

Practice Hour

Connecting Young People Living With Disabilities to Home Stretch



Home
Stretch
WA

Date:

Thursday 9th November 2023

Name of Facilitators:

Andy Kazim

Home Stretch WA Providers

Acknowledgement of Country

Home
Stretch

WA



*Ngaala kaaditj Noongar moort
Keyen kaadak nidja boodja*

We respectfully acknowledge the Whadjuk people of the Noongar Nation as the Traditional Custodians of the land we are presenting from today, and all the countries where people are located. We pay our respects to their strength, cultural resilience and the Elders past and present.

Housekeeping & Rules of Engagement

Rules of engagement:

- Safe, secure, confidential space
- De-identify your examples (*including case managers & District offices*)
- Not supervision (*but can be arranged!*)

Teams Etiquette:

- Cameras on
- Mic on mute
- Raise your hand (*virtually or give us a wave!*)
- One person per camera is best



Is everyone ok with it being recorded?

Who is here today?



In 1 minute or less

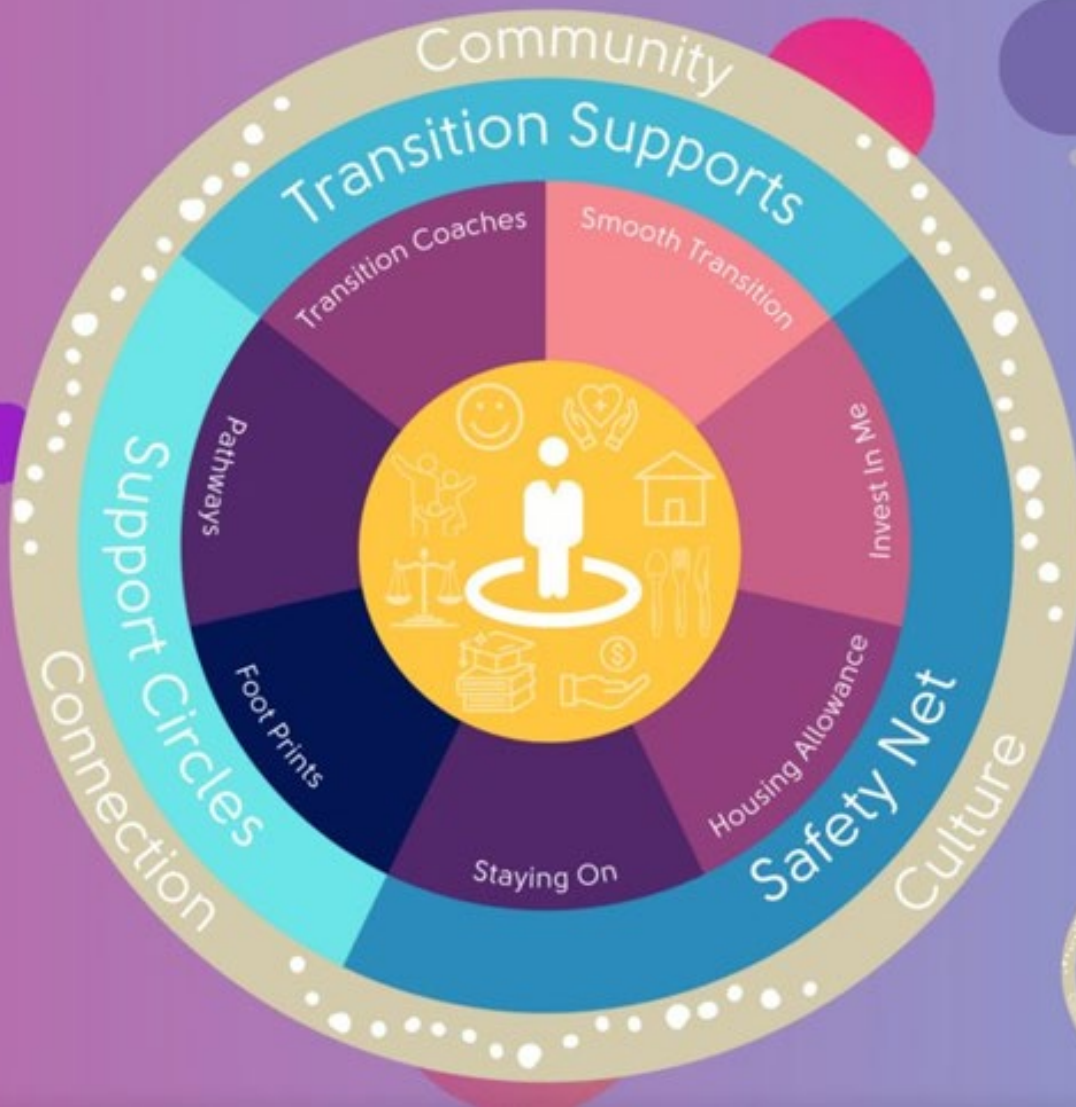
- What is your name?
- Which agency do you work with?
- What is your role?
- Which country are you tuning in from?

