

Individualised and Person Centred Support in NSW: The Journey so Far

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Community Access

Ageing, Disability and Home Care





Stronger Together

- Commitment to more flexible and innovative support arrangements.
- Linked to an individual's needs and packaged.
- ADHC's direction:
 - supporting people to plan and make choices, tailoring support through arrangements that break down traditional program/service type boundaries.
 - Embedding person centred and family centred approaches.
- Through *Stronger Together* ADHC has made structural adjustments to the disability system to provide more early intervention and prevention type support.
- This support is designed to strengthen families and carer relationships and maximise the independence and skills of people with a disability.
- By 2010/11 an additional \$1.4 billion will have been invested in the disability services system through *Stronger Together*.
- Alignment with DSA and the intent of the UN Convention



ADHC is committed to self directed support approaches...

- Resources developed: Review of Literature, Exploring and Implementing Person Centred Approaches
- Person centred training for Community Participation providers: 22 workshops, 400 attendees
- Person Centred Thinking training offered for all ADHC Community Access staff
- Regional efforts, such as the Action Learning Project in Southern Region



We've been moving to more individualised models for some time....

■ Attendant Care Program - Direct Payment Model

- 18 service recipients (October 2009).
- Direct Payment – high level personal care needs.
- Evaluated in 2008 – improvements in care arrangement, quality of care, satisfaction, participation and well-being.
- Next steps include:
 - developing a training package for people choosing direct payments; and
 - investigating insurance and health and safety issues.



We've been moving to more individualised models for some time....

■ **Community Participation - Self Managed Model**

- 80 service recipients (pilot).
- Participants choose, purchase and control their own supports.
- Intermediary manages financial, legal and admin requirements.
- Evaluated in 2009 – strong support from service users/families/carers.

- Next steps, following the evaluation:
 - Advise current participants they can continue in the Self Managed Model;
 - Expand the number of Intermediary organisations delivering the model;
 - Develop tools and resources to assist providers' to deliver the model;
 - Develop awareness of the model during peoples' last school years;
 - Evaluate the model in the Life Choices and Active Ageing programs.
 - Develop strategies to increase participation of young Aboriginal people and young people from culturally and linguistically diverse backgrounds.



We've been moving to more individualised models for some time....

Young People in Residential Aged Care (YPIRAC) In-Reach and In-Home Packages

- individually tailored packages of disability supports
- In-Reach Packages can consist of one or more of :
 - Carer/companion
 - Social activities, transport
 - Therapy
 - Community Access, access to family and friends
- In-Home Packages can consist of one or more
 - Social activities
 - Support for therapy
 - Transport
 - Community access
 - Respite
- 129 In-Reach and 5 In-Home Packages provided.



We've been moving to more individualised models for some time....

■ Family Assistance Fund (FAF)

- 4,950 applications (valued at \$7.9million) approved (from 1 June 2006 to 11 November 2009)
- One-off funding (up to \$2,000)
- To purchase services/equipment.
- Reviewed in 2009. Found had supported person centred practice. Up-skilled case managers re informal supports. Families empowered to identify and direct the supports they need to meet their needs.



Individualised Support: Pilot projects

- Four pilots to examine aspects of Individualised Support:
 - Young children – *my plan, my choice*: Early Start;
 - Children – *Extended Family Support*;
 - Adults – *Life Choices and Active Ageing (Self managed)*;
 - Older Carers - *my plan, my choice*: Older Carers.
- Outcome: inform ADHC's future models of individualised and person centred support.

