accommodation. Mechanisms that underpinned the approach were Support Planners in the SLF and the use of planning processes and tools in all options.

Success was related to the service providers' approach to support provision. People and families had positive experiences where planning focused on the strengths of the person, where it involved an inclusive approach between the person, service providers, family and friends, and where support was provided for setting achievable goals. Other facilitating factors were the support workers' professional skills, open communication and a strengths based approach in the support organisation.

Risks were managed in the Individual Packages as part of planning processes. For some Drop-in Support participants, ongoing negotiations were needed between people, families, workers and their organisations to balance freedom of choice and management of risk for the person. LRCs used risk management strategies such as locking units and removing sharp objects. In NGO group accommodation, the housekeeper contacted family members if any issues arose, and in parent governance options, ADHC advised families about security technology for the complex.

7.5. Integrated and collaborative practice

> [The support provider is] getting there, slowly, but they are getting it. We
> see that the ILSI package needs to take into account the whole family, but I
> am not sure they have the skills to manage this. (ILSI, family member)

> These [natural support] networks are really crucial. (Intentional community,
> family member)

Most people using the accommodation support also used other ADHC funded disability services. Effective partnerships between people with disability, families and accommodation support providers were essential to achieve positive outcomes in all the options. Partnerships depended on the skills and approach of service providers and worked well for many people who had SLFs and IASPs, and fewer people on Drop-in Support and in Group Accommodation. Parent governance options needed to develop effective partnerships with accommodation support providers as a group, so that they could achieve their aim of collectively purchasing services for all the people living in the option. In some group homes and LRCs, a collaborative approach had been practised before the introduction of the LPP.

In others, the LPP was helping to establish more effective partnerships between families and support workers.

Across all options, positive experiences were reported where there was regular communication between families and providers, where families felt sufficiently informed about the accommodation support option, and where providers managed to address various individual concerns of family members, for example a reluctance to relinquish control over support arrangements or a need for decision making support.

Accommodation support providers reported collaboration with other agencies involved, including housing, health and specialist disability providers, as well as with a range of community organisations. New collaborations were established in the Individual Packages and Drop-in options, depending on the needs and preferences of the person and the engagement of the support provider. In LPP, collaboration with external support services did not seem to have changed. People in the Other Options support types had pre-existing, strong links to their local communities, which provided fundraising or donated furniture.

7.6. Responsive to diversity

> If you are being person-centred and creating a lifestyle plan, then culture should be one of the first things you look at, so you can't say you are person-centred if you are not looking at those things. You have to take into consideration if they are from a non-English speaking background or from a religious background because that is part of the process, that is what you are standing up and saying that you are doing ... We always did this. We did it with the individual plans, and now we have just transferred it over.
> (LRC, senior staff member)

> We can also achieve a lot through role-playing and music … to reach across cultural barriers … it's about meeting people where they're at.
> (ILDIS, service manager)

There was insufficient information as to whether the options met the needs and aspirations of people from Aboriginal and Torres Strait Islander and CALD backgrounds. Mixed experiences were reported in all options. Some service providers established good practice by recruiting diverse staff, providing cultural training for support workers, engaging interpreters, facilitating church visits, and workers engaging with people's culture, for example cooking their food. One provider started a Drop-in Support program specifically for Aboriginal and Torres Strait Islander people.

In IASP and SLF, some people with disability had successfully recruited support workers who could meet their cultural, language and religious needs. Examples in group homes and LRCs where people's diverse needs were attended to usually predated the introduction of the LPP.

7.7. Age and life stage appropriate

> Young people are better to live with. (NGO group accommodation, person with disability)

> [ILSI] gives us a lot of confidence because we are both in our sixties … you wonder what will happen in the future if we happen to pass away first. I mean she has sisters and that but we were looking into other options such

as aged care accommodation or something like that, but this is brilliant.
(ILSI, family member)

The flexibility offered by the Individual packages and Drop-in Support options enabled many people to choose support and activities that suited their age and life stage. For example, going to the pub with people their own age; or organising additional supports as people's needs changed through ageing. Support workers could be matched to the age preferences and interests of the person, and people were supported through the transition to retirement. Regular reviews of funding packages were important to adjust supports according to changing ages and life stages.

Many people in group homes and LRCs accessed age appropriate activities and support, with arrangements made before the LPP. Managing ageing transitions was a challenge in both contexts, as increased service needs and different staff skills required (for example for palliative care) were outside the capacity of the LPP to address.

All of the Other Options support types aimed to provide independent accommodation for the person with disability. Many were young adults, and moving out of the family home into their own place was an age appropriate goal. People already living in NGO group accommodation enjoyed having housemates of a similar age, and some people with IASP packages employed support workers of a similar age or went out to age appropriate activities.

7.8. Quality assurance

He has assisted in setting a genuine support plan and has been great ... we need more of those Support Planners. (Parent governance, family member)

Because the SLF package allows services to know specific hours per week of support, we may see an improvement in retention of staff. For example, our service can say to a staff member that, say, for this person you will be providing 35 hours of support per week and for this person 15 hours per week. (SLF manager)

The options included mechanisms for continuous improvement, mainly reviews of support plans with people, families and others involved in support provision. It was important for people and families that reviews were conducted regularly. They could be either formal or informal, and they were useful for adjusting goals and services according to the current needs of people with disability, and providing clarity for family members around future funding. In the Individual Packages, where people could manage their own budgets, service providers needed to give sufficient information about budgeting processes and obligations, about realistic costs of support services, and about how funds were spent.