By the end of this session...

- Understand that the pathway for young people living with disabilities aligns with the Smooth Transition pathway.
- Be aware of the Disability Supplementary Details form, how it is used and what information it provides.
- Be aware of how to follow up a referral for a young person who is connected to the NDIS already to explore if there is a role for Home Stretch WA services



Home Stretch WA Model



Young people are at centre of support.
Everyone is treated as an individual



Support or connection is offered in
all areas of life



Support is delivered in specific
ways [Practice Approaches] that
work for young people




Home Stretch WA focuses on 3
key elements of support



Home Stretch WA greater purpose is to
connect young people with their
community and culture.

Home Stretch WA Principles



**You are the expert
in your life, you deserve the
freedom and respect to
make your own choices**

Our support is unconditional

**A RELIABLE SOURCE OF
SUPPORT IS YOUR RIGHT**

It's your choice to join and you can
choose to come and go.



**Your coach will be
consistent & persistent
but not intrusive**

"Like a text message, not a knock on
the door"




Culturally Safe

Home Stretch WA recognises
Aboriginal and CALD young people
must navigate between two
worlds.

Heal and Connect

When you are ready



**You can make an informed
choice about the support
you receive from Home
Stretch WA**

There are no shocks for you or the important
people in your life



Smooth Transition



Working together with a young person and their support circle from age 17.5 to ensure a smooth transition into the Home Stretch WA program and a seamless continuation of support until the age of 21.

Ensuring young people are aware of their rights and can independently access support they are entitled to until the age of 25.

Home Stretch WA

Dept Determined Eligibility Criteria

Disability

For a young person living with a disability that limits their capacity to live independently, or where a young person has complex care needs (Needs Assessment Tool (NAT) Level 5), the following eligibility criteria must be met:

- The young person must have the capacity to make an informed choice about engaging with a Home Stretch WA service provider.
- An NDIS support package must be in place and appropriately resourced to meet the daily living needs of the young person.
- A funded coordination function must be included in the NDIS package.

If a young person meets the eligibility criteria above, referrals made to a Home Stretch WA service provider must not be intended to substitute for, or create a temporary solution in lieu of, an appropriate support package through the NDIS.

<https://www.wa.gov.au/organisation/departments/departments-of-communities/home-stretch-wa-eligibility>



Home Stretch Must Be an Informed Choice

“The young person must have the capacity to make an informed choice about engaging with a Home Stretch WA service provider.”

Home Stretch providers should not assume that a young person lacks capacity just because they have a particular disability, are supported through a guardianship or administrator, or if the person does not necessarily communicate in a way that the provider clearly understands.



Support Circles Approach - Informed Choice

Young people with reduced decision-making capacity may need to have their decision making and choices supported and endorsed by people in their support circle.

- Under 18 – the young person's guardian is the Department of Communities who can legally support them to make an informed choice
- Over 18 – the Department of Communities may apply for a guardianship or administration order through a court process.

Home Stretch WA Teams should not be appointed as administrators or guardians.

