



Transforming supports at home

2023 Annual Public Forum themes

14 November 2023

Thank you to everyone who participated in the 2023 Summer Foundation Annual Public Forum. Please find below a summary of themes which we heard from the audience via the Slido Q&A. A list of resources has been provided for the major themes identified.

What we heard about	
Theme	Resources
Finding and retaining quality support workers <i>"Can the NDIA or somebody else create a how-to guide on how to interview potential support workers?"</i>	What does good NDIS support look like? (Summer Foundation; episode of Reasonable & Necessary podcast)
Support worker training and accountability <i>"How important do you think it is to invest in support worker training, time to build support teams and to meet regularly?"</i> <i>"I feel carers need a lot more knowledge about their job. And should meet with other regular staff to hear how the job should be done correctly and the skills they need with the client."</i>	Choosing the right Support Workers and Building a Team (Housing Hub; document and video) Making a training video for support workers (Summer Foundation; suite of resources) The Growing Space resources about finding, hiring and retaining quality support workers

<p>Thin markets in regional and rural areas</p> <p><i>“How do we get more quality support workers in the profession - especially in regional and rural areas?”</i></p> <p><i>“Help rural participants by increasing transport funding; it's inequitable to be the same as metro-based.... Each outing is over 100 kms ... If it comes from core, that reduces the hours available for support workers.”</i></p>	<p>Evaluation of NDIA thin market trials (NDIA; report)</p> <p>Rural and remote strategy (NDIA; guide)</p> <p>Reimagine Rural Remote Hub</p> <p>Reimagine Aboriginal and Torres Strait Islander Hub</p>
<p>NDIS funding, reviews and appeals</p> <p><i>“Large discrepancy between recommended support and the approved support from NDIS Home and Living team - often requiring Internal Review and AAT processes. How can we bridge this gap and stop rewriting the same reports?”</i></p> <p><i>“Why the need to go to the extent of the AAT to prove over and over with same paperwork/reports the need for in home supports”</i></p>	<p>Factsheet: Using your NDIS plan (NDIA; factsheet)</p> <p>Factsheet: Changing your plan (NDIA; factsheet)</p> <p>Meet Kirsty - An NDIS participant from South Australia (Summer Foundation; video)</p> <p>Meet Christie - Barriers to achieving timely SDA (Summer Foundation; video)</p> <p>Factsheets: Challenging NDIS Decisions (Housing Hub; factsheets)</p> <p>AAT - how to apply (AAT; website)</p> <p>UpSkill – Best Practice podcast series (Summer Foundation; podcast)</p>

Contact: Summer Foundation
Ph: 1300 626 560
Email: info@summerfoundation.org.au