Service providers noted that a cultural shift was required in providing individualised support. Organisations needed to manage staff availability around flexible and part-time rosters, limited staff availability, and staff turnover. They also needed to facilitate changes in staff attitudes. Non-government service providers had put various training opportunities in place, usually about person-centred planning and specific support needs of people in the options. Some providers had engaged practitioners or consultants to provide staff training, or they had adjusted staff recruitment criteria. ILSI appeared to offer additional support for staff development through specific funding, forums and workshops, and it had had a comprehensive program review. Suggestions for effective LPP staff training models included monthly in-house training sessions by coordinators in some ADHC regions, peer-based

training and mentoring programs. People who employed their own support workers spent time and effort finding suitable staff and trained them as needed.

Among the Other Options support types, NGO group accommodation had a governance structure that relied on family members and volunteers, while the other three options were in the planning stage and concerned with capital fundraising, land purchasing or building design. Long term sustainability issues for the Other Options support types included the adequacy of pooled funds to meet people's needs; reliance on volunteers; and the management of vacancies.

7.9. Summary of characteristics of accommodation support

All accommodation support options had scope to be implemented as person-centred approaches that gave people choice and flexibility over their accommodation support, enabled effective partnerships between people, families, services and communities, supported cultural and age related needs, and allowed effective monitoring and staff development. Across the options, service provider attitudes were important determinants of SAEF characteristics.

There were positive examples in all options where service providers adopted a strengths based approach, worked well with families and successfully managed a shift to individualised service provision within their organisation, including staff development and rostering. Many people in the Individual packages had positive experiences, as did several people who had Drop-in Support.

In group homes and LRCs, the LPP seemed to have varying contribution to achieving the SAEF characteristics of accommodation support. In some settings, these characteristics were already in place, and in others, LPP seemed to foster attitude change in some staff. Group home managers seemed to have exercised more flexibility or have fewer constraints to create opportunities for LPP goals than managers in LRCs.

There was insufficient data to draw conclusions as to whether the Other Options support types met the intended characteristics of accommodation support in SAEF, as the Other Options were not yet operational, except for NGO group accommodation. Central to all Other Options support types was the goal to provide independent living arrangements that suited the needs of people with disability. Families had concerns about the quality and relationships with service providers and a potential shortfall if they collectively paid for support.

8. Cost effectiveness of accommodation support

The costs of the SAEF options were analysed against the participant outcomes experienced by the participants and their families. The hypothesis of this analysis was that for a given cost, as a result of the SAEF option, people with disability experienced improvements in outcomes. The hypothesis could not be fully tested because of the limited availability and quality of expenditure and outcome data. In addition, most outcome measures for the people using each SAEF option were at a baseline only, and not all benefits could be measured. None were quantified into a dollar value. Outcomes were discussed in more general and qualitative terms.

8.1. Costs of accommodation support

The costs were analysed in terms of total program cost and cost per person. Recurrent funding per person is presented in Table 6. The cost per person ranged within each option and between options. The range depended on the person's needs, their historic allocation, the definition of the option and amount available in the option (Section 4).

Table 6: Recurrent funding per person by accommodation support option ($), average, 2011-2012

	SLF	IASP	ILDIS	ILSI	Group homes	LRC	NGO group accom-modation	Inten-tional com-munity	Parent gover-nance A	Parent gover-nance B
Average including outliers	41,527	111,056	78,000	78,000	137,642	99,449	-	-	80,007	97,866
Places	212	64	48	52	1404	300	10	6	18	18
Source: ADHC funding data April 2013										

ADHC also indirectly financially contributed to the development of the individual package options through the ADHC staff time to advise on the development of individual support planning. A potential financial risk to the government of Individual Packages is from instability or changes to the support needs of the people using them that result in the need for a greater resource allocation.

Potential risks to the government of Drop-in Support funding are that the options are block funded, so providers are accountable for the total block of funding, and not necessarily at an individual level for financial accounting. For example, more than one person might receive support within the one package, leaving little financial flexibility to adjust to changes in the person's needs. A second related risk is from instability or changes to the support needs of the people using the support that result in the need for a greater resource allocation. Providers either increase the support provided to that person, to the detriment of other people using the support, or are unable to respond to the increased need.

A potential financial benefit to the government of Group Accommodation is that the day to day costs are shared between the people living in the group accommodation. This cost model can pose barriers to the effectiveness of the LPP when preferences or needs

identified through the LPP are incompatible with this shared cost model. One financial risk to the person, family or government is from instability or changes to their support needs if the new needs cannot be funded from the existing allocation or within the housing. For example, if someone wants to live independently or if someone needs extra support to age in place. A second financial risk to the person, family or government is the financial sustainability of the accommodation support. The fixed capital investment in the group home or LRC means that the provider must find a suitable combination of a sufficient number of people who want to live together in the housing. For example, if someone decides that they want to leave the group setting, the challenge is to make their proportion of funding portable, while also protecting the financial viability for the people remaining in the housing.