ADHC - Individualised Support Pilots

Target Group	Young Children up to (but not including) aged 6 years	Children aged 0-18 years	Adults aged between 25 and 64 years	Older Carers aged over 60 years, aged 45 years for Aboriginal clients	
Pilot Programs	<i>EarlyStart</i>	Extended Family Support	<i>Life Choices and Active Ageing</i>	<i>Older Carers Program</i>	
	Up to \$8,000 per place	Up to \$50,000 per place	•Centre Based with Community Access •Individual Community Based Options; and •Self Managed Model.	Up to \$50,000 per family	
			Average of \$15,195 per place		
Pilot	N o s .	20 places	41 families	Those who select the Self Managed Model (89 as of Nov '09)	30 places
	A r e a	South West Sydney Local Planning Area Metro South Region	Metro North and Hunter Regions	State-wide	Northern Region
	R o l e	Planning & Purchasing Intermediary Service Provider (NGO)	Planning; Case Manager (DADHC or NGOs) Purchasing Broker(NGOs)	Planning; Intermediary Purchasing Intermediary or client	Planning; DADHC Support Planner Purchasing; NGO Support Intermediary
	F u n d s	Up to \$8,000 per place	Up to \$50,000 per place	Estimated average of \$15,195	up to \$50,000 per family



Pilot 1

my plan, my choice - EarlyStart Program (Young Children)

- Target group:
 - Children up to 6 years

- Location and funding:
 - 20 of the *Early Start* places – completed intake by December 2009
 - Up to \$8,000 per child/family per annum
 - Operates in South West Sydney LPA

- Planning & selection of supports:
 - Families work in partnership with intermediary service provider to:
 - plan services
 - decide what, when and how supports are provided
 - Supports may encompass traditional and non-traditional supports

Pilot 2: Extended Family Support

- Target group:
 - Families: with a child with a disability aged 0-18 years; accessing ADHC provided and funded services; and at a very high risk of relinquishing care.

- Location and funding:
 - 41 places in Metro North and Hunter regions
 - Up to \$50,000 per family

- Planning and selection of supports:

Tasks undertaken by clients	With assistance from	
	Metro North	Hunter
Planning services	NGO service provider	ADHC Case Manager
Deciding what supports are to be provided	NGO service provider	ADHC Case Manager
Deciding when & how services are provided	NGO service provider	ADHC Case Manager



Pilot 3

Life Choices & Active Ageing: Self Managed Model in Day Programs

- Target group:
 - Adults (aged 25 and over) across NSW
- Planning & selection of supports:
 - Client works in partnership with **an intermediary** to
 - plan services
 - decide what, when, how, by who supports are provided
- Budget & Expenditure:
 - Supports are planned within an established budget limit
 - Funds managed by intermediary - client has visibility to budget
 - Payments for services are made in accordance with the role agreed between the family and the intermediary



Pilot 4

my plan, my choice:

Packaged Support for Older Carers

- Target groups and access:
 - Carers over 60 years of age (over 45 years for Aboriginal carers)
- Location and funding:
 - Northern Region
 - Up to \$50,000 per carer (recurrent)
 - Carers know notional individual budget up front
- Planning & selection of supports:
 - *Support Planner* (ADHC employee) – assists carer to plan supports; and
 - *Support Intermediary* (NGO) – can assist the carer with coordination, purchasing and administration of the planned supports and budget.
 - Traditional and non-traditional supports.



Evaluation of services accessed by ADHC clients

- Allen Consulting Group (ACG) engaged; final report due by early 2010.
- The *Evaluation* will inform:
 - The development of Individualised Support in NSW;
 - Planning and allocation of supports to service recipients.
- ACG utilised a variety of methodologies :
 - Literature review (UK, Sweden, Canada, NSW, Victoria, Western Australia and Commonwealth programs)
 - Quantitative analysis (MDS and CIS data)
 - 31 focus groups (involving ADHC staff; service recipients and carers; service providers; peak bodies and other NSW government departments)
 - 21 Case Studies of service recipients



Draft *Evaluation Report*: Findings

- Importance of information and support
- Need for person to operate at the level of independence that they choose: planning & management, funding model
- Transitioning to individualised approach will take over five years
- Only a small percentage will want to have a direct payment
- Community expectation for role of informal and community relationships to be recognised



Future directions

- International experience shows that an incremental approach linked to continuous quality improvement will facilitate a more sustained adoption.
- *Stronger Together 2* will be underpinned by person centred approaches.
- Partnership with NDS to develop an Industry Development Strategy. Paper includes discussion on person centred approaches, individualised support and funding:
 - where supports are tailored to and directed by the individual. People identify, design and oversee the support and resources, increasing their self-determination and independence.

Questions?

