

| Individuals | | |
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| Name | Date | Details |
| Ruth | 15/03/19 | Ruth spent many months advocating for her daughter to be able to access suitable housing that she and her husband could live in whilst both using wheelchairs. |
| Karen | 18/3/19 | 43 year old son who lives with her. She is struggling to find suitable accommodation for her son to live independently close to family support and work. |
| Bridget | 20/3/19 | Bridget reported that there are no housing option for young adults with disability in the Avon Valley. She cares for a 23 year old with ASD and scoliosis. |
| Marie | 20/3/19 | Marie's son has an acquired brain injury. He is 37 and lives with at home. Marie is in her 70's and is seeking to arrange suitable independent accommodation for him. She is preparing for transition to the NDIS and her LAC has been unable to suggest any options. |
| Joseph | 16/5/19 | Joseph attended the NDIS information expo in Geraldton. He has an adult daughter with Angelman's syndrome. As he and his wife are ageing, he would like to explore purchasing a home for his daughter and has made enquiries about Keystart loans. He noted that Keystart is not available for people with only a Disability Support Pension as income. Contacted Keystart and asked how this works. With only DSP income a person would only be eligible for a \$34,000 loan. |
| Alisa | 16/5/19 | Alisa attended the NDIS information expo in Geraldton. Alisa has an adult daughter with Angelman's syndrome. She and her husband are planning for their daughter's future and would like to explore building a unit for her on the family property but does not know where to start. |
| Unknown Geraldton | 16/5/19 | Mother of 22 year old son with ASD. She needs a home that is sturdy as her son has challenging behaviours and breaks things. They currently live in a fibro home. |

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| Unknown Geraldton | 16/5/19 | Mother of 2 boys who use wheelchairs. They are aged 4 and 10. As they get older she is no longer able to lift them and she needs a home modified to allow for hoists etc. |
| Unknown | 16/5/19 | Grandmother of 19 year old with epilepsy and intellectual disability. She would like to explore house sharing options for him but is not sure where to start. |
| Regional Manager, Master Builders Assn, Geraldton | 16/5/19 | Paul was interested in what opportunities might be available through Specialist Disability Accommodation (SDA). He suggested we might like to speak to the MBA policy person based in Perth. |
| Customer Operation Manager, ACTIV, Geraldton | 17/5/19 | ACTIV provide social support, accommodation and employment services to people with disability. ACTIV owns three properties in Geraldton and one in Northampton. Community housing in Geraldton is tight and not available in good areas. Families have poor access to respite. |
| ATLAS, Geraldton | 17/5/19 | ATLAS work with clients in private rentals and noted that two young men have recently rented in houses next to each other which works well. Private landlords do not want tenants to make changes to properties. Noted that in regional areas there is a smaller pool of people with whom to arrange house sharing. CDHP is a relatively easy process in Geraldton - the local community housing provider seems to have vacancies mostly working under a head lease arrangement. |
| Mid West Community Living Association Geraldton | 17/5/19 | MWCLA has about 80 people with disabilities being supported. They have 17 homes which are CDHP. They feel that the supply of housing for people with disabilities is reasonably good and are aware that the government may be looking to divest this CDHP properties with the introduction of SDA. MWCLA are skilling themselves up for the NDIS but as yet have no clients in NDIS plans. Independent support coordination is an issue in Geraldton. |
| Simon | 25/6/19 | Simon moved in with his mother 18 months ago. He provides full time care for her and is on the Carer Payment. He does not work and is currently studying social work. His mother leases a Department of Housing home and Simon would like to become a co-tenant with his name on the lease so that he is not left homeless should anything happen to his mother. Simon has had difficulty gaining access to information from the Department of Housing on |

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| | | how to go about this and has been informed verbally that he does not have a right to be on the lease. He is concerned that the process is not clearer and that carers are being denied the right to secure tenancy. |
| Managing Director, Helping Solutions | 25/6/19 | This company is registered for SDA and would like to begin building properties for SDA participants. They are finding it difficult to make connections with participants in order to build properties to suit their needs. They are looking at ways they can engage with participants. |
| CEO, Goldfields indigenous Housing Association (GIHA) | 27/6/19 | Suggested who to speak with including, GIFSA, Heads of agency meeting, regional council group (GIVROC). Issues in disability housing include the cost to build in the Goldfields, permanent population versus transient and FIFO population and other societal issues impacting on housing. |
| CEO, Valued Lives | 16/7/19 | Phone conversation. For pre-planning support Bronia suggested linking people with the Valued Lives Peer to Peer networks, for people with an NDIS plan refer to Valued Lives. Main issues in disability housing in WA are: affordability for people on DSP (\$300 PW week average rent is not possible), accessibility (the private rental market does not cater to accessibility needs - NDIS does not want to fund changes to temporary accommodation and private rental is not long term tenure) and private landlords choose people without disability above those with disability. The key to getting a positive outcome in housing is pre-planning. NDIS planners will not offer housing exploration support, it needs to be asked for as a goal. Once this is in the plan then further supports flow. In general it seems relatively simple to get this funding in a plan. There are only a handful of support coordinators in housing in WA. When the issue of social housing was raised, Bronia agreed that waiting lists are long and often people with disability are offered properties that do not meet their needs. Some years ago the CDHP program undertook some spot purchasing of properties to meet specific needs of individuals - this was successful and could be reintroduced. Innovation is needed in the individual living options space - Valued Lives recently held a workshop on this topic and it was intended as the first in a series. Bronia noted that people are able to request an early planning meeting if they need to add exploration of housing options to their plan and this has been recommended to a number of clients. |
| Lesley | 25/7/19 | Lesley contacted Carers WA when she saw the article about the “Accessing a Home” project in the Carers WA newsletter. Lesley cares for her partner Charles who has tetraplegia which is similar to paraplegia but he has full feeling. Lesley lives in a Department of Housing home in Rockingham and has |