ADHC financially supported the capital development of some of the Other Options support types. Other ADHC financial support was ADHC staff time to advise on the development of the governance options in these three options; and additional individual support planning for people in parent governance options. A potential financial benefit to the government of the NGO group accommodation and Intentional community is that the recurrent costs are borne by the person, unless they also hold an Individual Package or other ADHC funded support. A financial risk of this is to the person, family or government from instability or changes to their support needs. A second financial risk to the person, family or government is the financial sustainability of the options. Having invested in the capital development of the options, the operators must find people who want to live in the housing who have the financial resources to contribute to the operating costs. For example, the NGO group accommodation house is not yet full.

8.2. Outcomes

The outcomes of the SAEF options were summarised in Section 5. Most of the outcome measures for the LPP and Other Options support types were baseline only, with the exception of NGO group accommodation and some people who have used their Individual packages in parent governance options. In the Individual package options, some people experienced large changes in their lives as the funding enabled them to make choices about their accommodation preferences and act on them.

9. Implications and conclusions about accommodation support

The implications of the findings from the evaluation of the SAEF accommodation support options can inform future policy for implementing individualised accommodation support and better outcomes for people with disability. The implications in this section are grouped by the evaluation questions (Appendix A). Each question repeats and cross references to the findings in the earlier sections and draws out future implications.

9.1. Effectiveness of accommodation support

Does the accommodation support provide the intended services and change outcomes for people with disability?

1. *To what extent do the SAEF options meet the outcomes for individuals, as experienced by people with disability, their families and informal supporters?*

Most accommodation support options, particularly Individual Packages and Drop-in Support, achieved positive outcomes for people. The options assisted many people to increase self-determination in their lives, to further their personal development, and to improve social inclusion as well as physical and emotional wellbeing. These changes were facilitated by the person being able to make more choices about their life, such as choosing activities and choosing their own support workers.

Less change was evident in people's interpersonal relationships. Many people had good pre-existing relationships with family, friends and in some cases, partners, which they were able to further develop with support. Relationships with support workers were mostly positive, with people appreciating the opportunity to select workers in the options in which this was possible.

Aside from the options where accommodation was provided, such as ADHC and NGO group accommodation, the accommodation support options did not affect material wellbeing directly, although support workers assisted some people to access and manage their own finances.

Outcomes were most positive where service providers were responsive to people's preferences, flexible and reliable, and where people received sufficient information and support. Adequate decision making support from families, support workers and planners was important, as was the flexibility of funding within the Individual Packages. Some positive outcomes had been achieved before the options, due to a supportive family environment, and they were usually enhanced once accommodation support became available.

In Group Accommodation, the LPP was restricted in its capacity to achieve large changes for many people. In some situations, positive outcomes were achieved, although these changes had occurred before the LPP or the relationship to LPP was unclear. In other situations, the Lifestyle Planning process provided a new impetus and structure for person-centred planning.

2.   *Do the SAEF options provide or arrange the intended accommodation support
        (preferred place to live, support to live there: practical support, skills development,
        relationships, referral, brokerage, funds management, decision making support)?*

Accommodation support through the Individual package and Drop-in Support options was
effective in many cases. Some people in the options moved into their preferred housing, or
they already lived there and received appropriate support. Others were developing
independent living skills, often in preparation for moving into their own place. People also
increased their social activities and networks with the funding. Housing affordability
remained a barrier to moving out of the family home for many people. Some people using an
IASP needed more help with fund management and decision making. Success was
facilitated where the service providers were engaged with the person, had the skills to
provide quality support, were responsive to people's wishes and worked well with people
with disability and their families.

The LPP had not influenced the provision of a preferred place to live for people in group
homes or LRCs as this was not the intent of the policy. It sometimes improved support for
skill development and decision making, particularly in group homes where staff and
managers understood and applied the ST2 principles.

The four Other Options support types varied in their prospective accommodation
arrangements, but all aimed for independent living with other people with disability in the
person's local community. Current accommodation support funding, mostly through
Individual Packages, enabled skill development in preparation for independent living.

3.   *Which characteristics of the SAEF options have been most and least effective (choice
        and control, person-centred, strengths and partnership based, integrated and
        collaborative practice, responsive to culture and age; individualised, portable, client
        driven funding; quality and effectiveness of support planning; integration of mainstream
        and informal support)?*

The characteristics are described in Section 7.

9.2. Appropriateness of accommodation support

Do the SAEF options reach the target group and meet their accommodation support
needs?

4.   *To what extent are the SAEF options appropriate to the characteristics and needs of
        clients?*

Men used more than half of the accommodation support in all options, except ILDIS. One-
third of Individual packages were held by women. Older people were under represented, and
people from Aboriginal and Torres Strait Islander and cultural and linguistically diverse
communities were likely to have been too (below), which has implications for future targeting
of new accommodation support options. Responsiveness to individual needs depended on
the quality of the service providers rather than the type and characteristics of the options
(above).

Only one of the Other Options support types was operational at the time of the evaluation.
Some people had an individual package or other formal support that they were using to
achieve their goals while they waited until the Other Options support types were available.
Some of these people had since decided that their needs were best met in their current

arrangements, and they would not move to the new group support when it came available. Access to Individual Packages, other individualised support and intensive family support in NGO group accommodation improved outcomes for some people, if they had good quality formal and informal support focused on their new opportunities for change. Some of the Other Options support types had found it difficult to configure the accommodation so that people with various characteristics and needs were in compatible groupings. This is a continuing difficulty that group accommodation settings have to manage. It has implications for quality of life of the people living together and the sustainability of the option.