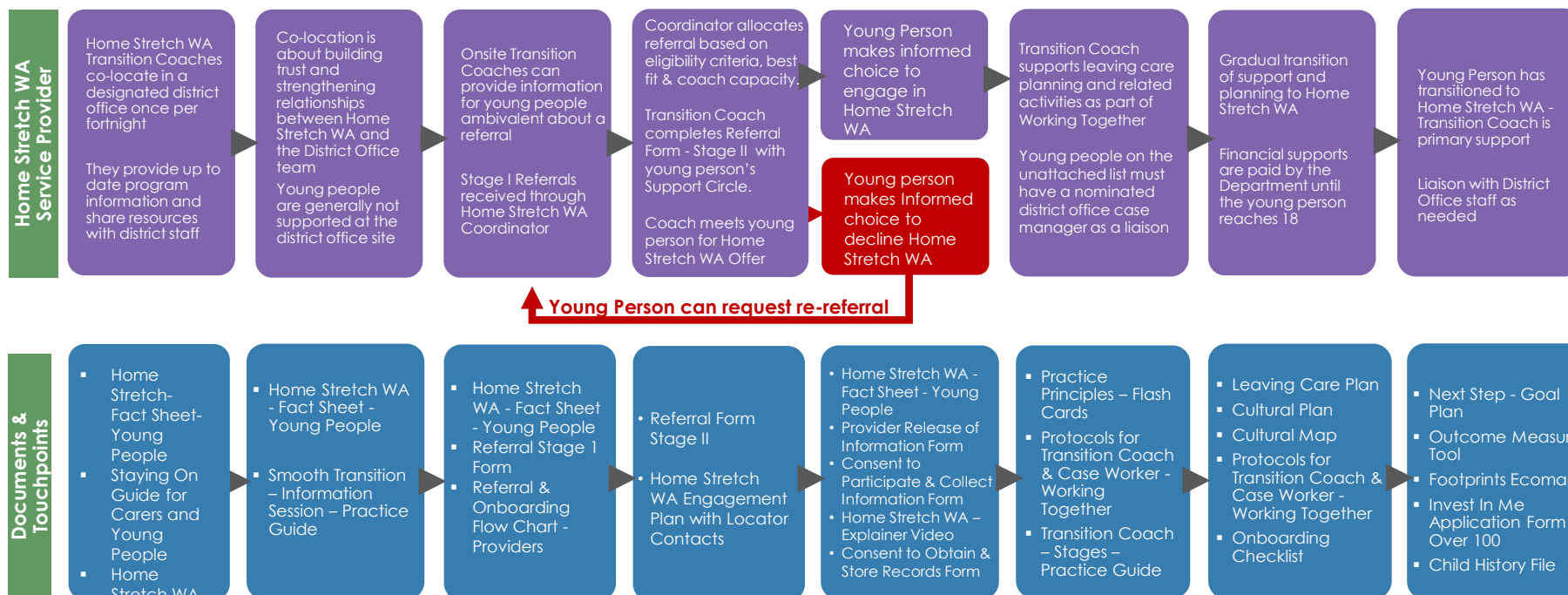
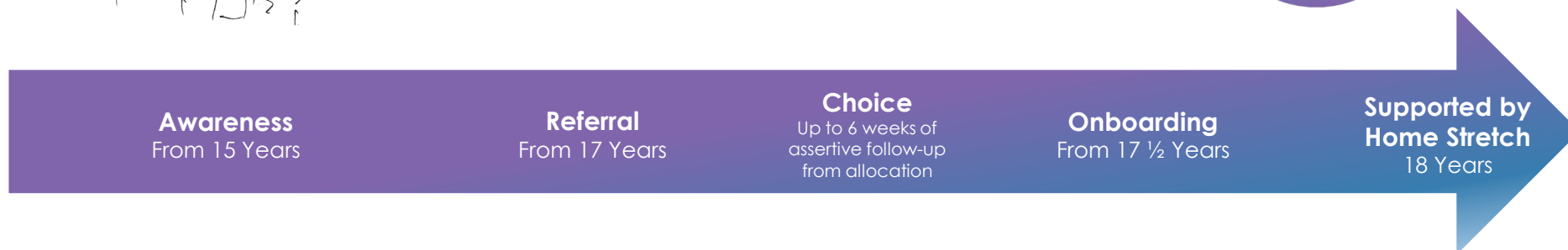
For more information about guardianship and administration orders please check out

<https://www.wa.gov.au/organisation/departments/departments-of-justice/office-of-the-public-advocate/legislation>