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| | | <p>done for the last 7 years. Lesley says there are several issues with her home and she has requested a transfer to a more suitable home preferably in Fremantle - one home was offered but is not wheelchair accessible but as yet no transfer has been made. The home is old (built in 1989) and because of its age the Housing Authority are waiting for it to be vacated prior to a major upgrade (regrouting, perishing rubbers, very cold, one heater point, old under bench oven). The home has a good wheelchair accessible bathroom but only a single carport with no room to get someone out of the car - this has to be done in the open and is not suitable when it is raining). Prior to being allocated their current home Lesley and Charles lived in a private rental, however as Charles' health deteriorated the home became unsuitable. Lesley wrote to the Minister as they were on the waiting list for some time.</p> |
| Foundation Housing | 29/7/19 | <p>The Dream House featured in an ABC television series. An older style 4-5 bedroom house in Subiaco is leased by the City of Subiaco to Foundation Housing Limited. There is an allocation agreement in place which allows only certain groups to be housed. FHL has taken on the costs of an aging property and the lease agreement is currently being renewed. The project runs on a cost recovery basis for FHL but there have been some vacancies which creates an issue. The house has 4-5 bedrooms and the tenants pay rent at social housing rates. The model came about because a parent approached the mayor or CEO of the City of Subiaco and it took personal relationships and the identification of a suitable property to get the model off the ground. Kerryn felt it could be replicated but the identification of a suitable house is the key along with a proactive local government.</p> |
| Wayne | 13/8/19 | <p>Wayne has Multiple Sclerosis and it affects his vision. He cannot drive and can no longer live at a large block in the Hills. He is having difficulty finding an accessible home to purchase which has a suitable location (close to train station, near traffic lights for safe crossing). Wayne is seeking a home that is close to shops, trains, medical facilities and has accessible features including non-reflective surfaces. In 18 months he has found one that mostly meets needs. Wayne reports that NDIS will not fund more than one major home modification but that it is difficult to plan for future needs with an unpredictable but also degenerative condition. In general he has found that Local Governments are unresponsive in making local community facilities safe and accessible for people with disability and this has an impact on the available of good locations to purchase in.</p> |
| Julie | 14/8/19 | <p>Julie has a 19 year old daughter with very significant needs and is trying to understand her options for housing into the future. Because her daughter requires assistance with all personal care needs including requiring turning every few hours during the night, Jan would prefer her to stay in the family</p> |

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| | | <p>home, however there will be a time when her parents are no longer around. Jan is not sure where to start and feels that the system concentrates on capacity building and independence which does not apply to her daughter. Because her needs are so significant it is possible the NDIS may refuse some funding possibly forcing the family into a group home option.</p> |
| Unknown | 14/8/19 | <p>Mother with 2 daughters with disability also looking for options. She lives in Armadale and is keen to build a unit for her daughters on her own property. Although it is a large block subdivision is not allowed. A granny flat would be too small for both daughters' needs.</p> |
| Manager Supported Independent Living, Brightwater | 20/8/19 | <p>Brightwater houses 75 people at 8 sites in Perth. The sites have a range of designs from 6 bedroom group homes to smaller groups of units (Bentley) and residential rehabilitation (Oats Street). People living in these homes mostly have Acquired Brain Injury and Huntington's disease with some residents with mental health packages from the Mental Health Commission. Some residents have been with Brightwater for many years and are content to stay with the current model but Brightwater is looking at projects which support more proactive clients into more independent housing models. They are exploring possible models of groups of two bedrooms units with an onsite caretaker with possible options for home ownership - however, the financing of the capital component may be a barrier. Barriers identified are: difficulties people with no family under the public guardian and others have with planning for housing, hospital discharge arrangements for people in group homes, families and residents who are comfortable in current arrangements but who may be better off with some independent living options, families who don't know what the options are, lack of support coordination and specialised support coordination providers. Within the SDA space, Brightwater are considering their options and whether they will register to be an SDA provider or let another organization (such as a community housing provider) undertake that role and concentrate on support services. Anne noted that SDA is still somewhat unknown and organisations are still exploring options.</p> |
| John | 9/9/19 | <p>John and his wife care for their 47 year old son with an intellectual disability and more recent mental health issues. John was interested in the project as he cannot envisage a housing solution for his son once he and his wife are no longer around. Because of his depression, their son is not willing to be in the care of anyone other than his father. The family are keen to reduce emotional stressors to avoid another involuntary mental health stay. John suggests the model of building units for 3 people with some support as the best model.</p> |
| Sharon | 20/9/19 | <p>Mother of a son aged 35, living with schizophrenia: he moved from the family home to shared accommodation in Bunbury, supported by Richmond</p> |