5. *Are the SAEF options responsive to Aboriginal and Torres Strait Islander people and service users with CALD background?*

In all options, the diversity of participants seemed average compared to the general population, although the data was incomplete as measured as CALD status; language other than English at home; or born outside Australia. Language diversity was greatest for people in Drop-in Support.

Aboriginal and Torres Strait Islander status data was incomplete. The proportion of people from Aboriginal and Torres Strait Islander background seemed consistent with the state population average in SLF but it was difficult to draw conclusions. The responsiveness was analysed in Section 7.6.

6. *Are the SAEF options responsive to age and life stages at key transition points?*

Most people in all options were aged under 45 years, except in LRCs. More younger people held Individual Packages. All people with Other Options (with program data available) were aged under 45 years. Some service providers across most options did not have capacity to respond to life transitions, including ageing or growing independence. The responsiveness of the options are described in Section 7.7.

9.3. Integrity and sustainability of accommodation support

Are the SAEF options implemented as planned and responsive to identified gaps in design? Did the implementation maximise effectiveness within the option, with other initiatives and with mainstream services?

7. *What are the facilitators and challenges to **implementation** and what effect do they have on outcomes?*

Facilitating factors in the implementation of the accommodation support options to assist people with disability to make choices in their lives and implement them were:

• families or social supporters with the capacity (including interest, education, finances and organisational skills) to support the person in their planning and in organising accommodation support.

• support workers who had skills to:

   o engage with people with respect and focus on their capabilities, particularly as their independence increased

- engage with and understand families adjusting to change in independence of the people with disability

- facilitate linkages with mainstream and specialist opportunities, think creatively about solutions, manage incremental steps towards goal attainment

- providers who were responsive to people's preferences, understood the new approach and the transformative potential and managed change within their organisation.

Where these facilitating factors were present, support was implemented with a person-centred approach that gave many people with disability choice and flexibility over their accommodation support, and enabled them to select preferred activities and support workers. This made people feel happier, more confident and more independent than before. The degree to which a person-centred approach was taken within the options depended on the extent to which the providers or workers sought to understand the person and their particular needs; the service approach of the organisation; and the training and supervision of staff.

Challenges to effective implementation included:

- working within the allocation of funds to meet people's needs

- accessible information for people and families about the support, and about the new opportunities for choice and control

- lack of support for those who needed or wanted it in the application process. This was particularly important for families from Aboriginal and Torres Strait Islander and CALD backgrounds

- cultural barriers to person-centred approaches within service provider organisations and support workers

- limited planning and decision making support for some people and families

- incomplete implementation – planning not occurring in a timely way; goals not properly structured with incremental steps for supported planning; or lack of regular reviews.

Where these barriers were present, the intended characteristics of the accommodation support were not fully implemented. People were then not able to achieve the accommodation arrangement of their choice and were left confused and disappointed. Unfortunately, this sometimes happened when people already had some skills that could have been developed further. Where support workers and service providers were not delivering person-centred approaches, often due to attitudes or lack of skill, people and families did not receive accommodation support that reflected their preferences and needs. Some people experienced a lack of information about the scope of support they could ask for and the opportunities to change the support, or lack of support for decisions about goal setting and support provision, which prevented some people and families from using the support to their full potential.

Some parents had experienced problems with some service providers because of staff turnover, which resulted in a lack of co-ordination and facilitation and in some instances, a total lack of service provision. Some families indicated poor training in person-centred planning for some staff. Some people and families felt unsafe complaining.

Depending on the option, some service providers offered choice in the recruitment and appointment of support workers and replaced staff who did not support people in a positive way. Some families did not have a choice about a service provider. Others did not have access to quality review meetings.

Staff said that no specific training was provided as to how to implement LPP with people with communication support needs, because it was available in more general training. Most people (80 per cent) living in LRCs were reported to communicate non-verbally. The staff said that the company that developed the LPP tools did not provide enough examples of how to use tools with people who do not communicate verbally and have cognitive or physical impairments. This implementation problem is symptomatic of a larger problem of inadequate communication support for many people within the LRCs. Lack of clarity relating to the review and monitoring process for LPP was evident. Further, the Quality Assurance system was not developed to monitor the quality of Lifestyle Plans, the outcomes achieved for people with disability and the facilitators and barriers to achieving outcomes.

Challenges specific to the Other Options support types included having sufficient governance skills or advice to manage the implementation, including design and contract management for builders and service providers; conflict resolution between families as their preferences change; marketing and promotion for sustainability; finding appropriate service providers, property developers and staff, including to build the development, facilitate individual planning and provide the ongoing support or housekeeping; and having sufficient funding for land and buildings.

Family initiated group accommodation has a long history to draw from. Typically, to be sustainable over time, family driven options make adjustments from the original dedication and investment of the initiating families, to the practicalities of the people who live there. The practicalities include the preferences of the first people with disability who move in; changes when these first people choose to leave and move to new accommodation settings, as their preferences and life stages change; changes to the preferences of new people and new families; and adjustments to new community expectations and standards for good practice.

Barriers specific to LPP included the following: challenges to implementation including staff attitudes; limited staff training (including communication and change management training for team leaders); fixed resources (staffing, transport, funding for other needs e.g. ageing); unclear LPP documentation; inconsistent review and monitoring, risk management strategies and domestic arrangements in LRCs; availability of external allied health services; and lack of capacity building for people with disability and family members. The emphasis on risk management within LRCs had a negative impact on the setting of goals and activities that recognised each person's strengths and capabilities.

