

WEBVTT

1

00:02:31.380 --> 00:02:32.040

Q Shelter: Test, test.

2

00:02:43.980 --> 00:02:47.610

Q Shelter: More to provide Caitlyn Nigel.

3

00:02:49.200 --> 00:02:50.730

Q Shelter: Is a panelist.

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00:02:55.920 --> 00:03:06.000

Q Shelter: Alright, so the way this works that the webinar split into attendees and panelists panelists can speak and I'll be on my screen. Each time that you guys to speak.

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00:03:06.840 --> 00:03:15.870

Q Shelter: But participants want the attendees will just be in the audience and not have to raise their hand or write in the chat. They can raise john for to

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00:03:17.130 --> 00:03:20.490

Q Shelter: raise their hand. You want me to unmute the discussion.

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00:03:45.510 --> 00:03:48.750

Q Shelter: Caitlin, I can't see your video. Yes, Stephen. Thank you.

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00:03:54.210 --> 00:03:55.020

Stephen Hawkins: Oh, that's perfect. Yeah.

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00:04:13.980 --> 00:04:16.560

Put that on camera. Did it it

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00:04:20.670 --> 00:04:24.030

didn't love me. Oh, you're out of this.

11

00:04:25.170 --> 00:04:26.400

Okay, so that's that's how

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00:04:29.580 --> 00:04:29.820

We

13

00:04:31.260 --> 00:04:31.500

Use it.

14

00:04:34.260 --> 00:04:38.250

Question So participants and attendees. Yeah, we can do here.

15

00:04:39.900 --> 00:04:43.470

So you can see your house is there. And these are just

16

00:04:45.960 --> 00:04:47.910

People meet each other. Yeah, yeah.

17

00:04:52.950 --> 00:04:57.030

Are you believe me, I'm going to make your panelists are going to
champion mom right

18

00:04:59.490 --> 00:05:00.180

I'm not sure the

19

00:05:01.230 --> 00:05:01.950

Country. Yeah.

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00:05:36.720 --> 00:05:37.230

Q Shelter: Yes.

21

00:05:40.680 --> 00:05:42.000

Q Shelter: Can you just check yourself on mute. For some

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00:06:22.350 --> 00:06:23.610

Caitlin - QAI: Yes, that's

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00:06:26.430 --> 00:06:27.300

Caitlin - QAI: Can you hear me fine.

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00:06:48.930 --> 00:06:51.900

Jon Eastgate: Everybody if you can do this. We're just getting ready.

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00:06:55.110 --> 00:06:57.510

Q Shelter: So Mark, can you hear, I can see you're not muted. Can you
hear us.

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00:06:57.510 --> 00:07:02.370

Q Shelter: Okay, on your end, great. Can you just give us a little Hello,
just to see if you're Mike looks okay

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00:07:09.330 --> 00:07:10.110

Q Shelter: And while you do that.

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00:07:10.140 --> 00:07:15.630

Q Shelter: I see Leanne's on the attendee line Liang, can you just give me a little. Raise your hand if you can hear me at the moment.

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00:07:17.820 --> 00:07:19.230

Q Shelter: Okay so attendees can hear us.

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00:07:20.850 --> 00:07:30.180

Q Shelter: So thanks for dialing and we're just getting we're just waiting for everyone to come in and just getting a panel setup. So we want to be too much longer, and I'll run you through how the webinar session will work in terms of participation.

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00:07:31.320 --> 00:07:35.640

Q Shelter: And I believe john does encourage a lot of participation in this session, so I

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00:07:41.010 --> 00:07:44.700

Q Shelter: Don't read Chinese just written in the chat, she can hear us to. Excellent, thanks, Jenny.

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00:07:45.030 --> 00:07:47.220

Stephen Hawkins: Can you hear me okay. Yep, good.

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00:07:57.510 --> 00:07:58.170

The panel.

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00:08:19.200 --> 00:08:19.950

Kate: Good morning.

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00:08:21.000 --> 00:08:22.110

Jon Eastgate: Okay. Hey going

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00:08:22.230 --> 00:08:24.360

Kate: Hey, good. I've got camera issues.

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00:08:49.020 --> 00:08:49.440

Sorry.

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00:08:54.720 --> 00:08:55.500

I should be

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00:09:18.870 --> 00:09:22.410

Q Shelter: Hi Rebecca, so you just had your hand right so I just went on mute you. But some

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00:09:22.890 --> 00:09:23.760

Community.

42

00:09:25.380 --> 00:09:26.580

Q Shelter: So, who's that. Who's that talking now.

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00:09:26.700 --> 00:09:27.480

Rebecca: X, Rebecca.

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00:09:28.440 --> 00:09:29.880

Q Shelter: Rebecca icon.

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00:09:29.970 --> 00:09:30.360

Rebecca: I'm trying to

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00:09:30.540 --> 00:09:30.870

Q Shelter: See

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00:09:31.140 --> 00:09:37.590

Q Shelter: I can't see you. But, but that's okay. I think our panelists automatically don't have the video and just for privacy reasons, but we can hear you.

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00:09:38.070 --> 00:09:43.350

Q Shelter: So if you put your hand up in the audience, I can unmute you to to participate and then mute you again.

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00:09:43.890 --> 00:09:54.300

Q Shelter: But I'll run through with the attendees that you can either do that which is great. And if you don't feel like interrupting the meeting or sharing something verbally. There is also an open Q AMP a

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00:09:55.290 --> 00:10:05.880

Q Shelter: Function on the webinar. So either all that is a good test. Anyway, so, um, yeah. Thanks. Alright, no problem getting meet you again, but feel free to raise your hand, anytime during the meeting. Thanks.

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00:10:07.560 --> 00:10:07.860

Q Shelter: Sorry.

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00:10:11.700 --> 00:10:14.580

Q Shelter: Alright, so we have about 10 attendees of the mine end

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00:10:56.730 --> 00:10:57.240

Q Shelter: Hello.

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00:10:59.760 --> 00:11:00.540

Q Shelter: And welcome the

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00:11:02.370 --> 00:11:12.990

Q Shelter: Can everyone see me on the main screen. Great. Hi, everyone. My name is Scott on not really part of the program for today, but I'm just helping run the AV for this webinar that we're running today.

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00:11:13.590 --> 00:11:19.800

Q Shelter: This is the first time we'd run it in a webinar format, so forgive me if there's any bumps, but I think this will run a lot easier in a normal meeting.

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00:11:20.790 --> 00:11:30.060

Q Shelter: So just a little bit of housekeeping before we start john escaped will be facilitating the session. There's a number of ways that you there's a number of ways that you can participate today.

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00:11:31.230 --> 00:11:34.110

Q Shelter: So you'll notice that if you open up your participants tab.

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00:11:35.130 --> 00:11:44.400

Q Shelter: You will be able to this should be an option where you can raise your hand if you raise your hand. That'll just give me a prompt that you want to unmute and have a discussion about something we'll

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00:11:44.910 --> 00:11:53.730

Q Shelter: Have some input and I'll be out on you while you do that. There is also another way you can participate if you don't feel like you wanted to that or you haven't been able to get in.

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00:11:54.510 --> 00:12:00.150

Q Shelter: If you hover over your screen on the bottom, there's a Q AMP a button. If you click on that Q AMP a button.

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00:12:00.750 --> 00:12:09.000

Q Shelter: This is where you can ask open questions and these questions will I'll be able to see these questions as well everyone and we can address them one by one.

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00:12:09.450 --> 00:12:17.760

Q Shelter: If you don't, if you want to ask an anonymous question, you can take that and the question will still pop up for everybody, but it'll

be from an anonymous attendee, just in case you got to clearly when you don't want a tribute to

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00:12:19.200 --> 00:12:24.540

Q Shelter: But yeah, we were doing cars you use the Q AMP. A or raise your hand to participate. We've got a relatively small groups. So I think

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00:12:25.290 --> 00:12:33.210

Q Shelter: We should be able to juggle having people jump in and out voice, but that Q AMP a function is that I will also let you know that the session is being recorded.

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00:12:33.960 --> 00:12:43.290

Q Shelter: The attend the wise me set up the panelists should have their video on so they're all they should all feel pretty comfortable that however participants should automatically be

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00:12:44.340 --> 00:12:53.820

Q Shelter: To folder, just the audio only just for privacy reasons. So this will be recorded and it will be placed online so just bear that in mind. If you've got any concerns and also

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00:12:54.360 --> 00:13:05.400

Q Shelter: A transcript of this meeting will be published next to the video as well. But some other than that. That's all the I do have our first attendee with their hand up. I'll just

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00:13:08.640 --> 00:13:11.940

Q Shelter: Rebecca, you should be able to talk, you're unmuted. If you want to participate.

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00:13:12.690 --> 00:13:14.460

Rebecca: I'm actually one of the panelists. So

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00:13:14.520 --> 00:13:15.870

Q Shelter: Oh, I apologize. All right. All

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00:13:17.280 --> 00:13:17.940

Rebecca: One second.

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00:13:18.570 --> 00:13:22.920

Stephen Hawkins: Scott just on the recording. Do I need to press record myself or

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00:13:27.630 --> 00:13:28.290

Stephen Hawkins: press record.

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00:13:32.610 --> 00:13:32.940

Q Shelter: Alright.

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00:13:33.000 --> 00:13:42.960

Q Shelter: So, sorry about that. I'm sorry, eight palace 15 to 10 days and that should lined up Q AMP. A if you got any open questions if you have any technical issues, please use the chat.

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00:13:43.890 --> 00:13:53.340

Q Shelter: And also post my mobile number there in case it's really going awry, but I've taken up too much your time. Now, you hear to hear from john and the other panelists. So I'll throw over to john and thank you very much.

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00:14:00.510 --> 00:14:07.530

Jon Eastgate: Okay. Lovely, thank you very much and welcome to the housing homeless person. The end is the second session.

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00:14:09.030 --> 00:14:23.010

Jon Eastgate: We're coming to you at least some of us, myself and Caitlin and Scott and Nigel. And we're all on the country of the Jagger and terrible people. And so we acknowledge their elders past present and those still to come.

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00:14:24.180 --> 00:14:25.380

Jon Eastgate: And also,

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00:14:26.670 --> 00:14:32.850

Jon Eastgate: The traditional owners of all the places where you are today and thank you for coming and joining us from so many different places.

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00:14:35.790 --> 00:14:41.820

Jon Eastgate: The origin of the session last year shelter got me to do a series of

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00:14:43.410 --> 00:14:51.090

Jon Eastgate: Face to face training sessions around queens name doing an introduction to the end is which we called housing homelessness and the NBA is

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00:14:51.480 --> 00:14:58.560

Jon Eastgate: And that session was based around just explaining the NBA is to people who are working in the housing and homelessness sector who might not have had much

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00:14:59.040 --> 00:15:10.050

Jon Eastgate: Contact with the end is just, you know, as it was completing this rollout and then talking about how that overlaps with housing and homelessness and some of the some of the connections that could be made.

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00:15:10.710 --> 00:15:26.760

Jon Eastgate: And out of that those sessions. We also asked people, What would you like to know more about and the answers to that question of forming the basis of this series of webinars. So before we all disappeared into our homes for coded. We did a session on how to access the scheme and we had

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00:15:27.930 --> 00:15:32.790

Jon Eastgate: Representatives of some of the organizations that are here today talking about that as well as a couple of other people.

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00:15:35.100 --> 00:15:44.850

Jon Eastgate: This one today is about what happens when supports go wrong. How do you solve problems. How do you deal with crises that come up as a result of people supports not really working for them.

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00:15:45.360 --> 00:15:57.420

Jon Eastgate: And how does that work in the end is and the way the end is works, and then we will also have another session on November the 10th, which we'll talk about care coordination and how to coordinate between the housing and homelessness sectors.

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00:15:58.890 --> 00:16:01.350

Jon Eastgate: So it'd be a similar panel session to this one today.

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00:16:03.150 --> 00:16:10.440

Jon Eastgate: So we have quite a large panel today, which I think reflects how how complex. Some of these sort of critical issues can be

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00:16:11.910 --> 00:16:19.140

Jon Eastgate: And what we're going to do is we've got a series of questions that we're going to run through and each of the panelists can have a bit of a chance to

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00:16:19.710 --> 00:16:29.220

Jon Eastgate: Talk about what how they contribute to that issue. I'm about to thank all the panelists for giving us the time today. And then there will be time

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00:16:30.030 --> 00:16:38.940

Jon Eastgate: For you to bring up issues that occurred that you either brought to this session today, or that have occurred to you as as you listen to the discussion.

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00:16:39.480 --> 00:16:52.590

Jon Eastgate: So we want this to be as interactive as session as we can possibly be given format that we have. So please as Scott says either raise your hand or put a question into the chat box, or else

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00:16:54.360 --> 00:16:59.040

Jon Eastgate: You know, just wife if you're on camera.

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00:17:00.690 --> 00:17:10.380

Jon Eastgate: And we'll, we'll do our best to answer your questions. We may possibly take questions on notice if it's a bit complicated, and we will have a way we obviously because you're all registered, we know

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00:17:11.580 --> 00:17:18.120

Jon Eastgate: Who you are and we can get back to you with answers to questions that are a bit too tricky or a bit too might require a bit further.

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00:17:20.190 --> 00:17:22.920

Jon Eastgate: A bit further research before we can answer the question.

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00:17:24.240 --> 00:17:34.320

Jon Eastgate: So I might start out by just getting each of the panel to really quickly introduce themselves. Just a couple of sentences, who they are, where they work what their roles in the system.

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00:17:36.720 --> 00:17:38.970

Jon Eastgate: Maybe starting with Kaitlyn, and looking at by random

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00:17:40.950 --> 00:17:52.020

Caitlin - QAI: Company, everybody. My name is Caitlin, and I work for Queensland advocacy incorporated. I'm an NDA is appeals advocate, so I help people navigate through the FDA is internal and external appeals process.