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| | | <p>Wellbeing. This arrangement lasted 5 weeks, and he returned to Esperance. It was supposed to prepare him for independent living, but did not go as well as hoped. He obtained a small unit (private rental) in Esperance, but found it claustrophobic, so moved out. With parental support, he obtained a larger unit (private rental). However, loneliness is now an issue for him. One solution could be shared accommodation, but this is difficult to arrange, in terms of compatibility and tolerance for behaviours. Location is crucial, to ensure supports are close by (shopping, transport, medical, family). Cost is also an issue.</p> |
| <p>Care Coordinator, Life Without Barriers, Esperance</p> | <p>20/9/19</p> | <p>Lack of local therapy service in Esperance causes issues for people with disability when getting assessments for housing needs. Transport difficulties if people live outside town as there is no public transport but not much availability of homes in town.</p> |
| <p>CEO, Goldfields Individual and Support Association (GIFSA)</p> | <p>20/9/19</p> | <p>GIFSA recently commissioned a study to ascertain demand for services for people with disabilities in the Goldfields / Esperance region. Robert claims there is readily available and vacant public housing stock in the Goldfields that might be utilised to meet some of the identified demand. (I am checking this assertion with the Kalgoorlie office of the Department of Communities). Barriers to housing: Difficulties for consumers and support services in “putting the SDA jigsaw together”. There’s uncertainty about where the capital funding will come from to build SDA, as theirs is a risk as well as a reasonable subsidy for the owner. There’s also uncertainty around management of the premises, and how to tie this in with customer support. Limited housing choices in regional areas that are fit for purpose, and no choice in remote towns and Aboriginal communities. Solutions need to be place based, and not a ‘whole of state’ model. Needs analysis also needs to be tailored by location, and not ‘whole of state’ . There’s unlikely to be one model that works for the majority, so much could be gained / learned by trialing several different (and location-specific models). Government will need to adopt the ‘pilot scheme’ approach.</p> |
| <p>WAAMH Supported Accommodation Referral and Transfer Pathways Project</p> | <p>23/9/19</p> | <p>WAAMH is undertaking two related projects for the mental health commission, a review of the Independent Living Program (ILP) and a project to re-design referral pathways to supported accommodation. She is working with 30 service providers and is looking at 14 supported mental health accommodation projects. they believe they have consulted 3000 people across the two projects and the feedback has been: there is a general lack of housing - there is a need for more properties and stock is old, support needs to be targeted at the person not the house, more support is required to assist people to maintain their tenancies, referral to supported</p> |

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| | | accommodation only exists for people who are in the public mental health system. Referral should be able to be made at whatever service the person is accessing. |
| CEO and Consultant Advocacy and Policy, Shelter WA | 21/10/19 | Shelter WA is a member of the Metronet Private Sector Reference Group. The Metronet Social and Affordable Housing and Jobs package includes four new apartment complexes in Metronet precincts at Bayswater, Forresterfield, Midland and Redcliffe and four new apartment projects within 800m of existing station precincts of East Perth, Perth, Wellard and Woodbridge. These developments will contain 320 social dwellings. Shelter WA suggested speaking with the Metronet Disability Access and Inclusion Committee. Shelter WA is also working on related projects including a budget submission seeking a \$500-\$700M investment into public housing, working with Local government planners to look at planning barriers for people with disability, working with REIWA to include a search function on accessibility requirements on reiwa.com and seeking funding for an employee of the Summer Foundation to be based at Shelter WA to provide targeted workshops on SDA. |
| CEO, Future Living | 22/10/19 | Future Living Trust was formed in 1989 to assist carers of people with developmental disability to provide long term security for the person with disability. They are able to assist people with setting up trusts and agreements for financial and housing security. In addition to this they run a visiting program for people with disability and provide support coordination and network support through NDIS. Though servicing only small segment of the market, adults with developmental disability with carers who have some assets, the biggest issues people face are lack of available houses on the open market, options outside of group homes. Specialist Disability Trusts are the key instrument used to provide long term security but they can be expensive to set up and the eligibility criteria needs to be broadened to cover more than just severe or profound disabilities. Families without assets are left with options of group homes or entering the public housing waitlist which is very long. Rent assistance needs to be raised as market rent is still too costly for people on DSP. Interest rates and eligibility rules for Keystart are excluding people with disability. Carers have expressed interest in pooling funds with other carers and creating a long term shared living arrangement. This is hard to achieve and Future Living have seen people try this and fail as negotiations breakdown because the parties have different priorities. It seems to work better when one person sets up the trust and then the second person is a co-resident – Future Living can manage these kind of relationships. In the majority of cases it seems that people are leaving the family home in a will to be held in trust for the person with disability. |