How to Refer a Young Person to Home Stretch WA for Service Providers

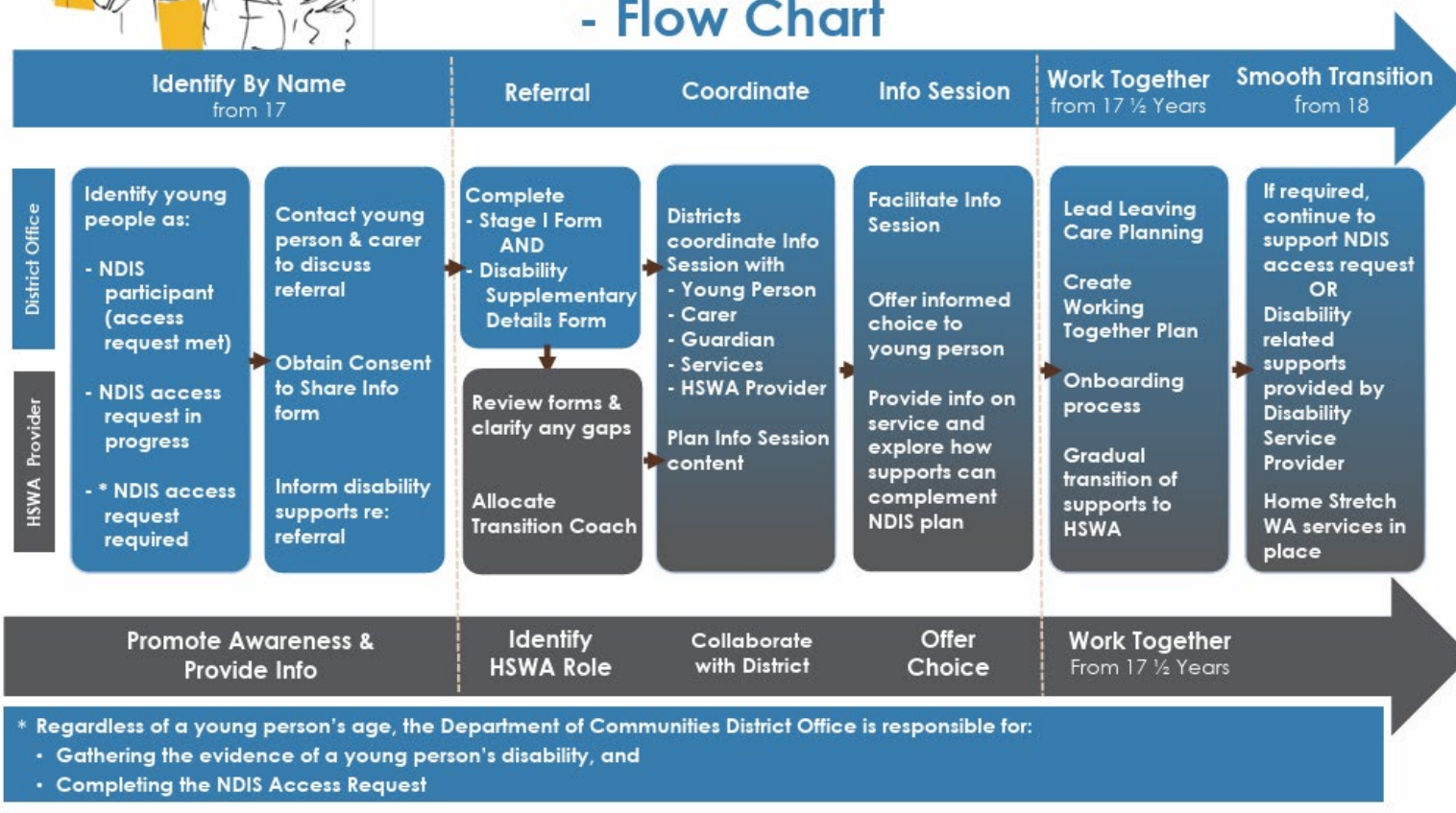


How to Connect Young People Living with Disabilities with Home Stretch WA

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How We Connect Young People Living With Disabilities with Home Stretch WA - Flow Chart



Creating a Smooth Transition for Young People Living with a Disability



Home Stretch WA Providers should reflect on the Home Stretch WA practice principles.

The practice approach of Smooth Transition was carefully designed and tested with young people and Aboriginal community. It has worked well for young people living with a disability.

District 'By Name' Approach

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The Child Protection System is currently working on improving practice and process to support young people to link with the NDIS.

Home Stretch WA CoP has been working together with each District Office to Implement a 'By Name Approach' in each District.

- The By Name List Supports Districts to track whether all young people have been offered Home Stretch WA, and whether they have been referred or on-boarded.
- From 17 young people are added to the District 'By Name List'
- The Leaving Care Team or District Champion manages the local list, and often names with Home Stretch WA providers as part of a community triage/referral pathway being tested in regions.