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00:17:57.900 --> 00:18:07.710

Nigel Webb - QDN: A good morning everyone on those doors, a wave of the current chairperson of Queensland is with Disability Network and we have many members and non members.

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00:18:08.160 --> 00:18:16.080

Nigel Webb - QDN: And navigate the NGOs, we had an NGO is ready to go program that was funded by the end UI for the last couple of years.

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00:18:16.560 --> 00:18:30.270

Nigel Webb - QDN: I'm also a self managing participant in this game. So I've had about 18 months practice edit and I've had a few obstacles to overcome myself. So I've got a few scars and a few lessons learned.

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00:18:31.290 --> 00:18:33.570

Nigel Webb - QDN: So I'll talk more about that as we go along.

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00:18:35.910 --> 00:18:38.310

Jon Eastgate: Thanks, Steve. You and introduce yourself.

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00:18:39.390 --> 00:18:57.450

Stephen Hawkins: Yeah, thanks. JOHN. Yeah. Hi, everyone. My name is Steve Hawkins work for Q shelter is things service integration facilitator, providing backbone support to 10 care coordinators across nine priority locations across Queensland and bringing together multi disciplinary care coordination grapes.

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00:18:59.850 --> 00:19:00.360

Jon Eastgate: Excellent.

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00:19:06.690 --> 00:19:07.800

Jon Eastgate: We can hear you, Matt.

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00:19:16.800 --> 00:19:17.670

Mark Edmonds: Welcome back to me.

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00:19:18.780 --> 00:19:18.990

Mark Edmonds: Oh,

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00:19:19.020 --> 00:19:20.880

Jon Eastgate: Yeah, we'll come back to you. Good.

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00:19:23.340 --> 00:19:29.400

Kate: Morning everyone my name is Kate, check out. I'm the regional manager for North Queensland.

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00:19:30.300 --> 00:19:40.470

Kate: For mercy community and the support coordination, so we provide independent support and special support coordination across North Queensland, which is a little bit

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00:19:41.280 --> 00:19:51.510

Kate: Buried at the moment that region includes from gimpy all the way up to the cave in out to manage that and we have a team of over 50 specialist support coordinators and support coordinators.

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00:19:52.500 --> 00:19:58.920

Kate: Supporting people with a and b is plans and the majority of the work we do is that that interface between

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00:20:00.390 --> 00:20:07.320

Kate: Government and the is timelessness housing kind of stuff. So supporting people in that really complex navigate

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00:20:10.770 --> 00:20:12.330

Jon Eastgate: And Rebecca

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00:20:13.530 --> 00:20:21.450

Rebecca: Yeah, hi, everybody. I'm Rebecca on the Area Manager for curious Queensland local area coordination partners in the community.

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00:20:21.780 --> 00:20:34.410

Rebecca: So curious Queensland of the LSE partners with the NBA for quite a bit of Queensland, but not all Queensland. We have coverage of the areas of the Gold Coast Logan Ipswich in Toowoomba

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00:20:36.000 --> 00:20:50.610

Rebecca: Brisbane Logan, I said North lakes, which is more than region Sunshine Coast region. And then we have gimpy as well. And we skip up to Rockhampton and there's another range of other providers in those other catchment area is

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00:20:51.120 --> 00:20:58.500

Rebecca: Essentially, our roles helping people access to scheme and enter into this game is to do the initial planning and

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00:20:58.920 --> 00:21:13.470

Rebecca: Help them understand how best to use the support that they going to have enough hundred for. We also have a role in capacity building more broadly in the community. And at the moment. Our key focuses probably in that area of employment and also education.

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00:21:16.230 --> 00:21:18.060

Jon Eastgate: And Mac. Have we got you now.

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00:21:18.630 --> 00:21:19.290

Mark Edmonds: Can you hear me now.

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00:21:19.830 --> 00:21:20.940

Jon Eastgate: Yes, that's better. Thank you.

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00:21:21.030 --> 00:21:29.490

Mark Edmonds: Okay, sorry about that. Yeah, so I'm the Assistant Director of the community engagement team at the end guy yeah agency that runs the scheme.

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00:21:30.060 --> 00:21:39.330

Mark Edmonds: And obviously, where this game that is the funding body for the supports and all participants in this game to deny access issues with providers that they would like to have them support them.

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00:21:40.080 --> 00:21:54.780

Mark Edmonds: And part of my role is an information gathering so attending these talks to forums and panel discussions so that we can find out what's working and obviously, what's not working and and and also a big part of our role is engaging with other

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00:21:57.930 --> 00:22:05.580

Mark Edmonds: Mainstream networks so that be the Department of Housing department, health, education, all of those interfaces that with other government departments.

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00:22:07.620 --> 00:22:14.340

Jon Eastgate: Thanks. I'm glad to have you on board and thanks everybody. Um, I wonder if we could start off just with

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00:22:15.570 --> 00:22:19.740

Jon Eastgate: Some of the, what are some of the typical situations that panelists have come across

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00:22:20.820 --> 00:22:25.890

Jon Eastgate: Where, where a person is kind of struggling with their supports.

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00:22:27.120 --> 00:22:34.530

Jon Eastgate: And is really finding that finding it hard to keep their life together. What sort of situations are you dealing with there and how they hadn't come across

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00:22:36.630 --> 00:22:38.010

Jon Eastgate: Anybody can just leaping

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00:22:44.700 --> 00:22:45.450

Jon Eastgate: Yeah, Rebecca.

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00:22:45.600 --> 00:22:47.760

Rebecca: Happy, happy, happy to kick that off.

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00:22:49.020 --> 00:22:56.910

Rebecca: So I was talking with some of our frontline LSA staff and they were talking about the

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00:22:58.020 --> 00:23:00.690

Rebecca: La scene, the community sessions that they were running at

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00:23:01.800 --> 00:23:02.970

Rebecca: One of

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00:23:04.470 --> 00:23:06.330

Rebecca: An NGOs Street.

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00:23:07.980 --> 00:23:09.900

Rebecca: Street droppings really for a better word.

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00:23:10.920 --> 00:23:17.880

Rebecca: So often coming across people in that space, who are struggling to utilize their support or struggling to get access, just because they

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00:23:18.360 --> 00:23:31.410

Rebecca: Are not able to have the benefits of stable accommodation and they're not able to necessarily single handedly pull together all the reports that might be needed to just to get the

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00:23:32.460 --> 00:23:38.520

Rebecca: Eligibility over the line for access so working in that space and also people who do have

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00:23:39.000 --> 00:23:53.190

Rebecca: Access and might have a plan, but don't know how to use that plan to the camp coordinator haven't been able to connect with formal organizations that kind of thing. So I've been coming into connection at that space that's probably the pointy end of the business for us.

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00:23:53.940 --> 00:23:54.270

Yeah.

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00:23:56.490 --> 00:23:56.940

Thank you.

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00:23:57.960 --> 00:23:58.950

Jon Eastgate: Sorry. Okay.

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00:24:00.180 --> 00:24:05.610

Kate: Yeah, so I might kind of segue, kind of, well, after a back of a because we come in.

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00:24:06.750 --> 00:24:15.600

Kate: At that kind of like when an LLC or when there's more complexities and people are already identified as and they'll be stream down to us, I guess.

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00:24:16.020 --> 00:24:23.670

Kate: For that additional support. And so what we're seeing is a really inconsistent kind of experience for people. So some people

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00:24:24.150 --> 00:24:36.990

Kate: That are in areas or regions that have a strong market and that have had great documentation and get good plans. There's so many opportunities now for people to use MTA and SDA were traditionally

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00:24:38.190 --> 00:24:42.450

Kate: People that experiencing risk of homelessness would never have had that opportunity.

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00:24:43.110 --> 00:24:43.710

Kate: Yes.

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00:24:43.800 --> 00:24:44.880

Jon Eastgate: Can you explain those initials.

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00:24:45.570 --> 00:24:54.030

Kate: Yeah, yeah, for sure. And I have a background in homelessness. So this is kind of particularly enjoy is for me to say that that those really disadvantaged groups can

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00:24:54.330 --> 00:25:02.550

Kate: Finally access that kind of stuff. So in addition to the normal emergency accommodation that people might be eligible for someone within India plan.

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00:25:02.970 --> 00:25:14.640

Kate: They have core funding they can use that flexibly and they could potentially use that or MTA which is medium term accommodation or STA which is short term accommodation or the new lingo for response.

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00:25:15.330 --> 00:25:18.660

Kate: Okay, so within a plan if they find themselves.

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00:25:19.410 --> 00:25:30.720

Kate: Not able to access maybe mainstream emergency accommodation because of the disability needs. It could be deemed reasonable unnecessary by the agency that they would then use their plan or their funding.

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00:25:31.560 --> 00:25:40.140

Kate: To access a provider who provides the MTA Sta. And the difference being that MTA just covers the cost of the accommodation

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00:25:40.860 --> 00:25:45.600

Kate: Okay, so it's like I think not sure off the top of my head 100 something dollars a night.

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00:25:46.200 --> 00:26:02.790

Kate: Whereas STA or short term accommodation covers every expense for that day, including food rent support everything. It's very expensive, but that's the difference. Yeah, so it can be a short term solution. Okay, that's really

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00:26:02.850 --> 00:26:03.660

Jon Eastgate: Good to know that.

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00:26:04.830 --> 00:26:21.210

Kate: Yeah, so that's one. One thing that we see. But then we also see markets where there is no providers of MTA USDA we see new markets where there's no funding for that in people's plans and and we see mainstream service providers or homelessness providers that really

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00:26:22.290 --> 00:26:27.960

Kate: Also are really struggling with understanding. India is and understanding how it works.

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00:26:29.070 --> 00:26:36.960

Kate: And how the interface works and who can do what, and so we say in Townsville where I'm based we're really mature market, we kind of got things

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00:26:37.500 --> 00:26:50.520

Kate: Sorted a little bit, but in some of the newer regions, it's still very much a struggle and people are falling through the gap because of that lack of sector development. I think that that is probably needed to support that you

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00:26:51.390 --> 00:26:53.580

Jon Eastgate: See, when you were going to jump in.

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00:26:55.170 --> 00:27:07.770

Stephen Hawkins: Yes, thank you for that. And thank you, Kate, because she's I guess added to what always going to be in the in the region where I'm at. We we currently see people struggling both pre and post plan approval.

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00:27:09.210 --> 00:27:12.210

Stephen Hawkins: That have intermittent temporary

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00:27:13.260 --> 00:27:24.630

Stephen Hawkins: Improvised accommodation that results me moving around, which if they do have a plan in place can jeopardize their young going connections with their support network within that plan.

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00:27:25.230 --> 00:27:31.980

Stephen Hawkins: Especially at first to move, not just up the street. It could be the next suburb or even a different region. So,

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00:27:32.730 --> 00:27:44.160

Stephen Hawkins: You know the current, the current support networks in place, especially around accommodation don't necessarily or they presented the challenge with regards to maintaining consistent contact with supports through your plan.

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00:27:46.710 --> 00:27:49.350

Jon Eastgate: If someone has asked Cade so just to follow up on yours.

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00:27:50.640 --> 00:27:54.780

Jon Eastgate: Do you have to have MTA and SDI in your plan already to use it.

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00:27:57.420 --> 00:28:03.750

Kate: So just a disclaimer, not the end is OK. I think for them or their rules.

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00:28:05.130 --> 00:28:06.450

Jon Eastgate: To answer this question, perhaps

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00:28:06.720 --> 00:28:12.510

Kate: Yeah, but the real the ambiguous. So the real say you can use call flexibly if its reasonable unnecessary.

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00:28:12.870 --> 00:28:30.840

Kate: If a provider is willing to provide that. And it's emergency situation and it's in link to you, disability, they the providers will deliver that service. So as long as it is in line with that then we've not had any issues. Don't need it as a stated support anymore. That's all.

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00:28:31.980 --> 00:28:33.090

Kate: Okay, my understanding.

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00:28:35.160 --> 00:28:36.690

Jon Eastgate: Is that sound right to you, man.

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00:28:37.260 --> 00:28:40.470

Mark Edmonds: Yeah, I would just that day. And maybe you can jump in as well.

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00:28:41.490 --> 00:28:48.900

Mark Edmonds: But certainly with this short term accommodation that comes out of course supports. So that's really up to the person as to how they want to spend their core support.

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00:28:49.860 --> 00:28:57.750

Mark Edmonds: It is an expensive line item know it's an expensive, so you can burn through your cash, you know, common terms you can burn through your cash pretty quickly.

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00:28:58.770 --> 00:29:10.140

Mark Edmonds: But, you know, for some people. That's absolutely what they need at the top. At the time, the medium term accommodation or not, are not as familiar with the parameters, but I understand there has to be I

189

00:29:11.550 --> 00:29:16.350

Mark Edmonds: I know, I know. Maybe just speaking about hospital discharge with medium term accommodation

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00:29:17.640 --> 00:29:28.650

Mark Edmonds: There's some parameters around that needs to be a follow on plan put in place before that can be used, but I'll probably have to get back to take that on notice and get back to the other details around me. Yeah, okay.

191

00:29:30.960 --> 00:29:32.310

Jon Eastgate: Rebecca yet. Yeah.

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00:29:32.340 --> 00:29:43.140

Rebecca: I was, I was just going to add to the, I think what we're saying is, and I think we, what kind of things. Well, as you know, where there's a market and you can connect people to services, essentially, yeah.

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00:29:43.920 --> 00:29:55.650

Rebecca: That's, that's the way forward in in most situations were looking at just trying to find the best support that can help someone nine maintain attendance and short term accommodation to get that stability for beta

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00:29:56.100 --> 00:30:06.180

Rebecca: Could be could be the the the step that helps them actually just have that place to be, to then move to that next step where we're actually getting the right supports in place.

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00:30:07.230 --> 00:30:09.150

Rebecca: We've had some good successes in that space.

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00:30:09.960 --> 00:30:12.540

Jon Eastgate: Okay, thank you. Big and Caitlin or Nigel.