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| <p>Karyn</p> | <p>6/11/19</p> | <p>Karyn cares for her 33 year old son who has cerebral palsy. He has moved out of home and was lucky to initially rent with friends who were a young couple which gained him a rental reference. Karyn suggested it was difficult to find a private rental for him and she worked hard to liaise with the real estate agent to manage her expectations around tenancy requirements. She and her husband are also on the lease. Her son has recently been accepted into the NDIS which provided extra support for him to live independently.</p> |
| <p>Phil and Helen</p> | <p>21/11/19</p> | <p>Son has Autism, an intellectual disability, epilepsy and several serious health issues and as a result he requires high level 24/7 care. He has exercised his right to freedom of choice for his accommodation arrangements as he has been unable to live with other disabled people in shared arrangements. The NDIS recognises that this is their son’s choice of living arrangements. His rent in community housing was increased to \$678 per fortnight, as it includes a deemed amount for his primary carer, who is one of a team of three carers that provide essential overnight support for him This was because the primary carer did not have a residence in Perth as he lives with his brother when he is not working his shift. The family had to fight with the Community Housing Provider to get this decision changed and was successful. The family would like to point out that it is difficult to live on the Disability Support Pension and they regularly subsidise their son’s costs.</p> |
| <p>Aarnja, Broome</p> | <p>21/11/19</p> | <p>Access to carers or support workers (Family or non-family, Live in or living offsite, Funding for carers – some are unfunded, Elderly people looking after grandchildren Not many people looking after the elderly). Equipment – funding and installation in properties, Not much support resources in the Kimberley Inconsistent application of NDIS rules locally, Lack of understanding / information on applying for NDIS Appears arbitrary regarding who qualifies as some who seem clearly eligible are not given NDIS status, even if doctors write letter of support, Literacy issues Some people do not have identity documents Public transport is an issue in Broome, and travel generally is an issue in the Kimberley Heat a huge issue for people trying to walk around with a disability and other health issues Very difficult for some to obtain a vehicle and also to keep it maintained. The quality of people working an agencies is an issue. If they are not local people or at a managers level it can be hard to push through barriers. Expensive to modify doors etc. Which government agency pays for disability modifications to homes? NDIS has caused some confusion to what was previously block-funded. There’s an incentive in the form of the Centrelink Carers Payment. Support services to Aboriginal people fail when they are a) not Aboriginal led and b) not place-based. Government needs to get on board with these concepts. Despite government’s “No Wrong Door” concept, there is duplication of services. Better coordination, particularly at service entry points, is required.</p> |

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| <p>Centrecare, Broome</p> | <p>21/11/19</p> | <p>Transport. Lack of suitable or sufficient public transport in Broome. A car is needed in other Kimberley locations. This results in isolation, even in suburban Broome. Cost of living in the Kimberley is very high, especially for people on Centrelink incomes. For Aboriginal people with disabilities, obligations associated with large families create issues around stability of housing. In some cases, they require relatives to relocate with them for support. Standard housing designs promote overcrowding. The Department of Communities in the Kimberley is not currently evicting people for overcrowding, but will evict for any associated antisocial behaviours of visitors. There was a proposal for a camping ground on the road north of Broome. It was refused by government on the grounds that it would be too expensive to operate and maintain, in an environment where excessive drinking was prevalent. It would also be likely to result in higher transmission rates of Hepatitis A, B and AIDS. In many cases, the “Housing First” model doesn’t work because of the pressure of family, bills, responsibilities and previous dysfunctional lifestyles on formerly homeless people. Pressure of family, bills, inability to regulate behaviour of family members. The transient nature of some people makes it more difficult to work with them. There are severe logistical difficulties in taking support services to remote communities. Housing needs to be culturally and environmentally appropriate in design. This includes energy efficiencies. Factors such as a fire pit and outside showers were suggested as important to encourage Aboriginal people to stay in their homes long term. Client placement is very important culturally if in a group home.</p> |
| <p>Department of Communities, Broome</p> | <p>21/11/19</p> | <p>Large challenges in providing services to people on country (i.e. in remote communities especially). Is NDIS going to do this? Further challenges to accessing some remote communities at all in the wet season. Transport issues, no decent bus service. Aboriginal people need to stay in Country and it’s hard to get services out to visit them. People in Broome and Carnarvon need to come away from Country to get assistance. Cost of living is very high. Housing design doesn’t necessarily include options for cross ventilation and other energy savings. Air conditioner can be on for 80% of the time in some months. Highly transient population in Broome. 18,000 permanent residents – increases to 45,000 in dry season. Lack of suitably modified or carer-appropriate stock. Especially relevant where second bathroom required. Only 5 disability-modified properties exist in the region’s public housing stock, all built in past 10 years. Usual builds are 3x1, 4x1 but need more options such as 3x2, 2x2 and 4x2 to accommodate for a carer. All new buildings should have universal design. No more expensive at construction, but much more expensive to modify existing houses. The Department has attempted to resolve the issue of transient people coming into town and overcrowding existing family homes, by building a 101 room short stay facility in Old Broome. This facility contains wheelchair accessible units and is supported by Mercycare and Centacare.</p> |