Screening for Disabilities – By Name List

Young people are classified into three categories.

- **NDIS Participant**

Young person has been assessed as living with a disability and are currently supported through an NDIS Support Plan.

- **NDIS Access Request in Progress**

Young person is being supported to gather evidence, undergo assessments and submit a request for an NDIS support package.

- **NDIS Request is Required**

A young person, their support circle, or Child Protection have identified that the young person may be living with a disability that will require ongoing support. A young person may have disengaged or refused efforts by their support circles around the NDIS Request.



How to Connect Young People Living with Disabilities with Home Stretch WA

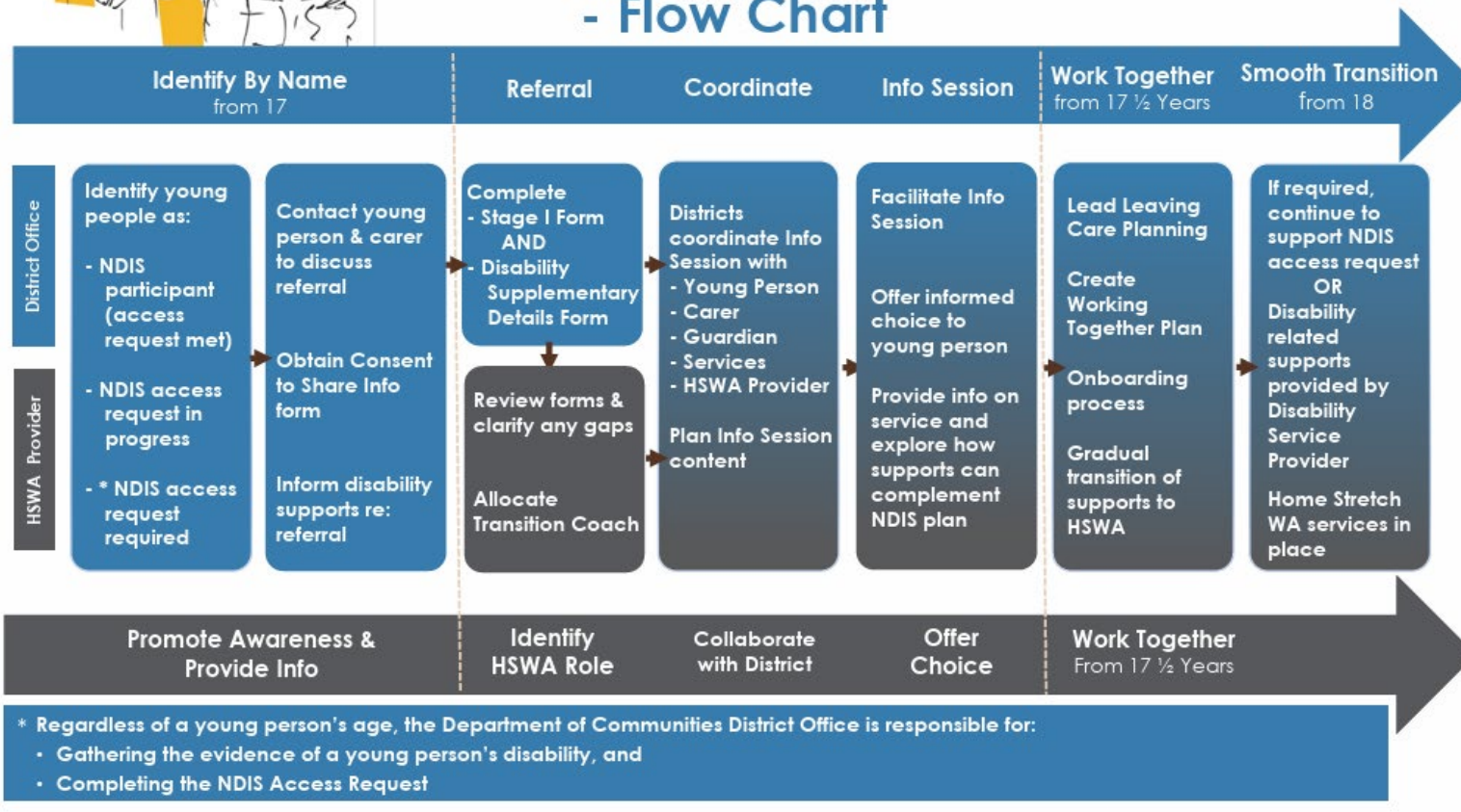
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How We Connect Young People Living With Disabilities with Home Stretch WA - Flow Chart

Government of Western Australia
Department of Communities

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Role of Child Protection

Smooth Transition for NDIS Participants

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From 15 (as part of leaving care planning)

Case Manager provides basic information about Home Stretch WA to eligible young people and their support circles. It should highlight;

- Home Stretch WA is a specialist, time-limited service to support young people to transition from care.
- option/choice for each young person, not the carer and should not be integrated or assumed in forward planning.