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00:30:14.340 --> 00:30:16.950

Jon Eastgate: Just in terms of some of the situations you've come across

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00:30:17.880 --> 00:30:20.520

Caitlin - QAI: Yeah, absolutely. Thank you. So I guess we often see

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00:30:20.520 --> 00:30:33.630

Caitlin - QAI: People at the pointy end of the process where things have been going wrong, often for a very long time, all sorts of systems have been unresponsive, whether it's the NDA is or whether it's a housing system and

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00:30:34.080 --> 00:30:36.510

Caitlin - QAI: People just really been unable to access support.

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00:30:36.510 --> 00:30:37.800

Caitlin - QAI: So we see people often

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00:30:38.820 --> 00:30:49.350

Caitlin - QAI: After a very long wait for you know access or planning and then a long wait for the internal review at the at and just in crisis. So I guess.

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00:30:50.190 --> 00:30:58.200

Caitlin - QAI: That's one of the biggest things for us. And then it's helping people connect to not just complete the review process but connect to those other services.

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00:30:59.310 --> 00:31:04.290

Caitlin - QAI: Which, as everyone knows, are far and few between so that can be really difficult.

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00:31:06.090 --> 00:31:07.170

Nigel Webb - QDN: I agree. Okay.

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00:31:08.310 --> 00:31:22.590

Nigel Webb - QDN: Our reader and everything is said, but I absolutely agree with those comments in terms of what Katie and members and non members have experienced. I think in the last two years, we've had contact with over 10,000 people with disability.

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00:31:23.640 --> 00:31:31.290

Nigel Webb - QDN: And large numbers of those are non members of errors. So all the things you just mentioned as it is absolutely our experience as well.

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00:31:31.770 --> 00:31:40.440

Nigel Webb - QDN: Certainly, from my point of view as an individual participant self managing I had some challenges in terms of seeking a review and

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00:31:41.040 --> 00:31:49.800

Nigel Webb - QDN: My experience was. It took 118 days to have that review considered and I actually had the logic in place because they hadn't been allocated at that time.

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00:31:50.760 --> 00:31:59.250

Nigel Webb - QDN: It was allocated bed. Two days after I made the contact with the call center but also I received the letter telling me they were going to resolve modern review within 90

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00:31:59.250 --> 00:31:59.850

Nigel Webb - QDN: Days.

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00:32:00.240 --> 00:32:10.710

Nigel Webb - QDN: So I politely waited 119 days get a response. So it's a bit agitated by that and I'll probably get into some of that those kind of issues a bit later, but

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00:32:11.730 --> 00:32:20.310

Nigel Webb - QDN: Certainly a number of people have had some challenges in review, which I'm sure you could share. So, more broadly, the details.

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00:32:21.420 --> 00:32:29.790

Nigel Webb - QDN: Is it is a bit of a challenge. I think the other point I'd make is just a real nexus still are people that don't

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00:32:30.270 --> 00:32:43.710

Nigel Webb - QDN: uncertain about how to pull together material to meet eligibility and access requirements. So there's a number of resources that are developed Leon to support pays and support others who need to assist with access requests.

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00:32:46.890 --> 00:32:47.490

Next nacho

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00:32:49.680 --> 00:32:50.760

Jon Eastgate: Okay, um,

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00:32:52.020 --> 00:32:58.140

Jon Eastgate: I keep rolling. One of the things that is fairly clear is that, you know, as in any field.

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00:32:59.550 --> 00:33:02.550

Jon Eastgate: If we can prevent things from going wrong and we can get in really

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00:33:04.230 --> 00:33:08.070

Jon Eastgate: You save people. A lot of trauma and a lot of a lot of

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00:33:10.680 --> 00:33:19.710

Jon Eastgate: You know, a lot of difficulty down the track. So I'm wondering, what if any of you have experienced in this field, what, what are some of the things that

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00:33:21.450 --> 00:33:28.260

Jon Eastgate: That you will notice early on if things are going wrong with someone and happening to them at that early stage to prevent

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00:33:29.430 --> 00:33:35.700

Jon Eastgate: To prevent things from getting really wrong and someone saying apartments are ending up in a in a really poor situation.

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00:33:41.580 --> 00:33:46.920

Nigel Webb - QDN: I suppose if I can start my observation would be that really good planning.

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00:33:47.970 --> 00:33:57.810

Nigel Webb - QDN: needs to occur that planning conversation we were with the individual before the meeting with the NGOs, it's really important to understand what are the individuals goals.

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00:33:58.590 --> 00:34:06.510

Nigel Webb - QDN: And that takes some time. Not a, you know, wake up in the morning and know what your goals are for the next 12 months and anybody who says they do is killing themselves.

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00:34:07.560 --> 00:34:14.400

Nigel Webb - QDN: In my opinion, so I'm just having a really clear understanding of what you goals and the good

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00:34:14.970 --> 00:34:24.120

Nigel Webb - QDN: Learning about what the NGOs can and can't do at the moment would be really important that what I've seen as a funds in the media in the past.

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00:34:24.510 --> 00:34:32.010

Nigel Webb - QDN: Is people have come to me with their planning document and not understood what the contents actually are, and what it can actually achieve for them so

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00:34:32.490 --> 00:34:44.190

Nigel Webb - QDN: And also one other thing I noticed as an intermediary was a number of gaps in people's plans, I'd have conversations with them for a couple of hours. Often, and I would be able to identify as an experienced person.

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00:34:44.670 --> 00:34:45.960

Nigel Webb - QDN: The obvious gaps can

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00:34:46.290 --> 00:34:59.550

Nigel Webb - QDN: Compare to the conversations, people were having with me that there might be missing transport support or they might be missing key elements of the plan that hasn't been either implemented or considered so

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00:34:59.580 --> 00:35:01.530

Nigel Webb - QDN: identifying those gaps as early as

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00:35:01.530 --> 00:35:12.930

Nigel Webb - QDN: You can and figuring out what you want to do to achieve them. What are the priorities for the person and then sort of things so that people can actually get on with it, implementation and utilization

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00:35:14.400 --> 00:35:25.320

Jon Eastgate: So someone Nautilus just asked me a follow up question there or someone else might know the answer this, um, who is best place to help people to have that kind of pre planning conversation, who's able to do that.

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00:35:26.550 --> 00:35:27.660

Nigel Webb - QDN: Well, I would suggest

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00:35:29.850 --> 00:35:32.400

Nigel Webb - QDN: Obviously, some people have played nominees.

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00:35:33.420 --> 00:35:42.780

Nigel Webb - QDN: That means every, every family or friends or other interested parties in the prisons loss need to also understand to be part of that conversation and

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00:35:44.700 --> 00:35:52.770

Nigel Webb - QDN: And maybe some other independent advocates and people like that. Well, certainly the NYC and the MDI planners.

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00:35:53.970 --> 00:36:09.570

Nigel Webb - QDN: Have some capacity to be able to assist in that space as well. So, and I think some of that pre planning has proven to be absolutely critical to a good, a good start in the NGOs. So as much as you can, try and navigate

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00:36:11.310 --> 00:36:16.950

Nigel Webb - QDN: For the NGOs and there are a number of resources they so it's really helpful to

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00:36:18.210 --> 00:36:35.400

Nigel Webb - QDN: Ask lots of questions. Kitty and we have 33 support groups that are dotted around the state where people with disabilities get together for a couple of years, usually monthly and just troubleshoot their issues and learn from their peers. So that's a model that we use.

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00:36:36.750 --> 00:36:38.520

Nigel Webb - QDN: And there are the models around the

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00:36:38.730 --> 00:36:40.200

Nigel Webb - QDN: Around the country as well.

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00:36:42.330 --> 00:36:42.960

Jon Eastgate: Perfect. Are you

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00:36:43.020 --> 00:36:43.770

Jon Eastgate: Trying to get any

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00:36:43.950 --> 00:36:46.980

Rebecca: Yeah, I just add to what Nigel saying, I think.

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00:36:48.060 --> 00:36:55.170

Rebecca: And I've worked in the disability sector for a long time. And, you know, we know it's a very complex space at the best of times and

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00:36:56.460 --> 00:37:11.190

Rebecca: Adding the end is has added resources into it, but it also added a different level of complexity for people. So it's understandable that

people find the whole of the process, quite a challenge in the first place. And I guess that's why we have a license and

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00:37:12.210 --> 00:37:14.400

Rebecca: It's a sign that the agency also

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00:37:15.570 --> 00:37:25.590

Rebecca: Is in this sort of state of constantly trying to improve the processes. And the way we do things. I think the LSC role is probably fairly ideally place to help people in that

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00:37:26.550 --> 00:37:39.150

Rebecca: Sort of second stage of pre planning. The first stage is to is to be thinking, what is it I'm looking for and and I'd support what Nigel says in terms if if people had a good think about it before, before they have their conversation if they are able to

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00:37:40.200 --> 00:37:48.600

Rebecca: If you've got an idea about what they want to do over the next 12 months or you know what their needs are moving forward. That's a, that's a great place to start the conversation.

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00:37:49.140 --> 00:38:01.920

Rebecca: We have in carriers LSAT indicators Queenslander license. We have LSA so particularly focused around access. So they'll do the things as I'm saying, like the ones that were dropping. I'll be

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00:38:02.640 --> 00:38:09.030

Rebecca: Releasing the community sessions we have a one 300 number that anyone can call it's part of that plan, you can sort of say, I don't

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00:38:09.570 --> 00:38:17.340

Rebecca: Want to have a plan in conversation. I don't know where to start. But certainly the process of that first plane conversation for people is

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00:38:17.730 --> 00:38:27.750

Rebecca: You know, a solid couple of hours sitting down with people really trying to understand the needs and we really work quite hard to recruiting good people with good people skills but also people that understand

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00:38:28.560 --> 00:38:36.750

Rebecca: The kinds of questions. I should be asking. We've had some great successes, but obviously occasionally still get Mrs. You get people who might be fairly new in the role of you might and

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00:38:37.230 --> 00:38:45.960

Rebecca: Just don't have that broader scan that you'd like everybody to haven't, haven't picked up something. So as always if people have got stuff that's missing. I would just say,

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00:38:46.320 --> 00:38:52.290

Rebecca: Great point of contact is to get back in touch with the Alessi if you don't know who the lacs just ring at one 800 number

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00:38:52.530 --> 00:39:01.680

Rebecca: If you don't know who the lacs in your Area Agency on the website. However, you can type in and just go, which one is the LSAT in this in this. I think it's by postcode

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00:39:02.490 --> 00:39:12.180

Rebecca: But certainly will give you her the LSA providers in that space. So I think it's some really good opportunities to do that. We also do work with people around how to best utilize their plane.

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00:39:12.660 --> 00:39:22.500

Rebecca: And so we run sessions around that things on what might I need to actually prepare for access, etc. So, so a lot of lot in that space at the LSA will do

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00:39:22.890 --> 00:39:25.200

Rebecca: And I'd say, if you have any like if

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00:39:25.590 --> 00:39:36.270

Rebecca: If you're working with someone and you can say that. They either don't have access and they're struggling to get together. Well, I've got a plan. They don't know how to use it is pick up the phone and or come in and say, Is and talk to your license. That's, that's what we're here for.

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00:39:39.090 --> 00:39:50.160

Kate: Yeah, so I guess for us and and acknowledging that we are in that more complex space. So we only see that portion of kind of the community. So I think for us. There's probably three

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00:39:50.520 --> 00:40:00.420

Kate: main things that we would start to see when you know you question around when supports aren't working, or when they in regards to homelessness and that might be

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00:40:00.660 --> 00:40:08.040

Kate: For that cohort of people that are already quite at risk. So people that maybe have experienced homelessness or experience to be a mental health. So

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00:40:08.340 --> 00:40:17.400

Kate: transience Chrono living arrangements and struggled with their housing. Then as you cross the situation. So just like everybody else, domestic violence or, you know,

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00:40:18.090 --> 00:40:31.680

Kate: Other kinds of cross with that lead people into homelessness or to impact their housing. And then the third one that we would see is a transition period. So perhaps, that means when someone's transitioning out of child's ice into adulthood.

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00:40:32.760 --> 00:40:39.840

Kate: With it already has an India is fine. So that's kind of where I'm coming from, because we when we start working. They already have a plan.

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00:40:40.980 --> 00:40:51.900

Kate: Or perhaps it's a transition into supporting independent living so somebody has lost capacity for whatever reason, or maybe they have a degenerative condition or maybe they've

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00:40:52.230 --> 00:41:00.000

Kate: Been had medical issues. And so then they needed a change in housing ministry kind of time periods or situations where

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00:41:00.330 --> 00:41:09.480

Kate: We would kind of identify that there might be a higher risk or that we would see where supports might struggle to support that person or what do we need to do.

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00:41:09.750 --> 00:41:20.220

Kate: In those situations, to kind of support them to have the services wrapped around. And that's really different for every person. And it's really individual and if they have a great plan and it's

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00:41:21.660 --> 00:41:34.110

Kate: A lot easier to do. But I guess for me this one of the main solutions, but one of the things that we've done that has worked really well. And we do have an advantage of being the oldest market in Queensland up here.

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00:41:34.980 --> 00:41:45.870

Kate: And that's been that we've worked really really closely with our local in the office without planners without Li sees without a car team because we're all in this together.

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00:41:46.920 --> 00:41:55.710

Kate: So if we can have strong relationships with those guys where we can go to the local office or we can talk to our PMA team where we can resolve issues.

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00:41:56.880 --> 00:42:03.150

Kate: Not maybe necessarily through the one 800 number which is not super useful like everybody knows

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00:42:04.110 --> 00:42:15.870

Kate: Then what happens is we get outcomes for people when there are issues. So I would, I would suggest that for people that are maybe trying to prevent is to make sure you have those really good relationship.

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00:42:16.380 --> 00:42:22.920

Kate: And then that flows on to your mainstream services as well to your housing services. The homelessness services that you DB services.