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| <p>Bran Nue Day, Broome</p> | <p>21/11/19</p> | <p>People who are transient, homeless and/or illiterate face barriers that much of the population does not. Many require support for making service appointments and for verifying or obtaining sufficient identification. The homeless lifestyle leads to changes in moods and behaviours. Some of these are cyclical. Issues regarding access to the internet and having mobile phones. Some get taken, run out of credit or get lost on a regular basis. Nowhere to keep belongings so phones get lost. Sometimes money is given to people from the public trustee for transport usage, however it is given in cash and this is regularly spent on other things. Model of housing does not fit the traditional family support structure of Aboriginal families, where if you are not on the lease you cannot stay there. Who your mother or father is can influence how well you are looked after. Increasing age adds more complexity to existing issues (especially medical). There's a lack of affordable housing and especially disability housing. In many Kimberley locations, this is a matter for government housing agency. There a lack of alternative and temporary housing for transient people. There needs to be greater coordination between services. This includes support services alongside basic care services. Supply of equipment (including ramps and rails) becomes dependent on the level of NDIS funding package available to the individual. "Housing First" doesn't necessarily work where cultural / family obligations exist – especially in large families. Those on low packages have their funds used up very quickly.</p> |
| <p>Far North Community Services, Broome</p> | <p>22/11/19</p> | <p>Far North has 130 staff caring for over 200 clients throughout the Kimberley. This includes in towns and some remote communities. NDIS is prompting growth in their business, as they adapt to consumer choice and control principles, rather than the previous 'block' funding regime. Far North is looking at SDA, in relation to location and the market in those locations. For accommodation generally (and especially the investment required for SDA), there is a dichotomy between providing the accommodation (and associated services) on country, and the additional expenses associated with the remoteness of the location. This is exacerbated by the need for 'robust' design applying in most cases. Issue with NDIA not linking individuals with service providers, developers and financiers for SDA. Granny flat option for carers would be ideal. Need more accessible Accommodation generally - Design needs to be culturally appropriate, allowing for more outdoor areas, and for more people to live in or stay at the home. Need more robust designs rather than shiny and new. This changes the support model as well, as support may be for an individual, but needs to take into account other family / household members as well. This reduces isolation and maintains connection with family. Aboriginal men want to spend more time outside. The western concept of individual support not as successful. Better to work with people in the one house, so there is one worker supporting the family. Engage with whole family not just person with a disability. The western model can isolate the person due to cultural expectations of family members. Remote Indigenous communities -Wangkatjungka (130km south-east of Fitzroy Crossing) is NDIS registered, and wants to manage NDIS plans</p> |

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| | | <p>in the community, to promote local employment and sustainability. Far North has been contracted to assist in the development of the community's NDIS capacity. Looma (120 km south-east of Derby) is considering taking the same path. In some communities, people who are 'informal' carers are undertaking TAFE qualifications. This builds community capacity and reduces reliance on "drive in, drive out" services. Currently staff fly in and out to Derby from Perth for 24/7 support regarding high complex needs. Have to put people up in hotels at high cost .Staff housing - There's a shortage of staff housing, especially in Fitzroy Crossing and the smaller towns. As NDIS grows, so will the need for staff, and associated housing. Broome has a shortage of accessible housing generally. One option could be granny flats for carers, placed at the rear of houses. This is especially possible in Old Broome, where the average lot size is larger and more likely to accommodate a second structure. Department of Communities has initiated a "navigator" role, to assist clients to find their way through the application process.</p> |
| <p>Robert</p> | <p>26/11/19</p> | <p>Robert's son has an intellectual disability and mental health issues. He has been in hospital for over 100 days due to not having a home to be discharged to. Robert feels that the Department of Communities should make a house available. He has previously lived in an Access Housing property with support from Rise network but was evicted. Robert believes a private rental would be unsuitable for his son as he will be liable if he damages the property and may end up in the justice system. CDHP waiting lists are too long.</p> |