Some of the people planning to use these options are currently using Individual Packages and other individualised support. When the Other Options support types become operational, they might choose to continue with their individual support and not to participate in the Other Options. An impact might be that the remaining people in the Other Options support types cannot rely on the financial commitment from these people to sustain the financial viability of the Other Options. NSW, national and international experience demonstrates that people continue to exercise choices about moving to alternative places to live outside a fixed group setting. A NSW example was the Hornsby Challenge devolution, which built group homes, from which people then moved to many alternative community options as their choices changed. The vision of people with disability and families about opportunities for new community living are likely to become even further broadened as choices people make under the NDIS implementation are publicised.

8.   What are the short term and long term strengths and weaknesses of the current service delivery options?

Strengths of the accommodation support options were where they included:

- flexibility in how the funding was used

- opportunities for people to interview, choose and employ their own support workers

- capacity to tailor the qualities of support workers to the preferences of people with disability – for example, similar age, engaging personality (e.g. fun or dynamic) and shared interests. These qualities were mentioned by many people as influencing the success of the activities or skill development they tried together

- person-centred goal setting process

- less bureaucratic processes and approaches that facilitate practice and cultural change in service provider organisations and support workers

- building on people's informal support networks

- housing solutions within a local community, close to existing support networks and familiar amenities.

LPP can put choice and control into practice in meaningful contexts during this interim step. It can enable people to make choices about their lifestyles – their home, their relationships (intimate, friendly and professional support), and the activities they want to do – so they are prepared for larger scale choice and decision making, when these are available through individualised options.

Weaknesses of the accommodation support options and associated barriers to better outcomes included:

- inflexibility in the place and context in which some people live, with few or no options to move; and inflexibility on how funds could be spent in some options

- lack of affordable housing for people to live outside the family home or have choices about who to live with

- cultural barriers to person-centred approaches among some service provider organisations and support workers

- inconsistent organisational structures to manage the quality of support in some disability services, which people and families described as the primary lever of quality.

During Lifestyle Planning, identifying and acting on personal development and community inclusion goals is dependent on the quality of staff and managers to create opportunities and rearrange resources, rather than the person exercising control over an individual accommodation allocation. Within that constraint, people can in the meantime, benefit from the chance to practice decision making and to build their skill and confidence in making decisions before the NDIS is operational, so they are better placed to benefit from it in the near future.

Weaknesses of the Other Options support types are that they remain in the planning or conceptual stage except NGO group accommodation, due to the implementation delays

discussed above. Some of the group options rely on some pooling of formal support (parent governance) or do not have access to formal support (Intentional community and NGO group accommodation). In these circumstances, the options might not be sustainable. For example, some pooled funding relies on cooperation between the holders of Individual Packages, which can be difficult to negotiate. When the people who live together or their support needs change, the viability of the household can be affected.

Some of the Other Options support types rely on establishing effective partnerships and relationships, such as with a quality service provider, housekeeper and with informal family support, advocates and neighbours. These partnerships require effort to establish and maintain and the options might be vulnerable to instability from turnover of people in critical positions.

9. *Has integrated and collaborative practice occurred and contributed to outcomes (the person, family, friends, community, specialist and mainstream services)?*

There were positive examples in all options of accommodation support that were guided by the strengths and capabilities of the person as well as partnerships between all those involved. Most people who had Individual Packages, including those in the Other Options, reported a strengths and partnership based approach, and so did some in the Drop-in Support options and the group based accommodation. Mechanisms that underpinned the approach were Support Planners in the SLF and the use of planning processes and tools in all options.

Success was related to the service providers' approach to support provision. People and families had positive experiences where planning focused on the strengths of the person, where it involved an inclusive approach between the person, service providers, family and friends, and where support was provided for setting achievable goals. Other facilitating factors were the support workers' professional skills, open communication and a person-centred approach in the support organisation.

Family involvement in organising accommodation support was a key factor in the success. Effective partnerships between people with disability, families and accommodation support providers were essential to achieving positive outcomes. These partnerships were facilitated by positive relationships with support workers and regular communication between families and providers. Partnerships also worked well where providers managed to address varied concerns of family members, for example a reluctance to relinquish control over support arrangements, a need for decision making support, or a wish to reduce their involvement in support planning.

Collaboration among all providers and agencies (housing, accommodation support, health and specialist disability providers) was important to ensure successful service provision. It occurred in some cases but not all. Poor collaboration hindered the effective provision of preferred accommodation support for some people. Less positive practice was noted in the support of family members who were new to dealing with disability services, particularly adult siblings. Building responsiveness to the requests, educational needs and advocacy efforts of adult siblings who are newly supporting a sibling with disability is important in a future-oriented supported accommodation service that might need to engage with adult siblings over the long term.

10. *Are the SAEF options cost effective and viable for the person, family, service provider and government compared to other accommodation support?*

The cost effectiveness is analysed in Section 8.

11. What strategies are used to work towards continuous improvement of service delivery (planning, review, staff development, budget management)?

Continuous improvement is analysed in Section 7.8.

9.4. Policy implications of accommodation support

Accommodation support is intended to support people with disability to live as independently as they choose, in an accommodation arrangement of their choice, and with formal support that suits people's preferences and life goals. Evidence from the evaluation shows that most support achieved some positive outcomes for people with disability. Least change was evident in people's interpersonal relationships and employment, and in some options access to preferred housing. Living in independent accommodation had been realised mainly where families had some capacity to assist or the support worker could help with the social housing process.