From 17

Case Manager (supported by District Champion) talks to young person and family about arranging an info session about the Home Stretch service and obtains consent to share basic information around the young persons living arrangement and current support needs.

Young people who have disengaged from the Department may also be discussed at a 'By Name' Meeting.



Role of Child Protection Referral for NDIS Participants



From 17 Complete the Referral for Info Session (Stage I)

The case manager completes the Stage I Referral Form and the Disability/NDIS Supplementary Details.

The form is sent to the Home Stretch WA provider in the region the young person is likely to be living in after 18.

The case manager should advise NDIS providers, carers and other relevant supports that the Home Stretch WA provider will offer an info session for the young person and their key supports as part of the referral process.



Disability/NDIS Supplementary Information Form

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- If a young person has either a confirmed or suspected disability related needs and is currently accessing or is likely to apply to access the NDIS in the future
- Provides additional information that can assist in identifying and planning out the information session.
- Provides an opportunity to include NDIS supports in early planning of transition.
- Provides an opportunity to identify any young people who will need ongoing support around the access request.



Home Stretch WA – Disability/NDIS Supplementary Information Form

If a young person has either confirmed or suspected disability related needs and is currently accessing or is likely to apply to access the NDIS in the future, their case manager must complete this form and attach it to the Stage 1 Referral Form.

YOUNG PERSON DETAILS

First Name		Last Name	
Has the young person provided informed consent to share additional information about their situation and/or disability?		<input type="checkbox"/> Yes <input type="checkbox"/> No If No, give details: <input type="text"/>	
What option best describes the young person's current situation?		<input type="checkbox"/> NDIS participant (access request met)	
		<input type="checkbox"/> NDIS access request in progress (diagnosed disability) Provide details: <input type="text"/>	
		<input type="checkbox"/> NDIS access request required (suspected/undiagnosed disability) Provide details: <input type="text"/>	
Does the young person acknowledge that they are living with a disability?		<input type="checkbox"/> Yes <input type="checkbox"/> No If No, give details: <input type="text"/>	

OVERVIEW OF DISABILITY/SUPPORT NEEDS (physical, intellectual, cognitive, neurological, visual, hearing or psychosocial)

Provide basic details of the diagnosis, including the date of diagnosis. OR Provide details of any suspected disability	
Is there a current NDIS plan in place?	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, please give details: <input type="text"/>
What option best describes the current engagement with a Disability Service Provider/s?	<input type="checkbox"/> Provider/s in place – receiving services <input type="checkbox"/> Provider/s in place – not receiving services <input type="checkbox"/> Provider/s to be identified Provide details: <input type="text"/>
Disability Service Provider Contact Details	1. Provider Name: <input type="text"/>
	Key Contact: <input type="text"/>
	Tel: <input type="text"/> Email: <input type="text"/>
	2. Provider Name: <input type="text"/>
	Key Contact: <input type="text"/>
	Tel: <input type="text"/> Email: <input type="text"/>
	3. Provider Name: <input type="text"/>
	Key Contact: <input type="text"/>
	Tel: <input type="text"/> Email: <input type="text"/>