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00:42:23.400 --> 00:42:34.680

Kate: Because it's about working together and coordinating all of that in each in each role in each way to get a good outcome because when you plan a knows that there's a crisis and that person's

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00:42:35.010 --> 00:42:46.380

Kate: Support needs have changed and I need something different urgently, or else they're going to be homeless. So they going to experience a disadvantage. My experience is 99% of the time you get a new plan within a day or two.

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00:42:47.010 --> 00:42:53.940

Kate: So it can be done. It's just about I think having those relationships and making sure you're collaborating

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00:42:54.240 --> 00:42:55.500

Jon Eastgate: Finding the right person.

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00:42:56.040 --> 00:42:56.640

Rebecca: To do the job.

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00:42:56.880 --> 00:42:58.380

Kate: Yeah yeah

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00:42:58.620 --> 00:43:01.290

Jon Eastgate: No, I think I'll have both mark and Stephen trying to getting

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00:43:02.550 --> 00:43:09.840

Mark Edmonds: Well, yeah, I'm just with that Tom john I'll just add if you're not sure who the right person needs to contact in the agency.

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00:43:10.500 --> 00:43:25.740

Mark Edmonds: Any details as any community engagement. We're happy for you to contact us and trying to start to build those relationships. If you don't have them already. That's what we did today. That's our role and community engagement is just to build those well and continue to build those bridges.

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00:43:27.420 --> 00:43:33.090

Mark Edmonds: Or just just wanted to step back to what knowledge was saying about the pre planning and I'll just add that, Tom.

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00:43:33.690 --> 00:43:40.110

Mark Edmonds: And I, people don't like links to government websites and all those sorts of things but booklet, one, two, and three.

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00:43:40.680 --> 00:43:46.500

Mark Edmonds: Actually go through and provide some really good prompting questions for the pre planning conversations and that sort of thing booklet one

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00:43:47.100 --> 00:43:53.610

Mark Edmonds: On the end. So all you need to do rather than go on the website even is just search NGOs booklet one and it will come up

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00:43:54.210 --> 00:44:03.000

Mark Edmonds: And book what one's general information about the end is that you might be able to use when helping a person in engage with this game for the first time book what to is pre planning.

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00:44:03.570 --> 00:44:09.900

Mark Edmonds: Some questions that you can ask to get people start to think about goals and those types of thing and booklet three is about planning, implementation.

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00:44:10.380 --> 00:44:20.970

Mark Edmonds: So just, you know, if you haven't seen nice they're available in in multiple languages they I think they are good resources that you can use as a conversation starter with. Yep. Okay.

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00:44:21.000 --> 00:44:21.390

Stephen

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00:44:22.830 --> 00:44:32.640

Stephen Hawkins: Yeah, thanks. I'll go back to Rebecca has brought a scan comment Walsh and also refer to Kate sector engagement, you know, the housing and homelessness.

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00:44:33.690 --> 00:44:46.320

Stephen Hawkins: System is very much focused on ensuring that individuals can either gain access to and or maintain accommodation and sometimes for the right reasons. Sometimes the focus may not be on other need

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00:44:47.430 --> 00:45:03.360

Stephen Hawkins: I see this is a great opportunity for continued service integration through sector engagement because it's the old saying you don't know what you don't know. You know, the housing and homelessness sector is extremely, extremely busy sector, it's extremely complex people come in and disengage.

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00:45:04.500 --> 00:45:04.890

Stephen Hawkins: Will

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00:45:06.150 --> 00:45:16.890

Stephen Hawkins: And I think this is a real great opportunity where services that may be blocked funded to provide certain or service offerings are enabled and supported to maybe

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00:45:17.730 --> 00:45:27.090

Stephen Hawkins: Broaden broaden their and our refer to Rebecca broaden their scan with regards to the needs of individuals that are either need to access all tests eligibility.

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00:45:28.050 --> 00:45:39.000

Stephen Hawkins: Or maintain a an appropriate plan so are really see that there's that there's that there's a call and through the service integration initiative, what we're doing in the knowing priority locations.

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00:45:39.570 --> 00:45:53.640

Stephen Hawkins: Is ensuring that there are strategically developed multidisciplinary care coordination groups that do consider MDI as as as a partner in that. And those mechanisms to ensure that at least services are working closer together.

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00:45:54.120 --> 00:46:03.420

Stephen Hawkins: Information is more valuable and knowledge is increased. So yeah, I just wanted to just to come on back on those two quite key, key statements.

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00:46:06.990 --> 00:46:08.280

Jon Eastgate: We might keep going.

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00:46:08.940 --> 00:46:11.010

Jon Eastgate: Can I just jump in. So in do jumping

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00:46:11.220 --> 00:46:16.980

Caitlin - QAI: Oh, sure. Thank you. I guess what we see often is people who fall through the gaps of implementing supports.

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00:46:17.310 --> 00:46:23.010

Caitlin - QAI: So it's really great when people have Elysees, who are involved or support coordinators, but we do see a lot of people

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00:46:23.340 --> 00:46:33.090

Caitlin - QAI: Who are without the appropriate support to implement and monitor their plans and that can be, I guess it really triggers on for us that people aren't getting the support they need to

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00:46:33.450 --> 00:46:39.840

Caitlin - QAI: Understand the end is and and to make sure that their plans are appropriate and the support they receiving are appropriate.

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00:46:40.230 --> 00:46:49.320

Caitlin - QAI: It's also as Kate mentioned the same markets, you know, they're on the right or appropriate services in all locations and that makes it really difficult to implement.

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00:46:49.620 --> 00:46:56.850

Caitlin - QAI: Plans and also to, I guess, find an access those mainstream at community supports that are available as well.

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00:46:57.480 --> 00:47:07.350

Caitlin - QAI: The other thing that we really see and he's a real real struggle for some people is having their story and their experienced about the support they need believed

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00:47:07.650 --> 00:47:11.910

Caitlin - QAI: And so we often see people who are questioned about oh, are you sure you need

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00:47:12.420 --> 00:47:17.940

Caitlin - QAI: That support or your report doesn't say you need this support and that's really disappointing for us to see because

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00:47:18.390 --> 00:47:28.950

Caitlin - QAI: We believe that the person with a disability knows what they need and then it's about finding the reports to backup the support that they need. And there are also a lot of in consistencies

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00:47:30.180 --> 00:47:38.550

Caitlin - QAI: I guess so. It's great to hear. Kate's experience with the local MDI office in North Queensland. But I can say from my own experience. We don't have that.

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00:47:38.880 --> 00:47:49.980

Caitlin - QAI: In a lot of the southeast Queensland offices and it's really hard to even have a conversation with any of the local planets or consistent conversations with the same people. So there's a real struggle.

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00:47:51.690 --> 00:48:07.380

Jon Eastgate: So people have raised the question of the markets, a few times and what are some of the strategies that people can fill those gaps where it is really hard in their community or with their particularly shoot on supports of me.

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00:48:11.550 --> 00:48:14.760

Jon Eastgate: So anyone have experience of success in in resolving this

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00:48:15.120 --> 00:48:16.410

Kate: Yeah, so we

325

00:48:17.460 --> 00:48:28.440

Kate: We cover the Northwest region. So, man. Either Domenici normanton all the way up and out that way and also the cake but bit more successful stories out there. So what we've done.

326

00:48:29.190 --> 00:48:37.740

Kate: For years now. I guess he's trying to pool resources. So work with other support coordinators and and other people on the ground.

327

00:48:38.160 --> 00:48:48.600

Kate: And if we have say people in domain G who need an IoT, we will go to the support coordination networks and say hey guys, you know, we have one or two people that are looking for an IoT

328

00:48:49.530 --> 00:49:04.950

Kate: Do you have anyone and we will try and maybe get four or five people and then pull a servicing that way so that the service, then it's a viable service. We've done the same in Rocky and MCI and cans, because they struggle or with allied health

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00:49:06.270 --> 00:49:11.220

Kate: Professionals. So we, we, at the beginning in 2017 and we

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00:49:12.360 --> 00:49:21.750

Kate: pooled resources and there was flying clinics to MCI every, every fortnight. Same with Rocky. Now some of you be go to providers do a clinic day once a month.

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00:49:23.010 --> 00:49:31.350

Kate: Even though that's not a remote region you really seen markets in those big regional towns. So you can imagine what DOMA G and normanton look like

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00:49:32.040 --> 00:49:36.180

Kate: So I guess for us out there to also support workers. So it's about

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00:49:36.510 --> 00:49:47.220

Kate: Trying to connect to them to the NBA to community engagement sector engagement, but those guys are under resources, you know, they can't cover the whole state. So it's not really a fair expectation

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00:49:48.060 --> 00:50:00.780

Kate: And just trying to, I guess, encourage different providers from different regions to maybe broker. So in morning tonight Island. We tried to liaise with local telcos and his age kissin is to broker.

335

00:50:01.200 --> 00:50:06.450

Kate: And and what we're seeing now is more Plan Management more flexibility and plans.

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00:50:07.230 --> 00:50:16.890

Kate: At the beginning, would get 12 hours of support coordination to someone on morning tonight Island. And you can imagine in tight 12 hours just to talk to counsel to get approval to work in that community.

337

00:50:17.190 --> 00:50:21.630

Kate: That align to be out of then go there, or meet with the person or even telly link so

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00:50:22.020 --> 00:50:30.480

Kate: There's a much better understanding now within the agency of what is required in those remote regions and they seem market and the agency themselves are running

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00:50:30.840 --> 00:50:40.050

Kate: Seen market projects and they're doing some really great work. Adding clone carry and we're being were they running access clinics. So we've seen a thing.

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00:50:40.710 --> 00:50:47.460

Kate: Really about 20 to 30 people get accessing more been there within the first couple of the clinics out there.

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00:50:48.210 --> 00:50:55.440

Kate: So they're really working hard in that space. But I guess like everything under results. So there's a real huge need for

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00:50:56.160 --> 00:51:07.260

Kate: Structured sector development across those in markets. If we really want to have people be out of us their planes because now they're getting the money, which is awesome but they can't spend it.

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00:51:09.360 --> 00:51:15.900

Nigel Webb - QDN: As was gideons experience would be exactly some of those issues are a lot of health.

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00:51:16.980 --> 00:51:28.800

Nigel Webb - QDN: I self managed my plan and I've gotten quite a large cohort originals is in my plan to access a lot health and my LLC has been very helpful and give me a list of people

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00:51:29.820 --> 00:51:38.730

Nigel Webb - QDN: To contact and I've gone through that list and my issue is that many of them don't have access to premises or because the curve at 9am restrictions.

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00:51:39.750 --> 00:51:47.010

Nigel Webb - QDN: That they may not do home visits or things like this. So, absolutely, struggling to find people like a psychologist.

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00:51:47.880 --> 00:52:01.770

Nigel Webb - QDN: I've managed to find a dietitian. I'm not sure it's working yet but I'm using the service. So I definitely. So even in Brisbane, the capital city, you know, should be able to throw a stone and he didn't know it.

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00:52:04.080 --> 00:52:13.770

Nigel Webb - QDN: And of course we all carry these allied health ran in their pocket and they ready to write out a reported on on demand, which is a ridiculous notion, and I would

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00:52:15.060 --> 00:52:32.310

Nigel Webb - QDN: Confirm your notion of access to support workers. So because I'm self managing I engage in number of registered providers and also non registered providers to deliver my entourage of supports, which allows me a bit more

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00:52:33.450 --> 00:52:41.430

Nigel Webb - QDN: Flexibility and what sort of supports can be delivered, but that comes with its own risk management as well and and recruitment issues and

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00:52:41.970 --> 00:52:57.030

Nigel Webb - QDN: All of that sort of stuff. So, but having that combination of access to both registered and unregistered providers has

really been able to help me to achieve a lot of my goals within the time frame of the planning period.

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00:52:58.050 --> 00:52:59.250

Nigel Webb - QDN: I'll leave it at that for them.

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00:53:01.830 --> 00:53:07.770

Jon Eastgate: To other people now but we kind of segue into what was my next question. In any case, which is about

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00:53:09.060 --> 00:53:14.550

Jon Eastgate: When they find a purse when you find a person supports are not working for you or not working for them.

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00:53:16.020 --> 00:53:18.840

Jon Eastgate: What are some of their key pathways to resolve that issue.

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00:53:20.190 --> 00:53:25.080

Jon Eastgate: And what have you seen that works for people in in getting that getting that sold

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00:53:29.910 --> 00:53:44.610

Jon Eastgate: And I think it's okay there's already talked about, you know, having a good network and really good contacts and using those personal contacts self management Nigel's talked about as as one way to do that if the person is capable of doing that.

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00:53:46.530 --> 00:53:47.730

Jon Eastgate: What are some of the others.

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00:53:48.840 --> 00:53:52.980

Jon Eastgate: Strategies that people have used to plug those gaps and to get those problems so

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00:53:59.400 --> 00:54:08.610

Caitlin - QAI: I guess what we see is having an effective independent advocate can be really helpful to help people navigate those systems and obviously help

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00:54:09.930 --> 00:54:18.660

Caitlin - QAI: From you know support coordinators or lacs to find appropriate local services is is really key to making sure that people my time.

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00:54:19.350 --> 00:54:24.570

Caitlin - QAI: The support they need, but I guess. Ultimately, it would be helping people to build

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00:54:25.080 --> 00:54:41.070

Caitlin - QAI: Their own capacity in their communities and maintain their relationships with people who are unpaid so that they have those friendships and connections and can be supported in their community, even at those really tough times. But that's obviously a long term solution for a lot of people

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00:54:42.840 --> 00:54:45.000

Nigel Webb - QDN: I can just add, sorry.

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00:54:45.270 --> 00:54:45.990

Yeah, you're right.

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00:54:47.670 --> 00:54:48.090

Jon Eastgate: David

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00:54:48.600 --> 00:54:49.740

Nigel Webb - QDN: Just making sure.