The facilitators and barriers to achieving effective accommodation support have been listed throughout this report. Policy implications concern both administrative and structural levels. Lived experience of people using accommodation support should inform program design, implementation and interagency collaboration. Implications specific to each accommodation support option are included in the detailed reports.

Program design

- Clarify program scope, control and flexibility so that people and families know how much support they are entitled to, what the funding can and cannot be spent on and how much they can control these decisions

- Enhance flexibility of funding so the use of funds can be better tailored to individual needs related to the person, family and community, for example culturally specific arrangements, transport and equipment. In group accommodation funds flexibility includes tailoring funds to individual needs, for example individualised activities, options and processes for people who to want to move out

- Review the size and variation of the funding allocation per person to ensure the way the allocation is managed allows for adequate support in transition to independent accommodation and are responsive to change

- Review the option design to be compatible with CRPD, NDS, whole of government and NDIS implementation, for example implications for funding, financial management, planning, review and accountability processes

- In group accommodation (LPP and Other Options) plan for some people who may want to move out, with implications for individual support, access to alternative housing, vacancy management and viability of the remaining group accommodation

- In the Other Options group accommodation, clarify government responsibility in the establishment and operation of options, such as capital contribution; advice on governance, current and future sustainability, funding structures, individualised planning; obligations for vacancy management; application of quality standards; and response to changed needs of people using the option.

Program implementation

- Provide clear information about the accommodation support options in a range of forums and accessible formats (e.g. group meetings, individual meetings, telephone support, Easy Read and community languages) to assist people to understand and compare the intention and potential of the options, including people with disability, families, staff, managers and local community members. Provide clear comparisons of accommodation models in the ADHC Accommodation Support Options brochure. In Other Options group accommodation, build on knowledge, evidence and experience from historical trajectories of similar past investments.

- Provide information and decision making support for people with disability and families during the application process, including goal setting, arranging support, review and monitoring, informed by the experiences of people with disability, for example, through disability community and advocacy organisations. Examples include:

    o Link people with disability who are planning their support to expanding thinking about possibilities – e.g. My Choice Matters

    o Build on trusted relationships with informal and formal supporters to engage in planning and manage transitions

    o Encourage people with disability and family members to identify their mutual and separate goals for the support, so that resources can be assigned to address each set of goals

    o If people are considering whether to pool individual packages or other resources, encourage them to identify the mutual and separate goals of each person with disability; their family; and the group as a whole; so that resources can be assigned to address each set of goals and conflicts can be addressed

    o Encourage people and families to think of accommodation support as long term, future-oriented. This includes forecasting long term change and incremental steps. In group accommodation it also includes individual choices incompatible with group based financial options and moving house

    o Encourage multiple family members, friends and acquaintances to be involved and informed about the planning process (e.g. siblings, cousins, friends, family friends etc.) through more or less engagement such as circles of support or other informal, regular contact, so that possible future supporters remain knowledgeable about supported decision making before crises.

- For people considering group accommodation, direct people and families to advice or information about:

    o Risk management and contingency plans for the viability and sustainability of the option, including financial considerations such as capital investment, land, recurrent costs and portability of individual packages and personal resources; staff or service provider recruitment, management, training and retention; group based planning, such as vacancies, compatibility; governance, quality and continuous improvement