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| Date | Event/Meeting | Details |
| 3/12/18 | Access Housing hosted an event for International Day for People with Disability to discuss access to housing. 18 people with disability attended, 9 external organisations and 5 Access housing staff | <ul style="list-style-type: none"> • Being housed - shared understanding about what “purpose built accommodation” means, more promotion of housing and funding options for individuals looking for housing and it needs to be emphasised that the person should be at the centre of planning for housing. • Being informed - open house scheme to show what good housing is or virtual tours, regular forums to share experiences. • Being connected - need for both systemic and individual advocacy, design needs to promote independence, design needs to include parking for carers. • Being secure - clarification of who pays for damage, importance of security , safety and social support, environmental design important for lowering bills, changing needs need to be taken into consideration. |
| 27/2/19 | Project briefing National Disability Services Housing and Accommodation sub-committee | <ul style="list-style-type: none"> • The transition to NDIS is putting a huge burden on families. The level of planning, paperwork and administration has increased for families and carers. Those families who are best equipped to do this work are getting the better outcomes. There needs to be more peer support or peer champions who can share their knowledge of the housing system and accommodation options. • There needs to be more options and support for people who don’t fit the current system for whatever reason, complex needs, no carers, vulnerable, people who often end up in hospital. Who is the provider of last resort? • Change of mindset amongst consumers and families to embrace innovation solutions and not always look to government to provide support. |
| 23/7/19 | Advocates at People with Disabilities WA | <ul style="list-style-type: none"> • PWDWA has a group of 7 advocates who work with anyone who identifies as having a disability. They deal with enquiries on a wide range of issues. Any contact which involves more than 4 hours work becomes a case. Advocates generally meet with clients in their office or in a public place though do undertake home visits as well. • There is not enough accessible public housing. • Requests for modifications in social housing are often refused. The most common reason given are - the home is already “accessible”, there is no budget or the home is earmarked for demolition and modifications are not worth it. Demolition may be 10-15 years away. |

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| | | <ul style="list-style-type: none"> • As time goes on requests for changes and modifications are more difficult. The Department are less able to help with timers on electronic devices, gas is now standard and is a fire risk for some people with disabilities. • Waiting times for social housing are very long. 8-10 years on the main list and 3-5 on the priority list. • There is no register of accessible housing. The Department do not know which of their properties are accessible. There is now less CDHP stock. CDHP was a better program as it has the ability to look at individual needs but is now rolled into the Department of Housing. • People with disability can be easy targets for eviction. The Department has a policy to correspond in writing but there are no easy read versions of information sent. People can miss notifications and then be evicted as a result • Confusion about who will be responsible for modifications. Department of Communities - Housing or NDIS? • People with disability are often placed in unsuitable and unsafe locations. They are vulnerable and can be threatened by abusive/threatening neighbours and the Department are not able to evict those people. There is no option to transfer and there is nowhere else for people to go. • Although this is a service provider issue rather than a housing issue, the advocates report that people with complex needs are being evicted by service providers as they become too difficult to deal with but there is nowhere else for them to go. • Some suggestions for improvements - a navigation tool for people with disability to apply for social housing, co-design of new properties to ensure accessibility, universal design being applied more generally, particularly in government developments like Metronet , Keystart was accessible for people on DSP in the past but no longer - change the rules. |
| <p>24/7/19</p> | <p>Disability Health Network</p> | <ul style="list-style-type: none"> • Attended the Disability Health Network and spoke to an item on the agenda about various systemic advocacy and ILC projects seeking feedback from the Health Department. Outlined the six systemic advocacy projects and outlined the difference between those and the ILC projects. Advised members that the project leads are working together to avoid duplication and offered for the project leads to present at a future meeting. |
| <p>12/8/19</p> | <p>Peer to Peer Hills group - Swan View</p> | <ul style="list-style-type: none"> • The safety and security of the person with disability both inside and outside the home is key. • Being located close to family is very important. |

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| | | <ul style="list-style-type: none"> • People who have tried to find a home with Department of Communities - Housing have not had a reasonable choice of location (offered Canning Vale when the family is in Kalamunda) • Share housing or co residency arrangements are preferred for people with intellectual disability who have moderate support needs but matching can be challenging. • People need to be close to transport, shops and medical services. • Homes need to be big enough to allow for support workers and possibly separate living areas. • Easy care and not too much garden - gardening seems to fall to carers. • For a housing situation to work well the support system (including support workers) needs to be good. In the NDIS people only get funded once for major modifications and that can be very difficult for people with changing needs. Department of Communities - Housing homes are not suitable - not accessible, not in the right location, not safe enough. |
| 14/8/19 | Innovative Living and Support Options Forum hosted by Valued Lives | <ul style="list-style-type: none"> • The “My Home, My Life” forum discussed how to create homes for individuals with disability. The forum was attended mainly by carers of people with disability. Attendees were asked about their burning questions: these included a) how do you start? b) how to find a suitable home in your community? c) how to fund a home? d) how can you purchase a home for someone you care for without financially disadvantaging yourself e) what is the role of local government in assisting. • People need to develop a housing goal. • People and organisations need to remember that most people have several homes in their lives and that is also OK for people with disability. • Options include co-residency, flatmates, drop-in support, use of informal support, good neighbour models and key ring models. • Develop a strong vision and stick to it. • Independent Living Options (ILOs) - essentially a costing tool to quote on costs of people who are in various independent living arrangements (not group homes - they are subject to SILS quoting tool). It is expected that between 600-1000 ILO arrangements exist in WA. As a general rule it is expected that ILOs will not be funded to a cost of more than what it would cost to fund support for someone in a group home of 2-3 people. |