Home Stretch WA – Disability/NDIS Supplementary Info Form -V1.0 01/06/23

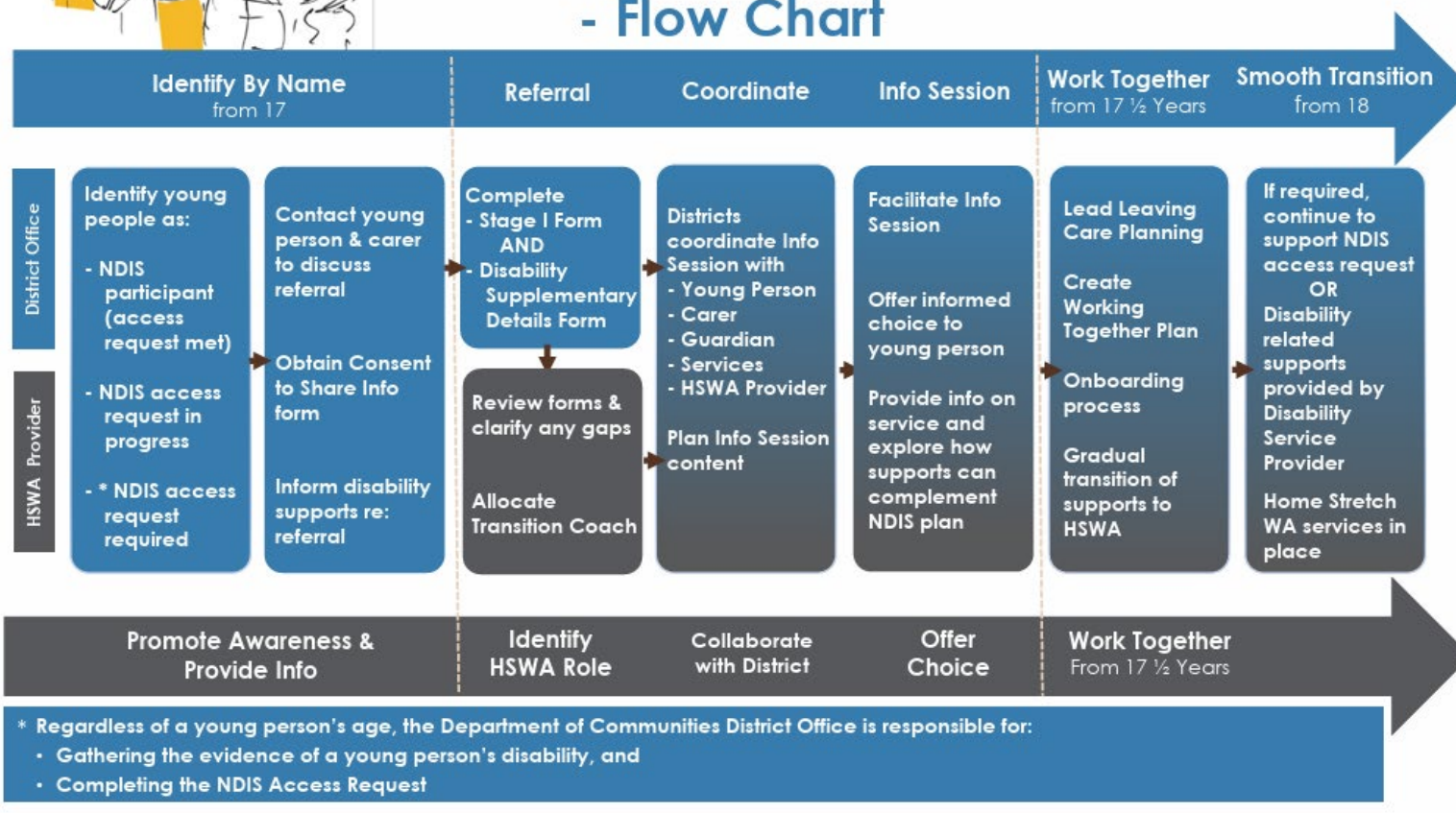
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How We Connect Young People Living With Disabilities with Home Stretch WA - Flow Chart



Information Session with NDIS Supports

The Home Stretch WA provider should use the Stage II Forms to plan out how best to communicate and offer the service to the young person and their support circles

Info Session would typically include the young person's key supports to help with communicating the service offer to the young person, and ensure they can make an informed choice.



What is the District's Role in the Information Session with Young Person with a Disability

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- District Case Manager coordinates the Information Session and liaises with the Provider Coordinator & allocated Transition Coach to arrange the time/day for the Information Session
- Together with the Provider, invites the young person, carer/s, their legal guardian (if relevant), and any current (or proposed) NDIS support service representative/s, preferably the Support Coordinator
- Follow the Information Session Practice Guide- Connecting young people Living with Disabilities to Home Stretch WA



Information Session

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The purpose of the **Information Session** is to consider;

- the types and levels of support that the Home Stretch WA provider can offer
- the current supports and resources provided through the NDIS and the child protection system
- the young person understanding of Home Stretch WA, and willingness to engage and work with a transition coach.