    o How to establish and operate conflict resolution mechanisms for disputes with service providers, support workers and each other.
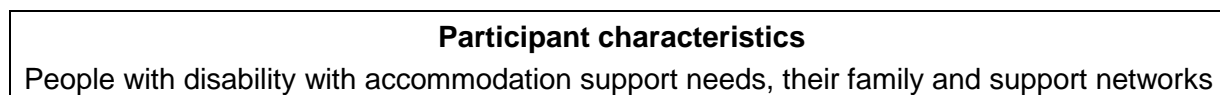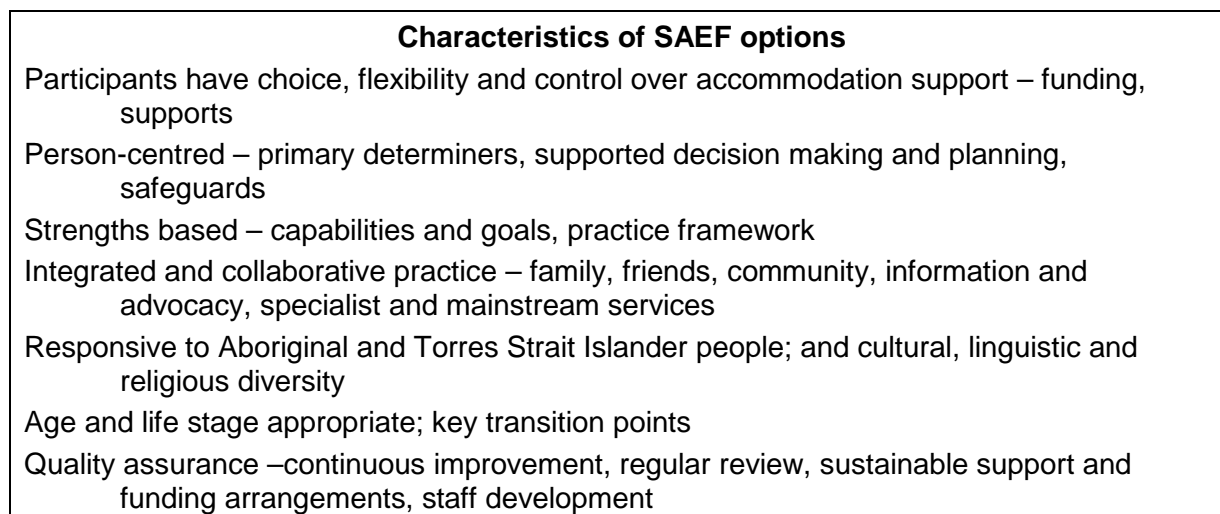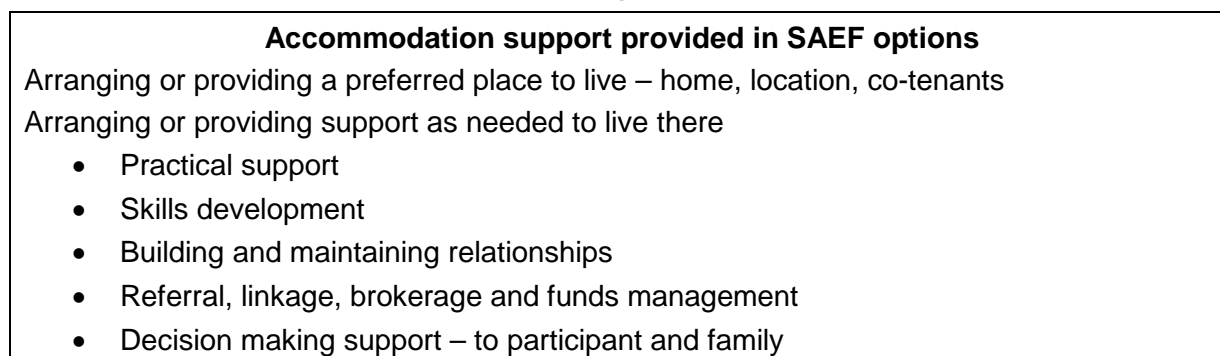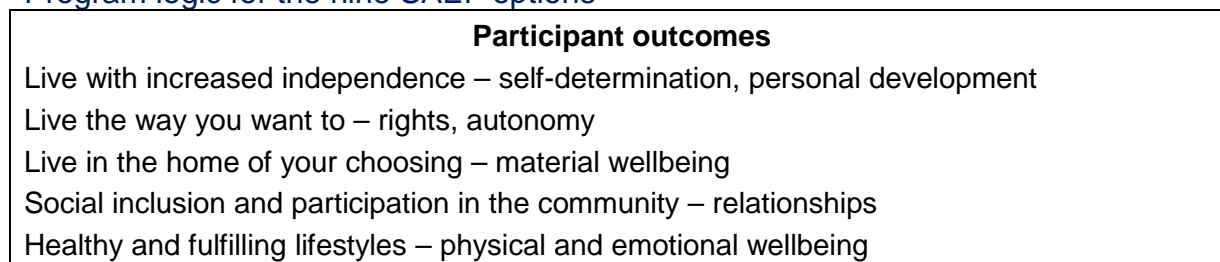
- Target recruitment and decision making support to people from socio-demographic groups (e.g. low resource capacity, not supported by family, Aboriginal and Torres Strait Islander, culturally and linguistically diverse) who are currently under-represented, and provide appropriate personal, family and community support to effect decision making

- Monitor service provider performance against the Disability Service Standards, ST2 Framework and the definition of the particular accommodation support option

- Require service providers to train and support workers to provide accommodation support to the level of quality expected in the NSW Disability Service Standards, which are reflected in the characteristics in SAEF

- Require service providers to ensure dispute resolution mechanisms and support are available for people and families in disputes with support workers and service providers.

Interagency collaboration

- Address the shortage of affordable housing for people to live in. This requires a whole of government approach to policy and implementation. Options include collaborations with housing providers and exploring mechanisms for low cost mortgages

- Encourage service providers to assist with improving employment outcomes for program participants by working with employment agencies, employers, education and other service providers

- Encourage service providers to strengthen professional networks with specialist (other disability organisations) and mainstream services (e.g. TAFE, universities, gyms, sports clubs and community and religious organisations) and invest in community development to promote service integration and to be able to respond to the individual preferences of people with disability with a range of opportunities in their local community

- Encourage service providers to collaborate with local self-advocacy organisations to create pathways for people with disability to access lived experience expertise in the disability community

- Engage organisations representing people with disability to draw on lived experience to inform quality implementation and continuous improvement, such as setting the agenda for training and conducting the training of support workers; engaging advocacy organisations as trainers and peer supporters in transitions and development with people with disability. The involvement of people with disability with disability organisations develops skills, increases community engagement and participation and generates pathways to employment

- Encourage mainstream community services to learn about how NSW is transitioning to the NDIS and to build their understanding and skills in relation to individualised arrangements supporting people with disability to live a more inclusive life in the community. For more information refer to http://www.adhc.nsw.gov.au/about_us/strategies/life_my_way