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| | | <ul style="list-style-type: none"> • Stories presented: living alone with support, shared equity loan, - building an intentional community on suburban family block, social housing with support, buying a home for a person with disability and working through support. |
| <p>16/8/19</p> | <p>Co-CEOs, WA Individualised Services</p> | <ul style="list-style-type: none"> • Rents for paid carers who live full time (i.e. their primary residential address) in social housing properties. WAIS advises that a long-proposed policy to charge them rent at the rate of 25% of a single DSP (rather than 25% of a full wage) is close to ratification by the Department of Communities (Housing). This policy was announced in December 2019. • “Barriers to individualised living: <ol style="list-style-type: none"> a) Capital for purchase or construction of housing. b) Industrial relations issues for live-in paid carers; including overtime, breaks, Fringe Benefits Tax. There seems to be a lack of flexibility in salary models. c) Universal design in all social housing. Introduced as a preferred policy years ago by Department of Communities (then Housing), but would take 50 years or so for the majority of homes to meet this requirement. In the meantime, existing social housing is less accessible to people with disabilities.” • Density. Where people live in complexes alongside other people who may have mental health, AOD or other conditions, it can create issues for those in the complex. For social housing, single people generally are housed in one or two bedroom units in complexes, and the density factor exacerbates the issues. These include safety, security (higher quality security screens would help), and the need to promote good relationships with neighbours. • The Community Disability Housing Program (CDHP) seems to be unfunded (or under-funded) at present, and it is not apparent if much building or spot purchasing is being done by government for people who would otherwise fit CDHP eligibility requirements. This is complicated further by NDIS and SDA funding not directly addressing capital construction costs. • Private landlords are generally unwilling to look at options for people with significant or complex disabilities – it is easier to choose another tenant. • There’s a lack of awareness among consumers regarding support funding options. • For a single person receiving a standard Disability Support Pension, home ownership is largely unaffordable – a mortgage cannot be serviced. • There are systemic changes which could be made in rules around wills, property gifting, succession planning and |

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| | | trusts which have previously been explored by Yvonne Parnell at Future Living Trust. Development Disability WA may also have done work in this area. |
| 4/9/19 | Department of Communities | <ul style="list-style-type: none"> • There's approximately 2,000 Community Disability Housing Program properties in the social housing system. About 880 of these are allocated to Disability Services Commission to allocate, with the remainder allocated to the Mental Health Commission. It is unknown how many of the properties are significantly modified. • DSC currently has around 120 people on its CDHP wait-list. This number has been consistent for some years. • Metronet will result in about 1300 affordable homes being constructed. About 300 of these will be built to universal design standards. • Most of the people in the 880 DSC CDHP properties are unlikely to be eligible for SDA. Some of the people in the 270 group homes (which is a subset of the 880 CDHP) may be eligible for basic SDA funding. There is a risk that some of these people may be under-classified; i.e. could be higher SDA, but the group home arrangement masks the extent of need. • The Department of Communities' current intention is to have 'higher needs' SDA people fast-tracked into their next NDIS plan. It intends to work with registered SDA providers to achieve accommodation outcomes. It is broadly estimated that the market may be able to provide accommodation for about 70% of SDA-assessed people, and government would then need to look after the remainder (probably the highest needs cases). • Given that SDA is expected to be only 6% of the NDIS client base, government is currently unclear on how it will address the needs of the overwhelming majority (94%). It's expected that many of the accommodation solutions would be mainstream, and government might subsidise or otherwise incentivise the market for any "add-ons". |
| 11/10/19 | Supported Accommodation Referral Pathways Design Event, WAAMH | <ul style="list-style-type: none"> • Some of the output of this project identifies barriers to housing for people with mental illness. • Central issues identified are: • Insufficient resources. • Lack of coordination between services at different levels of severity. • When people move from one level of service to another, frequently the consumer needs to relocate as well, which places additional strain on the consumer. • Housing should therefore be made as independent from support as is practical. |