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00:54:51.210 --> 00:55:00.990

Nigel Webb - QDN: That you understand who is the decision maker for the person. Some people have what's called a plane nominee as other people that are allocated the

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00:55:01.440 --> 00:55:10.020

Nigel Webb - QDN: Potentially, the authority to help assist people in making decisions, obviously capacity to make decisions is assumed. Until otherwise proven

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00:55:10.530 --> 00:55:17.130

Nigel Webb - QDN: That the person can make a decision for themselves or is unable to make it effective decision for themselves. So

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00:55:17.550 --> 00:55:29.010

Nigel Webb - QDN: It's really important that all stakeholders in the planning conversation understand who is who's responsible for what decisions because people can self manage

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00:55:29.640 --> 00:55:39.390

Nigel Webb - QDN: Managers, I could be agency manager or any combination of those things. So there's elements that you plan for example, you might be able to self manage it consumable items.

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00:55:39.900 --> 00:55:49.740

Nigel Webb - QDN: Which is your content days, etc, etc. And you don't manage other areas. And so understanding how those relationships work and he makes decisions about what

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00:55:50.250 --> 00:55:58.920

Nigel Webb - QDN: Is very important than the other comment I'd make really quickly is going through a process of sector development around educating the platinum money.

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00:55:59.550 --> 00:56:16.410

Nigel Webb - QDN: On my experience, experience, experience today it has been the most a lot of plan nominees who are in charge of making decisions that have to navigate the system will either. So I'm sure many of the people that are on the panel would reiterate this experience in their own offering

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00:56:18.000 --> 00:56:18.270

Nigel Webb - QDN: Yeah.

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00:56:18.570 --> 00:56:20.010

Jon Eastgate: Stephen you were trying to get in there.

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00:56:21.240 --> 00:56:27.330

Stephen Hawkins: Is no Joe and I know again I refer back to Kate who provided a couple of great segues for me this morning.

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00:56:28.590 --> 00:56:34.200

Stephen Hawkins: I'm a complete proponent of collective impact and the fact that we should be at the space level.

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00:56:34.830 --> 00:56:43.170

Stephen Hawkins: Working together closely effectively pooling resources sharing information and knowledge in order to to support of vulnerable community members.

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00:56:43.770 --> 00:56:54.960

Stephen Hawkins: But I think there's also a position at the systemic level to be played here, and whilst we might be really resilient resourceful in pooling resources or finding solutions, I think, as well as

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00:56:55.410 --> 00:57:01.920

Stephen Hawkins: In the development of robust coordination mechanisms in each place there is there is a space for

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00:57:02.670 --> 00:57:07.890

Stephen Hawkins: Systemic escalation. If we genuinely believe that there's a gap in service response that

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00:57:08.430 --> 00:57:18.990

Stephen Hawkins: As robust and established coordination mechanisms, I think, I think it's our duty to ensure that it gets fed up through formal pathways of escalation, whether it's through

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00:57:19.740 --> 00:57:25.710

Stephen Hawkins: multi-agency governance which the service integration initiative is developed in above each Care Coordination Group.

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00:57:26.130 --> 00:57:35.280

Stephen Hawkins: Or if we're talking about housing. Then it goes in through the normal mechanisms Regional Director ins. So I see what else we have every person centered everything. It's got to be around.

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00:57:35.550 --> 00:57:44.610

Stephen Hawkins: The individual themselves in an odd them driving it. I think at the system's level, we have a part to play in ensuring that the service Landscape Support solutions.

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00:57:46.200 --> 00:57:47.880

Jon Eastgate: Yeah, Mark, you're trying to get in.

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00:57:48.360 --> 00:57:59.550

Mark Edmonds: Yeah, just want to add, I think for a lot of people if they do have support coordination, then that's going to be the place to go to get the quickest solution or

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00:58:01.080 --> 00:58:14.160

Mark Edmonds: The quickest change to their circumstances, all the support that are being provided so yeah all would i would say and and with that on understand that there's some book one night is that they were different levels of understanding

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00:58:15.270 --> 00:58:22.230

Mark Edmonds: The provider engagement team within the agency is developing communities of practice across the state. So there's a bunch of

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00:58:22.920 --> 00:58:31.260

Mark Edmonds: Groups at the moment where support coordinators can get together and problem solve situations and discuss the latest changes in the scheme. So I always encourage

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00:58:31.560 --> 00:58:45.060

Mark Edmonds: People who are support coordinators are in contact with them to get in contact with the agency. And you can do that through me and I'll point them in the right direction to find the nearest community

of practice where they meet regularly to upscale and develop their knowledge.

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00:58:46.290 --> 00:58:51.660

Mark Edmonds: Or also just want to add quickly the introduction of the recovery coach, which

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00:58:52.710 --> 00:59:03.090

Mark Edmonds: All people with psychosocial disability, maybe a new phrase for some people, but that is a new funded item that is available to will be available to people in plans moving forward.

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00:59:04.500 --> 00:59:14.130

Mark Edmonds: And it was only introduced in July. So you may not have seen it in many, many people may not be accessing our top to support at this stage, but that's a development.

397

00:59:14.670 --> 00:59:32.250

Mark Edmonds: And it's a recognition that there's people out there with the lived experience or a lot of experience in the psychosocial disability space you can offer guidance on accessing supports that may not necessarily be in the US, but also other mainstream support that are out there.

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00:59:34.170 --> 00:59:35.370

Jon Eastgate: Hmm, and bigger.

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00:59:36.390 --> 00:59:39.360

Rebecca: And I just wanted to sort of, I guess, head into some

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00:59:40.440 --> 00:59:47.130

Rebecca: people been saying right and certainly the support coordination space and support coordinators are going to be workplace, by and large, to work.

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00:59:47.580 --> 01:00:00.570

Rebecca: Closely with people to link them to directly to services. That's one of the areas of tension, sometimes with people and places and standing. We're not actually allowed to connect people directly to and funded

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01:00:01.050 --> 01:00:10.500

Rebecca: And Disability Services. That's not the role of the LSC we can't link to mainstream and community services, but people have to choose.

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01:00:11.430 --> 01:00:25.920

Rebecca: Services that they wish hints and I understand the frustration Nigel of he's a range of providers in the Allied Health space for example

and then those providers, not necessarily making themselves available, particularly during the covert period.

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01:00:27.300 --> 01:00:33.960

Rebecca: That's a challenge. We keep trying to one of our roles is about trying to work with people around their own capacity or the capacity of

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01:00:34.320 --> 01:00:49.440

Rebecca: Nominees etc. To understand how best to choose a provider, where to find them. And sometimes it is you know the struggle is real and even in the evening the capital city and in the markets. It's a different. It's a different challenge again.

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01:00:51.060 --> 01:01:01.140

Rebecca: This in the support coordination space equally. I just, if I come back to. And I sorry about to whoever was asked the questions in the Q AMP a section. I've only just saying that as

407

01:01:01.920 --> 01:01:10.920

Rebecca: Somebody indicated they hadn't had a great experience with carriers and in working in the homelessness space. So there's a couple things I'd say to people there. One is

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01:01:11.610 --> 01:01:27.690

Rebecca: I'm happy to take that specific inquiry, if somebody's got a particular concern that they they want to. I'm happy to share my email or my email shade and people can follow up directly offline with me about that one. But essentially,

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01:01:29.220 --> 01:01:36.510

Rebecca: The USA is not a crisis response service, but it should be useful for being in a crisis and it should be useful in that ongoing space of

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01:01:36.930 --> 01:01:40.650

Rebecca: housing and homelessness, if we're not getting it right. Very came tonight.

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01:01:41.580 --> 01:01:46.680

Rebecca: So it always encourage people. If you're not happy with the response. You've got asked us to speak to a team leader or manager.

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01:01:47.070 --> 01:01:58.890

Rebecca: And more than happy to to sort of take those on. Sometimes people get the wrong end of the stick in any organization. And that's why we have managers, I guess, to help guide those people and to better responses.

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01:02:00.270 --> 01:02:06.120

Rebecca: If the one of the other ways. If you're just struggling to get hold of people is the one 300 number which have

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01:02:07.290 --> 01:02:14.250

Rebecca: And give you right now, if you like. It's, it's, it's probably better from but it's one 300 triple 9636 and I'll make that

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01:02:14.970 --> 01:02:23.040

Rebecca: As well that's a central x three x three real people who pick up the phone and answer it. And if they if you get the answering machine on that one. They will call the back

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01:02:23.610 --> 01:02:32.670

Rebecca: Live people and they sit in my office at language, but it is statewide for the carers regions to help

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01:02:33.210 --> 01:02:39.540

Rebecca: And we have, have a good example where somebody had a support coordinator that just wasn't working out for them, didn't seem to be able to connect

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01:02:40.380 --> 01:02:47.700

Rebecca: We helps the participant make a different choice here I have a think about what they wanted help or support coordinator who just is not actually my cup of tea.

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01:02:48.300 --> 01:02:54.900

Rebecca: They changed support coordinators and that change really enabled that person to go on to get it as they are now living

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01:02:55.470 --> 01:03:01.680

Rebecca: There were homeless and now living in a one bedroom apartment and they have supports in place to help them maintain a tenancy so

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01:03:02.100 --> 01:03:10.260

Rebecca: And that was about getting the right feet. It's not that that support coordinator necessarily doing a bad job, across the board, but homelessness not married, I really understood

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01:03:10.770 --> 01:03:16.230

Rebecca: Right, somebody who could see what it was that that person needed and the support that we needed to maintain tenancy was really useful.

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01:03:18.000 --> 01:03:19.830

Jon Eastgate: Like you targeting this yet.

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01:03:19.920 --> 01:03:25.200

Mark Edmonds: JOHN. JOHN If I can just, I just forgot to mention you know if support coordinator is

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01:03:26.340 --> 01:03:42.120

Mark Edmonds: Unable to find the solution or whatever it might be. There is no no people have had variable experiences with review that you know if someone's had a change of circumstance, they may be entitled to review the plan or entitled to have a plan review. So, you know, we would still encourage

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01:03:43.560 --> 01:03:44.580

Mark Edmonds: People to pursue that.

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01:03:45.870 --> 01:03:48.750

Mark Edmonds: And and hopefully then they get the outcome that they're seeking

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01:03:50.340 --> 01:03:54.420

Kate: Yeah, and I guess for me to you. I always say to people keep asking

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01:03:55.170 --> 01:04:03.180

Kate: Keep asking the question, if you're not happy or satisfied, whether it's your plan or the person you're working with. If it's not meeting their needs.

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01:04:03.750 --> 01:04:08.760

Kate: Then they will be a solution like even if the coordinator or the LSD or who

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01:04:09.060 --> 01:04:15.630

Kate: Or even if you're a mainstream service and you're working with someone and they have a plan and you don't understand why things aren't working.

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01:04:15.930 --> 01:04:21.660

Kate: Keep asking because there's so many Mrs in the chain that happened. And most of the time it's just

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01:04:22.020 --> 01:04:32.100

Kate: A community miscommunication or misunderstanding with someone's run the one 800 number and they've been told iconic system Ti, but they got 30 grand in their court and they can you know so if

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01:04:32.580 --> 01:04:49.380

Kate: We have that so much. But people, I guess, you know, you take that first bit of information and you got all well I can't. That can't happen.

The end is so flexible and so individualized. But if there is genuinely across. So there's genuinely homelessness issue or risk of housing issue.

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01:04:50.460 --> 01:04:55.710

Kate: change can happen, but it's about trying to find navigate that pathway and coordinators have

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01:04:56.310 --> 01:05:02.610

Kate: Problems all the time we have huge issues, trying to, you know, solve all these solution solutions and fun.

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01:05:02.910 --> 01:05:11.250

Kate: You know pathways and find the right services for people. And so if there are any coordinators, you know, on here today. I would just encourage them to

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01:05:11.550 --> 01:05:23.430

Kate: Make friends with your local office, you know, talk to your PMA team. They're all contactable by email. They're all really responsive. They're all genuinely want to improve things so

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01:05:24.330 --> 01:05:30.420

Kate: You know, like Steven mentioned, you know, we do have that responsibility to raise a systemic issue in a

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01:05:30.690 --> 01:05:39.150

Kate: Really nice collaborative way. It's not about complaining. It's about saying hey you know this this over here is my experience is that what it should be. That should work. So

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01:05:40.050 --> 01:05:47.910

Kate: I think if we if we all kind of take that approach. Then you develop these pathways for the people that were working with that, that are a lot smoother.

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01:05:48.270 --> 01:05:55.290

Kate: And so, we find that 99% of the time when, when you do approach things in that way, you do get a resolution. So I would just kind of

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01:05:55.680 --> 01:06:04.170

Kate: say to people, to, to keep trying and to keep asking and to use your support coordination networks or you communities of practice some

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01:06:04.500 --> 01:06:12.240

Kate: And use your local PMA team that's what that's what they're there for. And they really want to, I guess, make an impact and improve things and

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01:06:12.930 --> 01:06:18.300

Kate: However, I would like to just flag around recovery coaches and I really welcome the opportunity to provide

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01:06:18.930 --> 01:06:31.650

Kate: Consultation and the submission into support coordination, but there is a risk around recovery coaches and as amazing as and as important as they are to the scheme and nothing waiting for years for that to be included.

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01:06:32.100 --> 01:06:41.850

Kate: It is a little bit disappointing to hear that people need to choose between a recovery coach and a support coordinator. So planners are actively telling people that

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01:06:42.930 --> 01:06:48.660

Kate: If you have a mental health condition and you seemed reasonable unnecessary that you could access recovery coach.

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01:06:49.050 --> 01:07:00.120

Kate: That you you might not be able to access support coordination, we might have to try it off hours or you might have to try it off support because the recovery coach will do part of that support coordination role.

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01:07:01.050 --> 01:07:07.590

Kate: So I just flagging that with with the panel and with everybody attending today that that I guess we need to be having really

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01:07:08.010 --> 01:07:16.590

Kate: Clean conversations with people like your pre planning stuff around what it is that they do need and want and and and what they would need and want from the RC or their St.