Appendix A: Evaluation framework

Program logic for the nine SAEF options

Participant outcomes

Live with increased independence – self-determination, personal development

Live the way you want to – rights, autonomy

Live in the home of your choosing – material wellbeing

Social inclusion and participation in the community – relationships

Healthy and fulfilling lifestyles – physical and emotional wellbeing

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Accommodation support provided in SAEF options

Arranging or providing a preferred place to live – home, location, co-tenants

Arranging or providing support as needed to live there

- Practical support
- Skills development
- Building and maintaining relationships
- Referral, linkage, brokerage and funds management
- Decision making support – to participant and family

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Characteristics of SAEF options

Participants have choice, flexibility and control over accommodation support – funding, supports

Person-centred – primary determiners, supported decision making and planning, safeguards

Strengths based – capabilities and goals, practice framework

Integrated and collaborative practice – family, friends, community, information and advocacy, specialist and mainstream services

Responsive to Aboriginal and Torres Strait Islander people; and cultural, linguistic and religious diversity

Age and life stage appropriate; key transition points

Quality assurance –continuous improvement, regular review, sustainable support and funding arrangements, staff development

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Participant characteristics

People with disability with accommodation support needs, their family and support networks

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Sources: ADHC ST2 policy 2006-2016; Reforming NSW disability support – discussion paper 2013; Community Participation, Life Choices and Active Ageing Program Guidelines; Lifestyle Planning Policy 2012; UNCRPD 2008; Personal Wellbeing Index 2005; McCormack, B. & Farrell, M. 2009; Schalock, R. et al 2005; Vickery, L. 2007.

Note: SAEF nine options: 1. Individual package: 1a. Supported Living Fund (SLF); 1b.Individual Accommodation; Support Packages (IASP); 2. Drop-in: 2a. Independent Living Drop-in Support (ILDS); 2b. Independent Living Skills Initiative (ILSI); 3. Group: 3a. Lifestyle Planning Policy (LPP); 4. Other: private group accommodation; intentional community; parent governance

Evaluation questions

The evaluation questions are derived from the program logic. They include three major questions and 11 sub-questions as below.

I Effectiveness

Does the accommodation support option provide the intended services and change outcomes for people with a disability?

1. To what extent does the SAEF option meet the outcomes for individuals, as experienced by people with disability, their families and informal supporters (independence, choice and control about life and home, social inclusion and participation, healthy and fulfilling lifestyle)?

2. Does the SAEF option provide or arrange the intended accommodation support (preferred place to live, support to live there: practical support, skills development, relationships, referral, brokerage, funds management, decision making support)?

3. Which characteristics of the SAEF option have been most and least effective (choice and control, person-centred approaches, strengths and partnership based, integrated and collaborative practice, responsive to culture and age; individualised, portable, client driven funding; quality and effectiveness of support planning; integration of mainstream and informal support)?

II Appropriateness

Does the service reach the target group and meet their accommodation support needs?

4. To what extent is the SAEF option appropriate to the characteristics and needs of clients?

5. Are the services responsive to Aboriginal and Torres Strait Islander people and service users with CALD background?

6. Are the services responsive to age and life stages at key transition points?

III Integrity and sustainability

Are the SAEF options implemented as planned and responsive to identified gaps in design? Does the implementation maximise effectiveness within the option, with other initiatives and with mainstream services?

7. What are the facilitators and challenges to **implementation** and what effect do they have on outcomes?

8. What are the short term and long term strengths and weaknesses of the current **accommodation support option**?

9. Has integrated and collaborative practice occurred and contributed to outcomes (the person, family, friends, community, specialist and mainstream services)?

10. Is the program cost effective and viable for the person, family, service provider and government compared to other accommodation support?

11. What strategies are used to work towards continuous improvement of service delivery (planning, review, staff development, budget management)?

Table A: Samples and methods for initial SAEF data collection

Name of SAEF option	Total places	Program data	Interviews					Surveys[1]		
			People with disability	Case studies	Families	Managers	Direct worker focus group	People with disability	Families	Managers
Individual Packages				2	11	4	1			
1. Supported Living Fund (SLF)	212	212	12	-	-	-	-	57	46	3
2.Individual Accommodation Support Packages (IASP)	63	64	5	-	-	-	-	5	7	2
Drop-in Support				2	4	3	1			
3. Independent Living Drop-in Support (ILDIS)	95	48	4	-	-	-	-	18	5	3
4. Independent Living Skills Initiative (ILSI)	68	52	11	-	-	-	-	24	21	2
Group Accommodation				2	6	4	1			
5. LPP Group homes	1405	1404	22	-	-	-	-	11	40	32
LPP LRCs	300	300	15	-	-	-	-	2	1	-
Other Options				-	16	-	-			

6. NGO group	14	6	5	-	-	-	-	5	2	-
7. Intentional community[2,3]	10	10	4	-	-	-	-	1	1	-
8. Parent governance A[2]	18	18	5	-	-	-	-	4	3	-
9. Parent governance B[2]	18	18	7	-	-	-	-	6	5	-
Total	2193	2132	90	6	37	11	3	133	131	42

Source: ADHC 2013; SAEF stage 1 data collection 2013

Notes:

1. Surveys distributed to all people with disability in each option, their family, one manager from all service providers with an active package allocated

2. Includes all/some participants with Individual Packages

3. Includes participants with Drop-in Support

References

ADHC (2006) *Stronger Together:* A new direction for disability services in NSW 2006-2016.

ADHC (2011) *Stronger Together: The Second Phase 2011-2016*

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