The info session provides an opportunity to ensure young people's needs are understood, and they are able to get the support they need.

They young persons agency must always be respected!

Supporting a Young Person to Make an Informed Choice in an Info Session

What kinds of strategies might you use to support young people to understand the Home Stretch WA service offer and make their own choice?

- A young person who has a hearing impairment, and doesn't speak.
- A young person with general developmental delay, who struggles to hold and retain information.
- A young person who is on the autism spectrum, and has an auditory processing disorder that makes them feel anxious in groups?



Support is unconditional, however...

Home Stretch WA providers do have guidelines to follow

- Young people usually have up to 6 weeks to accept the offer of support through Home Stretch WA provider
- Young people must be formally consent to the service – a provider cannot sign them on based on the needs of the carer/case manager/NDIS.
- Young people must agree to engage with a transition coach
- Housing Allowance/Staying On are not standalone payments
- Young people are able to Opt-out at anytime (and can be referred back any time before they turn 21 but receive a different coach)
- Home Stretch WA providers are not funded to have capacity to complete NDIS Access Requests

Young People with Undiagnosed Disabilities



Many young people may be living with undiagnosed disabilities and have never been assessed or sought assistance around their challenges.

What might be some of the challenges or barriers for young people in the OOHC system to accessing a diagnosis?



Young People with Suspected Disabilities

- Young people living with undiagnosed disabilities may not recognise or be aware of their challenges, particularly if they have had multiple placements and limited education or training.
- There can be a lot of shame and stigmatisation in being labelled as living with a disability.
- Long term epistemic mistrust of systems, adults, professionals and outsiders is common for care leavers.
- The NDIS is disempowering, and to get access requires highlighting deficits and functional impairments that are typically permanent.
- The impact of trauma on behaviour and neurodevelopment can be significant
- Co-morbidity is complex to assess; labelling of disabilities as behavioural disorders related to trauma, AOD use or situational crisis



Questions & Comments?



Key NDIS Contacts

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NDIA National Call Centre: 1800 879 471 8am to 6.30pm (AEST – note this is 5am to 3.30pm AWST - an interim measure until Midland office is set up for local time)

Dedicated line for workers (press 2 for govt appointed advocate/guardian)

Note: We still need to evidence we are the guardian via email (orders, details of the child, details of the worker, etc). RISC can use the line and make queries if they have written consent from the guardian.

- A Midland based office is being set up – we will be notified closer to its establishment. For clarification on consent and verification of consent, advocate on behalf of client or any issues contact Eamon Hanney (Assistant Director National Call Centre Operations)
eamon.hanney@ndis.gov.au

For general enquiries Community.engagement.westcentral@ndis.gov.au

For critical incidents needing urgent attention Csir.wal1@ndis.gov.au



- PACE info <https://improvements.ndis.gov.au/>
- Expected timeframes as a guide <https://www.ndis.gov.au/about-us/policies/service-charter/participant-service-guarantee>
- Early childhood approach for children younger than 9 years
<https://www.ndis.gov.au/understanding/families-and-carers/early-childhood-approach-children-younger-9>
- Changes in Age group <https://www.ndis.gov.au/news/9175-age-children-supported-under-ndis-early-childhood-approach-changing>
- To escalate concerns about providers or misuse of plans
<https://www.ndiscommission.gov.au/contact-us>

More Information & Resources



Links to Resources & Documents on the website

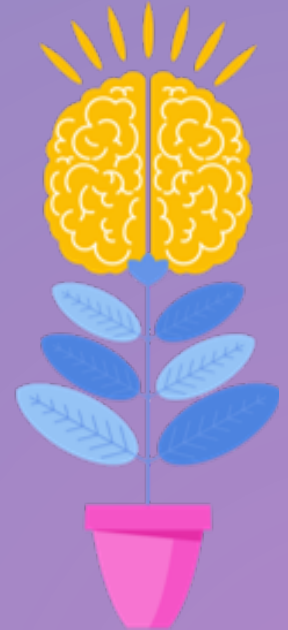
[Working Together Protocols](#)

[Action Plan Template](#)

[Working Together Timeline](#)

[Home Stretch WA Explainer Video](#)

[Transition Coaching Tools](#)



www.homestretchwa.org.au

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