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| | | <ul style="list-style-type: none"> • Lack of information to consumers on their service options – not just at entry point, but throughout their recovery. • A centralised assessment process might offer better triage and more comprehensive information / options at entry point. |
| 29/11/19 | Department of Communities | <ul style="list-style-type: none"> • Consultation currently being undertaken for the State Housing Strategy 202-2030 which will set the direction for housing for the next ten years. • It is expected that the strategy will be completed by February 2020 - though there have been delays. • A “related” 10 year strategy on homelessness has just been released. • The 10 year State Disability Plan is currently with the Minister. • Under the State Housing Strategy there will be three plans/frameworks, the Affordable Housing Implementation Plan, the Regional and Remote Housing plan and the Social Housing Framework (encompassing public and community housing) • Ideally all the plans currently being prepared will reference each other. • Feedback from our project can be fed into all the plans. |
| 14/5/20 | The Home Stretch Forum, peer to peer sharing of information facilitated by Valued Lives | <ul style="list-style-type: none"> • Low income on Disability Support pension means it is difficult to afford housing. • Many arrangements rely on parents purchasing a home for an adult child with disability, this affect the quality of life of parents as they age and also relies heavily on carers to coordinate supports. • Parents are often concerned how the arrangement can be maintained when they are no longer alive. • Special Disability Trusts can be used as a tool to purchase a home. |

| Briefing | | |
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| Meeting/Organisation | Date | Information Provided |
| Ministerial NDIS Transition Governance Advisory Group (TGAG) | 18/6/19 | Provided a briefing paper which was sent to the 25 strong membership group of the TGAG |
| Disability Health Network | 24/7/19 | Briefing on systemic advocacy projects |
| Disability Coalition | 2/10/19 | Briefing to minister for Disability, Hon Stephen Dawson |
| Individual Disability Advocacy Service (IDAS) Forum | 7/11/19 | Briefing to Individual Disability Advocacy Service providers |

| North Metro Consultation | | |
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| Date | Event/Meeting | Details |
| 2/12/19 | Joint PwDWA and Carers WA event - Marangaroo | <ul style="list-style-type: none"> • Not enough accessible housing available. • Interviews are very difficult. • Very confused about rules and regulation. • Houses are not large enough. • More support needed with meals and cleaning. • No flexibility in the housing system. • Income assessment is inclusive of superannuation and should not be. • Aged care fees so expensive family went bankrupt. • Need help to explore options. • Need a wrap around service to ensure success in independent living. • Need a village to create security and community. • People need security and private rental does not provide this. • Mainstream and unsupported accommodation sets many people up to fail. • Without more support (i.e.: 3 hours a day) most housing models will not work. Hospital stays often results from housing failure. • For many people security of tenure is crucial- lifetime guarantee is required. • In mental health the recovery focus can mean that support for both housing and living is time limited but some people will not recover to an extent where they can live independently. • Who will look after my son when I am gone? • Delays in construction where third party funders involved; e.g. Ability Centre. • NDIS not funding housing or modifications. Should NDIS cover housing? What replaces current DSC (state government) funding? • C.A.E.P. funding for rails, ramps, etc. was available from DSC if you owned your own home. Not available on rentals. Now expired pending NDIS. • Funding silos for social housing. For example, if you are housed under a mental health program, any disability is not considered (in terms of modifications and fixtures). • Social housing transfer policies are rigid and do not adequately allow for individual circumstances. Especially where it involves vulnerable people in high-risk locations. • Ramps outside a property are a 'red light' for intruders. • Social housing policy for charging rent for carers doesn't allow for informal arrangements; e.g. free food and board in return for care. |

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| | | <p>Solutions:</p> <ul style="list-style-type: none">• Retrofitting (possibly more than once as people’s conditions degenerate) is costly – better to fit out from the start to suit the future.• Room / air conditioning vital for some conditions. Solar power would help reduce power costs.• Rental model, and other UK and European models, may provide alternatives to ‘lease for life’ tenure.• Where a carer is in residence, homes need to be 2x2 or 3x2, to allow both parties some space, and independence. |
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| South Metro Consultation | | |
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| Date | Event/Meeting | Details |
| 3/12/19 | Joint PwDWA and Carers WA event - Success | <ul style="list-style-type: none"> • Lack of transitional accessible accommodation while people are building. • Lack of options for people with mental health issues. • Long waitlists for public housing. • Keystart not suitable for people with only DSP as income. • Unscrupulous builders who don't complete things to plan. • Lack of understanding about accessibility. • Lack of sharing of information about accessibility particularly in the building industry. • Lack of flexibility from local government when assessing applications for modifications for people with disability. • Sharing is not always suitable for some people with mental health issues. • Department of Communities do not take account of the need to be in a community when offering housing - son needs to live in the area where he know people and close to his mother so he can be supported. • Department of Communities properties which are classified as accessible are often not accessible. • Maintenance requests are too slow. • Wheelchairs damage walls and tenants are charged for the damage. <p>Solutions:</p> <ul style="list-style-type: none"> • Better collection of information on current housing stock. • Better training in DoC about various forms of accessible housing. • Vinyl half walls. |