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01:07:16.920 --> 01:07:27.540

Kate: And that they go into that meeting prepared because we have seen a few people that have come out really confused and and not with the services that they wanted or needed

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01:07:28.740 --> 01:07:29.220

Kate: Yeah.

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01:07:35.820 --> 01:07:42.000

Jon Eastgate: Can someone, sorry, it would just have a question. Can someone explained the recovery coach.

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01:07:43.800 --> 01:07:44.730

Jon Eastgate: What they do, and

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01:07:45.960 --> 01:07:46.770

Mark Edmonds: Mark here from

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01:07:48.660 --> 01:07:56.190

Mark Edmonds: This there's going to be a series of online workshops available for exactly that. So,

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01:07:57.420 --> 01:08:05.400

Mark Edmonds: It's not, it's probably too difficult to explain in a in a 32nd grab, but they're all going to be plenty of information sessions and they're already

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01:08:06.840 --> 01:08:16.980

Mark Edmonds: Are now that my colleague is delivering them in the next week or two, actually. So if you're an icon, whoever that is for y'all can't see the chat function, but you can contact me.

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01:08:18.330 --> 01:08:25.260

Mark Edmonds: And we'll be able to do you in the wrong direction. For more detailed information about the recovery coach. It's just a new line item.

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01:08:26.760 --> 01:08:37.080

Mark Edmonds: A new service offering. I guess that's been funded since July, but probably will end it sits alongside support coordination that plan. So that's where it is a lot of confusion about

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01:08:39.120 --> 01:08:40.170

Mark Edmonds: Where that sits with

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01:08:41.670 --> 01:08:54.360

Mark Edmonds: Support coordination and Rick and recovery coach and we're hearing mixed messages. So that's good to get back from you hate about that, that some people are being told that they can and can't have one or the other.

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01:08:55.860 --> 01:08:59.760

Mark Edmonds: And so we'll be trying to clear up those messages around

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01:09:00.780 --> 01:09:01.710

Mark Edmonds: What can and can't be done.

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01:09:03.780 --> 01:09:11.040

Jon Eastgate: Thanks, um. I just wanted to move on to the question of homelessness and the overlap between

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01:09:13.350 --> 01:09:27.420

Jon Eastgate: The overlap between disabilities or and an end is and people's homelessness or the risk of homelessness and there's some examples that people have seen of those two systems working together and working well to solve problems for people

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01:09:36.090 --> 01:09:37.020

Rebecca: Take myself off mute.

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01:09:38.010 --> 01:09:43.770

Rebecca: Yeah, I just give a talk about. I was just going to talk about alluded to a couple of them, but

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01:09:44.640 --> 01:09:51.600

Rebecca: I also just wanted to add into max comment about reviews and just touching on Nigel's concerns about the length of time that that

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01:09:51.960 --> 01:10:03.480

Rebecca: Is he waited for his review and just acknowledging that there have been some really long wait times and the agency's been working very hard to try and speed up its review response times and I know that we've seen some

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01:10:04.590 --> 01:10:13.980

Rebecca: significant reductions in that way. Time for reviews. So I'm still encourage people always encourage people to seek those out where they believe that necessary.

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01:10:14.550 --> 01:10:22.050

Rebecca: But we also have a range of other options that are available to us as lacs now. So if people do if people thinking their plans not working for them.

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01:10:22.440 --> 01:10:26.430

Rebecca: I would suggest first port of call have a chat with your LSA see what's possible, because

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01:10:27.000 --> 01:10:35.220

Rebecca: It's a range when Kobe came out, we started doing something slightly differently in some of those arrangements of state just allows a little bit more flexibility but if people need a full

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01:10:35.880 --> 01:10:44.490

Rebecca: Review around changing circumstance that kind of thing, or just believe that we haven't got it right in the first time absolutely encourage people to follow that true and

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01:10:45.210 --> 01:11:01.200

Rebecca: Certainly, hoping that the rest of the improvement in that in that response time will continue and somebody else asked me a question in the chat around if someone's house and he's no longer working for them and they might need to go into sort of shared accommodation

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01:11:02.220 --> 01:11:11.040

Rebecca: Should they, how should they progress there that if it's part of an ongoing process that someone's not coping on again suggest you go back to LA say

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01:11:11.370 --> 01:11:24.510

Rebecca: Have a chat around what's working, maybe it's about differently. You're using different supports or maybe it is about your that person's really going to need a higher level of intensity in terms of the day to day support and that can be done through a standard review process.

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01:11:25.830 --> 01:11:30.330

Rebecca: So that's probably the answer to that question. And in terms of what's working well.

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01:11:31.560 --> 01:11:37.380

Rebecca: Again, what we've seen is where our relay seeds have been able to work with support coordinators, but also work with

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01:11:39.480 --> 01:11:45.510

Rebecca: You know with it's been links to providers in the housing and homelessness space. And we've been able to move people

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01:11:45.840 --> 01:11:52.740

Rebecca: By giving them an understanding what they support the data and getting them supports to maintain the tenancy. So people that will help with

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01:11:53.340 --> 01:11:57.390

Rebecca: Things like that you know the the pre the pre inspection cleaning

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01:11:57.780 --> 01:12:04.920

Rebecca: The day to day stuff around food preparation bill payments, all of those kind of things. So the great flexibility that's in there now.

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01:12:05.250 --> 01:12:17.250

Rebecca: Is you know it's tremendous to say so when it works well. That stuff is really making a big difference for people because it's one of the, it's really one of the activities of daily living at that person struggling with that are related to their disability.

487

01:12:17.790 --> 01:12:27.090

Rebecca: And that's often been the thing that's been a barrier to someone, maintaining a tendency or even picking up the tenancy in the first place. And we're saying that that can really work well.

488

01:12:28.200 --> 01:12:34.050

Rebecca: We're we've got that team and I think cakes very much chocolate, the pivotal roles for support coordinators in that space.

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01:12:35.130 --> 01:12:38.730

Rebecca: But we've got that team and the LA says happy to be a part of that team.

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01:12:39.420 --> 01:12:50.280

Rebecca: In terms of making sure the plans. Right. And we've we've thought we really feel about the support needs are for that person to live independently. So I think that's when it's at its best. It's working very well. So let me

491

01:12:54.660 --> 01:12:59.370

Jon Eastgate: What's another wasted though those two things dovetail together.

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01:13:01.290 --> 01:13:06.960

Jon Eastgate: And if you haven't seen them working well, what are some of the ways that they fall them down and what would solve that.

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01:13:19.200 --> 01:13:27.060

Stephen Hawkins: I guess it's as answers the previous question, and what works well. Once the obvious reason why it doesn't. And again, I'll come back to the word integration.

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01:13:28.110 --> 01:13:29.970

Stephen Hawkins: I think that, you know,

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01:13:32.460 --> 01:13:40.110

Stephen Hawkins: Funding of, you know, funding environments can somewhat promote individuals been showing through certain lenses.

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01:13:41.700 --> 01:13:42.030

Jon Eastgate: Through

497

01:13:42.090 --> 01:13:52.170

Stephen Hawkins: The limitations of a service offering. There's always, there's always a limit, no matter how creative so i think i think when it works well and going back to Rebecca, I think.

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01:13:52.620 --> 01:13:57.720

Stephen Hawkins: When, when we have a well integrated landscape where everyone is seeing the person holistically.

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01:13:58.620 --> 01:14:11.190

Stephen Hawkins: Ypres it absolutely works wellness. Fantastic, fantastic outcomes. I just want to drop the word outcomes in it's really us focus on outcomes focused solutions rather than and outputs.

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01:14:12.060 --> 01:14:25.650

Stephen Hawkins: And that and that may challenge traditional funding mechanisms. But I think if we are all working towards outcomes focus reporting and frameworks, then sustainability is more of an option.

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01:14:26.550 --> 01:14:33.270

Stephen Hawkins: But I think the key word is integration we work together as one and see the individual is as as as a whole.

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01:14:35.100 --> 01:14:36.570

Jon Eastgate: You have Steven in your

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01:14:36.810 --> 01:14:38.580

Jon Eastgate: Your networks, they get facilitating the

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01:14:38.580 --> 01:14:39.060

Jon Eastgate: State.

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01:14:39.840 --> 01:14:43.980

Jon Eastgate: Is it the typical practice to include some of the disability providers.

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01:14:44.670 --> 01:14:46.140

Jon Eastgate: Do I say some of those

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01:14:47.820 --> 01:14:49.230

Jon Eastgate: Those key agencies in

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01:14:50.700 --> 01:14:51.120

Stephen Hawkins: In the

509

01:14:51.210 --> 01:14:52.740

Jon Eastgate: In with the homelessness networks that

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01:14:52.740 --> 01:14:53.370

Jon Eastgate: Hasn't it with

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01:14:53.580 --> 01:14:58.110

Stephen Hawkins: It's certainly a focus and several of the panel today have

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01:14:59.250 --> 01:15:02.490

Stephen Hawkins: referred back to the richness of the landscape or

513

01:15:02.520 --> 01:15:03.840

Stephen Hawkins: The limitations and control.

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01:15:03.930 --> 01:15:04.770

Stephen Hawkins: Constraints.

515

01:15:05.340 --> 01:15:06.180

Stephen Hawkins: But certainly the

516

01:15:06.480 --> 01:15:07.530

Stephen Hawkins: Coordinators across

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01:15:07.530 --> 01:15:08.760

Stephen Hawkins: The state worked really hard.

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01:15:08.760 --> 01:15:09.450

Stephen Hawkins: To develop

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01:15:09.990 --> 01:15:13.590

Stephen Hawkins: multi-agency coordination groups that match the needs of the

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01:15:13.590 --> 01:15:14.100

Region.

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01:15:15.300 --> 01:15:16.740

Stephen Hawkins: And it can it can change.

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01:15:16.950 --> 01:15:19.020

Stephen Hawkins: You know, really, as an entrepreneur.

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01:15:19.140 --> 01:15:20.760

Stephen Hawkins: ism and

524

01:15:21.870 --> 01:15:22.980

Stephen Hawkins: Talk about implementing

525

01:15:22.980 --> 01:15:23.850

Nigel Webb - QDN: NGOs.

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01:15:24.060 --> 01:15:25.230

Nigel Webb - QDN: We talked regularly now.

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01:15:25.470 --> 01:15:26.040

Stephen Hawkins: Are sick.

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01:15:26.970 --> 01:15:29.340

Nigel Webb - QDN: Regards to that service we've previously.

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01:15:29.850 --> 01:15:30.600

Nigel Webb - QDN: India.

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01:15:30.840 --> 01:15:32.220

Nigel Webb - QDN: With regards to their sector.

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01:15:32.220 --> 01:15:33.000

Stephen Hawkins: Engagement.

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01:15:33.750 --> 01:15:35.250

Nigel Webb - QDN: With the fact that the arts.

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01:15:35.280 --> 01:15:37.230

Nigel Webb - QDN: To from the communities are

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01:15:37.470 --> 01:15:39.150

Nigel Webb - QDN: are active in the space.

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01:15:40.050 --> 01:15:40.830

Stephen Hawkins: So, yes.

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01:15:40.890 --> 01:15:43.050

Nigel Webb - QDN: It's it's 14 cents.

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01:15:43.320 --> 01:15:44.550

Nigel Webb - QDN: With because to

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01:15:45.960 --> 01:15:47.310

Stephen Hawkins: Ensuring that

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01:15:48.300 --> 01:15:49.380
Nigel Webb - QDN: Alex cities.

540
01:15:49.620 --> 01:15:49.830
Stephen Hawkins: On

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01:15:49.860 --> 01:15:51.270
Nigel Webb - QDN: Other NGOs or the

542
01:15:51.450 --> 01:15:52.650
Nigel Webb - QDN: Representatives.

543
01:15:52.830 --> 01:15:54.360
Nigel Webb - QDN: are members of OPEC would know.

544
01:15:54.570 --> 01:15:55.110
Groups.

545
01:15:56.190 --> 01:15:59.220
Nigel Webb - QDN: If I can just make a couple of observations as well.
Sorry.

546
01:16:00.480 --> 01:16:07.110
Nigel Webb - QDN: Kitty in is currently offer offering a hard to reach
program and rich program as well and

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01:16:07.140 --> 01:16:10.170
Nigel Webb - QDN: Through our ready to go program that we previously ran

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01:16:11.070 --> 01:16:19.260
Nigel Webb - QDN: There was a huge body of work with and as a boarding
houses in hostels as well where there's a number of transients

549
01:16:20.430 --> 01:16:28.770
Nigel Webb - QDN: potential participants and informing them about access
to this game and other things. And I suppose the only other observation,
I'd offer is

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01:16:29.730 --> 01:16:52.020
Nigel Webb - QDN: Some alternatives to the access request because a lot
of those high risk or more vulnerable members of the community do not
have traditional eligibility requirements in terms of like adding
documents birth certificates Medicaid documents and other eligibility
criteria or demonstrating

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01:16:53.100 --> 01:17:09.210

Nigel Webb - QDN: Things like that. To be eligible appropriate please. So some flexibility in particular environment, as I understand that's even more prevalent in some of the indigenous communities in the finals, etc. So where people don't necessarily have

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01:17:10.230 --> 01:17:29.910

Nigel Webb - QDN: The traditional was to get some other documentation in terms of eligibility criteria. So as they would need to be. And I know there is avoid the agency and others have done a reckoning time but as other alternative documentation and or otherwise never gaining access request.

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01:17:31.020 --> 01:17:37.740

Nigel Webb - QDN: So, and it's just working alongside the person until they get into a place where they feel confident and somewhat comfortable

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01:17:38.850 --> 01:17:40.020

Nigel Webb - QDN: So that they don't have

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01:17:41.580 --> 01:17:56.310

Nigel Webb - QDN: Or they may reduce the transit them lifestyle because I have a more secure home and it will focus on other things that are important in life like their health and well being, if they've got a stable everyday choosing to share or they go into

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01:17:57.480 --> 01:18:00.780

Nigel Webb - QDN: Especially disability combination ranges with providers.

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01:18:02.430 --> 01:18:15.180

Nigel Webb - QDN: It's really understanding what is the person saves it at any given point in time and try to help them to achieve the best I can. Once the deemed eligible for us, which is no mean feat in itself.

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01:18:17.160 --> 01:18:17.610

Nigel Webb - QDN: Thank you.

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01:18:20.970 --> 01:18:24.300

Mark Edmonds: Okay, I'm not trying to get in it. Yeah. JOHN I would just add

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01:18:25.560 --> 01:18:31.080

Mark Edmonds: That in terms of that integration across the broader sector in terms of where solutions are that

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01:18:32.100 --> 01:18:42.780

Mark Edmonds: One of our roles and community engagement is to talk to other departments, so where done numerous presentations with the housing service, then, is in the pop enhancing and public works.

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01:18:43.530 --> 01:18:50.190

Mark Edmonds: Trying to build the device on knowledge of the Department of Housing stock as well about how the NGOs works and you know the

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01:18:50.940 --> 01:19:01.860

Mark Edmonds: The underlying principles around choice and control and goal oriented funding and all of that type of thing that that sort of basics of where the NGOs has come from.

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01:19:02.610 --> 01:19:14.460

Mark Edmonds: So yeah, we've been working hard with their alarm with with the department there to just build that understanding so that people are getting consistent messaging when I'm talking about the housing and also the NGOs.

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01:19:20.430 --> 01:19:21.750

Jon Eastgate: Okay, um,

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01:19:26.940 --> 01:19:30.150

Jon Eastgate: So just thinking about that process of working together.

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01:19:31.980 --> 01:19:42.120

Jon Eastgate: What's the impact of that on clients and how do you, what have you seen in terms of helping an individual to find a solution to their problems.

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01:19:43.440 --> 01:19:48.330

Jon Eastgate: Some good pointers there in ways that that up. Now the work with people.

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01:19:52.110 --> 01:19:59.340

Kate: I guess for us. We've got lots of success stories, but I guess a little bit of a segue into what everybody's saying and

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01:19:59.670 --> 01:20:08.970

Kate: You know outcomes are super important. And that's how you know we should all be focusing and thinking, but I guess for us, the challenges were in a fee for service world.

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01:20:09.570 --> 01:20:17.280

Kate: Right, so we can have all the best intentions and really want to collaborate and coordinate and work with mainstream services and everybody

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01:20:18.090 --> 01:20:24.270

Kate: But if, even as a support side, from our perspective, if we have 25 hours of coordination to support someone

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01:20:25.020 --> 01:20:36.720

Kate: We can't do stakeholder meetings once a fortnight. We can't do you know multiple conversations and collaboration. We can't even evaluate the work we do, because we've got no time. Right. And we got no funding for that so

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01:20:37.140 --> 01:20:47.820

Kate: And therapists are the same support workers are the same. So, what what we've kind of experienced is a different way of working, and thinking from India is providers.

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01:20:48.600 --> 01:20:58.140

Kate: That mainstream services. Don't need to think about. So I and I came from that space. I came from homelessness and the Wii and jumped in here. So that was my first kind of

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01:20:58.620 --> 01:21:05.610

Kate: Walk in this disability space as well. And so I get where those calls are coming from in there every day.

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01:21:06.270 --> 01:21:12.000

Kate: But we often have to do a lot of work around saying, well, we would really love to do all those things. But we really have to

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01:21:12.450 --> 01:21:22.590

Kate: Stay an airline because we're not just limited around that role, but we're also limited around what we funded and we have no control over what the end is decides to fund for a participant.

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01:21:23.520 --> 01:21:28.380

Kate: Especially if their needs quickly change. You know, so we wake you up those competing priorities, so

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01:21:28.710 --> 01:21:38.550

Kate: Outcomes are gold standard, but there's all these systemic challenges that also impact that. And so when we work with mainstream providers. What we found is we need to explain that to them.

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01:21:38.970 --> 01:21:41.640

Kate: So that it's just not like, why aren't you doing your job, you know,

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01:21:42.420 --> 01:21:50.610

Kate: Why is it the coordinated why they dumped this person will maybe they haven't. Maybe they've run out of hours and then they've delivered over 30 pro bono hours and they just can't anymore.

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01:21:50.820 --> 01:22:04.620

Kate: Otherwise we're propping up the system that's not going to work. Right. So I think that is a first step for for us as is. And we're trying to get better at that as a service is whose role is what and how do we do what and what are we limited by what are we able to do

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01:22:05.640 --> 01:22:11.640

Kate: And also the difference in the deficit model of language. So when you're in this ND Is space.

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01:22:12.240 --> 01:22:21.450

Kate: The way that we need to write our reports, the way that we need to communicate to the agency is about what someone how they are functionally impacted. So what they can't do

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01:22:21.930 --> 01:22:29.280

Kate: What they can't do every day. What they need help with every day, which is a real change for clinicians, especially if you're coming into the

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01:22:29.910 --> 01:22:36.150

Kate: We have a practitioner lead model. So lots of social workers, lots of clinicians in our team and it just just just just like

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01:22:36.900 --> 01:22:41.430

Kate: Just so challenging for us to go on, will I don't want to write about all the

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01:22:41.790 --> 01:22:52.140

Kate: Things. This person can't do. I don't want to communicate that are teeth don't want to do that psychologists don't want to do that. Oh, this is terrible. This person's life is so therefore fun and lots of money.

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01:22:52.650 --> 01:23:01.770

Kate: That's that's hard for us to imagine what that's like for that person having to have that conversation, having to have those things written to get the money that they need.

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01:23:02.280 --> 01:23:11.160

Kate: So it's also about working. We try really hard. A lot of focuses on working with the people we work with to make sure that they understand why we're doing that.

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01:23:11.490 --> 01:23:27.540

Kate: That it's not because we want to or is evidence based or anything, it's, it's to meet the needs of the system to get you the money you need Scott playing the game, in a sense, and that's how we try and explain it to people so they kind of the two factors that I feel like sometimes

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01:23:28.740 --> 01:23:34.620

Kate: We need to work really hard with our mainstream services initially before that collaboration can work.

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01:23:34.950 --> 01:23:45.840

Kate: And so they are the things that I would say to other people when they say, Oh, how do you make that work or what do you actually do they really important because if you don't sort them out at the start, it's, it might not work. Yeah.

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01:23:46.470 --> 01:23:55.020

Jon Eastgate: So given given the word in that sort of alley right corner world, you know, look, we're all used to coordinating by having a half day meeting.

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01:23:56.130 --> 01:23:56.490

To

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01:23:57.810 --> 01:23:58.650

Jon Eastgate: Others some

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01:23:59.760 --> 01:24:13.320

Jon Eastgate: In the world of fee for service and stuff. There's some ways that you discovered that a more agile that don't soak up the time that you don't have, but can still facilitate good communication people knowing each other well that

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01:24:14.760 --> 01:24:18.030

Kate: Cave. It's been great, because we all love video conferencing now.

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01:24:19.320 --> 01:24:25.320

Kate: Whereas before it was like comedy for this meeting, I have to have a meeting the curve. It's been great. We do lots of group emails.

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01:24:25.620 --> 01:24:33.270

Kate: Lots of group communication in that way. You know, you keep all your stakeholders in the communications. Everybody knows everything, particularly health

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01:24:33.600 --> 01:24:43.350

Kate: Because they work as move in an app until safety that may be in and out, you have different people in the ward, you'll have one doctor and then another doctor so you keep them all in the loop.

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01:24:44.400 --> 01:24:58.110

Kate: And so much of what coordinators do is email heavy. And so that's a really, really good tip for for anybody working in that space has to be really communicative and and include all your stakeholders from the beginning.

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01:25:03.660 --> 01:25:19.470

Nigel Webb - QDN: Certainly this observation, the mob experience as well as, like, people with disabilities or the exception of the NGOs said we wanted to move away from the medical model. And I'm not sure that we've quite achieved that yet and move to the social justice and

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01:25:20.760 --> 01:25:23.310

Nigel Webb - QDN: Do things for the right reason and right motivation.

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01:25:24.480 --> 01:25:39.270

Nigel Webb - QDN: So that's still a call that duty in places on on all levels of government and then we want to be more inclusive and all supportive and work towards more recessional justice will probably be the rest of my life time before we actually achieve there.

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01:25:40.500 --> 01:25:43.170

Nigel Webb - QDN: And there's probably another 50 years, just so you know.

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01:25:44.460 --> 01:25:54.990

Nigel Webb - QDN: I'll be planning for the next 50 years and nobody would nobody in the community generally without a disability does nearly as much planning about their lunches people with disability.

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01:25:55.980 --> 01:26:04.140

Nigel Webb - QDN: I've got documents from the day I was born to yesterday. So I've got a Nike lots of evidence about my

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01:26:04.830 --> 01:26:12.990

Nigel Webb - QDN: Lifestyle for other people. I'm sure there's not enough time in the day to read the last 50 years of my life but anybody wants to do a biography is more than welcome.

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01:26:13.740 --> 01:26:26.370

Nigel Webb - QDN: To the documents and I've been the subject of seven PhDs that I'm aware of. So, and I was previously known as Steven Seagal in a previous PhD.

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01:26:27.630 --> 01:26:39.780

Nigel Webb - QDN: But that's very interesting to be examined repeatedly. There's not one I opened my life. Somebody doesn't know something about so just be very conscious that

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01:26:40.830 --> 01:26:52.200

Nigel Webb - QDN: People with disabilities get sick of telling a story over and over again to thousands of people that some here for a fixed period of time seem to be very interested in once lifestyle.

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01:26:53.430 --> 01:26:59.970

Nigel Webb - QDN: The number of people that are we come into contact with a very resistant to communicating with

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01:27:00.990 --> 01:27:07.740

Nigel Webb - QDN: Those very interested people and you can understand why something with disabilities that trust.

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01:27:08.940 --> 01:27:10.350

Nigel Webb - QDN: Those one off interactions.

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01:27:11.100 --> 01:27:11.820

Nigel Webb - QDN: Hi. Nice.

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01:27:12.930 --> 01:27:16.830

Nigel Webb - QDN: To say goodbye was a famous quote from Williamsburg.

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01:27:18.810 --> 01:27:22.260

Nigel Webb - QDN: For those who studied social science. I've actually had a

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01:27:23.340 --> 01:27:24.150

Nigel Webb - QDN: Slide a bit

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01:27:25.260 --> 01:27:35.850

Nigel Webb - QDN: So that's common experience of many people with a disability that you have these one off interactions that I have written documents on the comp plan.

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01:27:37.290 --> 01:27:56.250

Nigel Webb - QDN: They can modification of disability, which is basically the unit cost is associated with every service or engaging, I just want to bring people to that awareness that you understand. So I tend to focus on those outcomes that are really important to my family.

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01:27:57.270 --> 01:28:06.570

Nigel Webb - QDN: My wife, I have two children have other things that I do in the community. I'm a parish. So I've got to go to an accessible school they educate our children.

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01:28:07.410 --> 01:28:16.950

Nigel Webb - QDN: And I've got to be able to access all those servers and even though my LLC is very helpful gave me a list of people to contact when I tried to contact a

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01:28:18.120 --> 01:28:19.170

Nigel Webb - QDN: Social a

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01:28:20.040 --> 01:28:24.060

Nigel Webb - QDN: Psychologist at least six of them tell me they didn't have it accessible premises.

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01:28:24.420 --> 01:28:27.300

Nigel Webb - QDN: And they didn't necessarily want to engage in video chat so

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01:28:28.500 --> 01:28:36.510

Nigel Webb - QDN: That wasn't very helpful least have a cycle registered voters, so far as I'm still looking for a psychologist.

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01:28:37.140 --> 01:28:47.130

Nigel Webb - QDN: To talk to about a number of issues. So, I mean, that's just my example of some, some of the challenges that we face and continue to face. So I have

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01:28:47.550 --> 01:28:52.830

Nigel Webb - QDN: Lots of really good and positive experiences as well. So, but it's just being aware that

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01:28:53.730 --> 01:29:08.160

Nigel Webb - QDN: We have other things going on in their life other than the masters of disability and if somebody wants to be the CEO of my life. I'm more than willing to employ people I have adequate funding in my plan. If you want to take on the challenge of being the CEO of my life.

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01:29:09.180 --> 01:29:13.380

Nigel Webb - QDN: The first 50 years is not very interesting where the next 50 years are going to be very exciting.

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01:29:14.460 --> 01:29:15.300

Nigel Webb - QDN: I'll leave it at that.

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01:29:17.280 --> 01:29:17.760

Nigel Webb - QDN: Maki

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01:29:19.260 --> 01:29:27.150

Mark Edmonds: Well, firstly, I think there's no line item in the price card that could possibly want to be right. That wouldn't be needed to be CEO nodules loss with Tom

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01:29:28.560 --> 01:29:30.840

Mark Edmonds: That's just going to be too big for anyone.

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01:29:32.070 --> 01:29:41.070

Mark Edmonds: I just wanted to say just one what you're saying the explanation fatigue is obviously a huge issue Nigel. And, you know, obviously, we've talked about that for years.

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01:29:42.570 --> 01:29:46.920

Mark Edmonds: Is longer plans now longer plan to becoming more common in the agency.

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01:29:48.180 --> 01:29:56.880

Mark Edmonds: So for people whose plans, who support needs consistent and there's not going to be the need for 12 month reviews and that sort of thing, then

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01:29:58.170 --> 01:30:07.140

Mark Edmonds: We encourage people to raise that with your planner. Well, I say, and discuss the possibility of having a longer plan so that you don't need to

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01:30:08.400 --> 01:30:18.030

Mark Edmonds: You know recalibrate your goals. Every 12 months. The other thing I just want to add to that, what what Kate was talking about before, just the general

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01:30:18.540 --> 01:30:34.140

Mark Edmonds: Providers and what they can do to navigate the scheme and all that type of thing. The PMA to which is spent referred to the provider market engagement team, which sort of sits alongside our community engagement team. The PMA team and running sector.

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01:30:35.610 --> 01:30:43.590

Mark Edmonds: Regional sector development groups for providers so that and they're just sort of getting off the ground in some regional areas.

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01:30:44.700 --> 01:30:57.270

Mark Edmonds: So once again, contact me if that would be of interest to you because that might be a possibility of building those skills and

sharing ideas of what's worked and what hasn't worked and how things can be done more efficiently and effectively from a provider perspective.

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01:30:58.890 --> 01:30:59.730

Jon Eastgate: Final thing.

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01:31:01.830 --> 01:31:17.880

Jon Eastgate: For any of you who would like to step in. If there's one thing that you would like to see to improve how this system response to people whose supports are who are struggling to like this supports work for them. What would be the one improvement that you would love to see

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01:31:21.090 --> 01:31:24.150

Jon Eastgate: You're going to have one sorry because Tom's precious

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01:31:35.040 --> 01:31:41.100

Stephen Hawkins: I'm just gonna come in and reiterate the need to move more assertively towards outcomes focused approach has

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01:31:42.540 --> 01:31:49.890

Stephen Hawkins: Got to be in it for the long term with regards to our vulnerable community members those, especially those with chronic illness.

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01:31:50.850 --> 01:32:05.010

Stephen Hawkins: We cannot be seen as part of a support period that's undermined by outputs reporting so outcomes for focus which main challenge the current funding environment as well.

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01:32:10.620 --> 01:32:19.320

Caitlin - QAI: I think we need to have the system, listen to people with disability and and people with complex needs and pay what they need and and go from there.

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01:32:21.750 --> 01:32:32.010

Kate: Yeah. On the back of that I think they probably need to quadruple their pay me and community engagement chain within the agency, as well as the complex support needs change so

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01:32:32.370 --> 01:32:41.760

Kate: Currently, if you do have complex support needs and you you allocated a complex support needs plan or you can't get one because they're all backed up in Queensland and there's a waiting list that is

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01:32:42.450 --> 01:32:50.880

Kate: Undefined, or not sure how long it will be till they can allocate one. So that's a concern that you know most high risk and vulnerable people

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01:32:51.390 --> 01:32:53.910

Kate: Running the access complex subordinate to planner, so I think

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01:32:54.540 --> 01:33:08.670

Kate: The agency resourcing needs to be looked at. If we want to have true sector development on the ground, and I think you're starting to see some really awesome. I'll see outcome from some of the funded groups within the IOC grant program, but it's a little bit

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01:33:08.790 --> 01:33:09.810

Jon Eastgate: A little so you. Sorry.

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01:33:11.490 --> 01:33:15.840

Kate: Oh mock mock data. It's the funding that they got that the India is has

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01:33:17.100 --> 01:33:29.010

Kate: Released in different stages where NGOs or different groups could apply for funding and deliver different levels of and different focus projects and programs that are meant to kind of

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01:33:30.180 --> 01:33:36.270

Kate: Reduce the gap in a sector development of Community Development, I think cutie and have received a

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01:33:36.690 --> 01:33:37.290

Nigel Webb - QDN: Different one

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01:33:37.350 --> 01:33:37.920

Kate: I know Joe

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01:33:37.950 --> 01:33:41.880

Nigel Webb - QDN: Yeah, I'll say stands for information linkages and capacity building.

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01:33:42.330 --> 01:33:46.950

Nigel Webb - QDN: Yeah, Jackie Gideon has been a recipient of some of that funding over time. So,

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01:33:48.090 --> 01:33:54.630

Nigel Webb - QDN: I encourage everybody to go and have a look at the cutie and website which will give people more details. That's cutie and dodo Dodo, you

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01:33:55.020 --> 01:34:01.410

Nigel Webb - QDN: And you can understand how key DNS engaging with people with disabilities directly through our network.

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01:34:01.860 --> 01:34:10.380

Nigel Webb - QDN: So that's really important, they're talking to their piece you know my one thing that I'd like to see the future is more people with disabilities and their families in leadership roles.

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01:34:10.710 --> 01:34:19.320

Nigel Webb - QDN: Throughout the sector that see enough people with a disability and taking on those leadership roles either voluntarily or unpaid capacity.

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01:34:20.280 --> 01:34:28.890

Nigel Webb - QDN: To be seen as more role models and leaders within their communities. So, and I do a lot of voluntary work they have done so for more than 30 years

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01:34:29.310 --> 01:34:40.020

Nigel Webb - QDN: And I will continue to do voluntary and height work in this space. It's really important that people can see that they can achieve their goals like can't get off with a lot

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01:34:40.980 --> 01:34:48.150

Nigel Webb - QDN: More than a disability or diagnosis, believe it or not, I'm a really annoying individual just has my wife, she'll tell you

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01:34:48.930 --> 01:35:05.790

Nigel Webb - QDN: So. She's a lovely lady and puts up with a lot of me and my children. And so, you know, there are a lot. There are a lot of issues, my disability. This should not and does not define who I am. I think is a really important message to give to people.

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01:35:11.100 --> 01:35:13.080

Jon Eastgate: Everybody else good something that looked at night.

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01:35:15.810 --> 01:35:26.790

Mark Edmonds: Market, just in general, from the NGOs, I think obviously we need to be more agile and responsive. You know, I'm hearing nodule story about 119 days is, you know, just terrible to hear

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01:35:27.300 --> 01:35:40.290

Mark Edmonds: And hopefully we're moving the right direction, but yeah, I've been scrolling down pages of notes here of all the things that need to be improved and you know we're feeding that back and starting conversations with

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01:35:41.670 --> 01:35:51.210

Mark Edmonds: The panel members and other anyone else who has engaged as well, could I, the term. It's got something to add. Just wanted to also just on the oil seed grants.

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01:35:51.720 --> 01:36:03.120

Mark Edmonds: In Western Australia. There's a couple of oil seed grants that are in place at the moment around the health in the faith and Housing for People transitioning out of hospital at discharge.

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01:36:03.600 --> 01:36:11.310

Mark Edmonds: So if you've if there's anyone who's part of this conversation today who's particularly interested in that component of homelessness, then

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01:36:12.330 --> 01:36:16.560

Mark Edmonds: There's a couple of organizations that have been founded in wi to look specifically at that issue.

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01:36:18.840 --> 01:36:20.910

Jon Eastgate: Rebecca you giving me

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01:36:21.150 --> 01:36:25.290

Rebecca: Yeah, I was just going to add, it's probably sounds a bit sort of

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01:36:26.400 --> 01:36:35.760

Rebecca: touchy feely but commitment to working in partnership, it's probably never change. I think you know people that are talking here clearly articulating it that occurs in places but

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01:36:36.600 --> 01:36:50.550

Rebecca: I was when I asked for some sort of success stories from the regions. One of the things that really stuck out to me was a number came through a really good examples of where local government and state government and

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01:36:53.580 --> 01:36:57.870

Rebecca: Providers and the LSA regular work in partnership to encode

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01:36:58.890 --> 01:37:09.060

Rebecca: Where people there was a sudden spike of people presenting as homeless instances we had local governments going to negotiate with some of the

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01:37:10.140 --> 01:37:13.260

Rebecca: Accommodation providers short term accommodation providers, etc.

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01:37:14.490 --> 01:37:21.540

Rebecca: And it's interesting what you can achieve if there's just a general community commitment and I guess that's a challenge for us all to keep building

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01:37:21.900 --> 01:37:26.970

Rebecca: Yeah, ideally, they'd be more resources in the sector as well not arguing for that, but

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01:37:27.960 --> 01:37:35.880

Rebecca: It's funny, what you can achieve in a crisis. So it'll be it'll be interesting. Just shows to me that there are solutions there when people put their mind to it so

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01:37:36.390 --> 01:37:45.300

Rebecca: That would be my main thing. And can I just adding in response to one of the questions that's online. Somebody asked what should they do have a person's

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01:37:45.960 --> 01:38:01.590

Rebecca: Accommodation support provider is relinquishing should they contact the relay, see if the person has funding is already has a plan. I became to understand where the first thing I do is, who's actually managing their plan. Is it is it

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01:38:02.880 --> 01:38:13.800

Rebecca: The agency or, you know, and does the plan sick with an LA se, but if you've got no ID call you realize say ask the question will work out whether it's asked, it's got their plan or whether it's

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01:38:14.730 --> 01:38:22.590

Rebecca: Already have a similar range when it might be sitting with the agency for as a planner, but that's clearly someone who needs a response quickly so call an LLC and if you

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01:38:22.920 --> 01:38:29.700

Rebecca: Don't get the answer, because the person doesn't he just remember plays just escalated. Or call one 800 number and I'll get to me. Okay.

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01:38:30.750 --> 01:38:33.360

Jon Eastgate: Out of the thing that I've heard a lot is

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01:38:34.380 --> 01:38:47.040

Jon Eastgate: In through the thing here today. Often when you go, it's just like any big system when you go to the first person you go to might put a roadblock in a while.

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01:38:48.660 --> 01:38:52.560

Jon Eastgate: And, you know, with the best will this is always what we we experience.

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01:38:55.230 --> 01:38:58.710

Jon Eastgate: The key thing is not to take that roadblock as as final

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01:38:59.850 --> 01:39:11.820

Jon Eastgate: If the person needs a solution. Keep looking for the solution. Keep going to the various people within the systems and find someone will say yes we can help you because someone inevitably came. It's just a

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01:39:12.990 --> 01:39:17.610

Jon Eastgate: Matter of finding that pathway and it can be complex. Just like any complex system. Yeah.

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01:39:18.420 --> 01:39:19.080

Jon Eastgate: There is one

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01:39:19.110 --> 01:39:20.460

Nigel Webb - QDN: Other question. Sorry, that

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01:39:20.760 --> 01:39:29.370

Jon Eastgate: Just quickly before we close up which we didn't get to a lot on the way through, which was way back when we were talking about people.

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01:39:30.090 --> 01:39:45.840

Jon Eastgate: I think Nigel. You were talking about people developing plans and missing something really obvious, is there a sense of some typical things that people forget when or neglect to say when they're doing their initial planning, which would save them all this trouble.

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01:39:47.760 --> 01:39:59.520

Nigel Webb - QDN: Well certainly one of the common ones I experienced as a plan into we arrange reader your funds in the media was the transport support that people might need was often missing. Missing in there are

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01:40:00.810 --> 01:40:19.200

Nigel Webb - QDN: Some of the allied health assessments requirements might be maybe absent or very light on as well. So where's my experience in the last three, four years, there might be some key things that they might have been talking about their core supports personal care their

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01:40:20.220 --> 01:40:26.640

Nigel Webb - QDN: Or their community participation types AWS or the there isolation issues. There's my, my only captured

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01:40:27.030 --> 01:40:37.380

Nigel Webb - QDN: Or potentially under, under funded, but it's, there's, there's a series quotes you know that we let everybody know you don't know what you don't know. I think someone said earlier.

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01:40:37.770 --> 01:40:47.070

Nigel Webb - QDN: So a lot of people don't know what to ask and you don't want to have that kind of conversation where people are trained to answer the questions, you know, to us. So again,

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01:40:47.880 --> 01:40:58.860

Nigel Webb - QDN: We kind of a tease go to people they trust or continue to ask questions. And as you said before. No, doesn't mean no, it just means they haven't figured out how to say yes, yet.

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01:40:59.280 --> 01:41:10.470

Nigel Webb - QDN: So you've got to keep asking that question and finding is finding the solution and being a bit innovative, particularly in the regions, I think there's more

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01:41:11.190 --> 01:41:22.620

Nigel Webb - QDN: increasing need for innovation and a bit Brazilian too bad. Well, let me go and find out where I can get information. And again, another very useful source for people with disabilities, talk to

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01:41:23.430 --> 01:41:36.450

Nigel Webb - QDN: Organizations similar to cutie. And what's it like cutie and exists and is growing rapidly in Queensland and carries queens and obviously being in LA. See, so there are resources. There's just a matter of

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01:41:37.620 --> 01:41:39.660

Nigel Webb - QDN: Getting to be friendly with some of those people

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01:41:40.860 --> 01:41:41.220

Nigel Webb - QDN: Okay.

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01:41:41.400 --> 01:41:50.130

Jon Eastgate: Thank you, Nigel. I think that's a good last word for a. So can I say a big thanks to all their panel Caitlin Nigel Stephen K Rebecca and Matt.

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01:41:50.580 --> 01:41:59.940

Jon Eastgate: Thank you for giving up your time this morning, and thank you, all of you for sitting there and listening through it and popping in your questions but sorry if we didn't get to your questions.

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01:42:00.840 --> 01:42:11.640

Jon Eastgate: Today's quite a busy session. A quick add November the 10th is number three in the housing homelessness in the end is series and that's about

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01:42:13.140 --> 01:42:24.780

Jon Eastgate: KAREN. SUPPORT coordination about how you coordinate the various of what's in people's lives. Both or how they coordinated sports in their own lives, both disability support and other supports and how people can work together around that.

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01:42:26.700 --> 01:42:40.440

Jon Eastgate: And the reason for that, that I think people were raising was in the housing sector, particularly people that have been used to setting up support around sensible coordination arrangements, based on the previous means I'll have been

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01:42:42.180 --> 01:42:48.360

Jon Eastgate: providing funding and support and what what some people have expressed to me over the last year is that

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01:42:49.200 --> 01:42:54.180

Jon Eastgate: They're not sure how to keep those going or to revive them under the end is system.

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01:42:54.660 --> 01:43:09.510

Jon Eastgate: So this is a good opportunity for us to once again come together and similar session to today, and just talk about some ideas for how that can be improved and so we'll be doing some work over the next couple of months to just set up how we do that. And who's engaged in that

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01:43:10.530 --> 01:43:23.040

Jon Eastgate: So keep a lookout for that. And as it develops on the Shelton newsletter and website and thank you very much, everybody. For around for your time today and and we'll see you again sometime soon.

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01:43:27.210 --> 01:43:29.640

Kate: Thank you. Thanks everyone.