Submission to the Inquiry by the Family and Community Development Committee of the Victorian Parliament into

SUPPORTED ACCOMMODATION FOR VICTORIANS WITH A DISABILITY OR MENTAL ILLNESS

Kerry Bruns
State Manager
10/369 Royal Pde
Parkville, 3052
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1. INTRODUCTION

NDS welcomes the opportunity to provide a submission to the Inquiry into Supported Accommodation for Victorians with a Disability or Mental Illness being conducted by the Family and Community Development Committee of the Victorian Parliament.

National Disability Services (NDS) is the disability industry representative body, with over 600 non-government members Australia-wide. With almost 200 Victorian members, NDS Victoria has extensive and representative coverage of disability service providers across the State. NDS members provide disability supports including day services, supported accommodation, respite, therapy and employment services. NDS is working with members and government to support the delivery of sustainable, quality disability supports within a reoriented service system in line with the objectives of the Disability State Plan.

2. THE VISION

People with a disability have the right to live in and be part of their own communities – in residential neighbourhoods – in homes similar to others – with the opportunity to develop their own independent personal ambitions, personal relationships, abilities and lifestyles.

This vision for people with a disability, advocated by NDS, is congruent with Victorian Government policy documents such as the State Disability Plan 2002-12, A Fairer Victoria (2007) and the Disability Act 2006, which aim to enable Victorians with a disability to pursue individual lifestyles and participate fully and equally in community life. However, the current system of supported accommodation in Victoria is evidence of the dissonance between the vision articulated in these policy documents and the reality for people with a disability.

3. SUMMARY OF RECOMMENDATIONS

NDS recommends that the Victorian Government:

- Develops a long term plan for supported accommodation
- Invests and implements strategies to provide sufficient housing capital for people with a disability
- Expands housing options
- Implements a person centred approach and focuses on quality of life outcomes
- Builds sector capacity and capability
4. KEY CONCERNS ABOUT THE CURRENT SYSTEM OF SUPPORTED ACCOMMODATION FOR PEOPLE WITH A DISABILITY

4.1 Overview
Victoria currently has a supported accommodation system which is crisis driven, characterised by significant unmet demand, insufficient housing options, a lack of system planning, and challenges around the capacity of disability service organisations and their staff to deliver the vision.

There are currently 4,600 people with a disability living in 914 supported accommodation houses in Victoria. An additional 8,260 people have individual support packages, some of which are large enough to fund accommodation in the community. A further 220 people remain in institutional or congregate care facilities.

Many people are denied access to supported accommodation, which places great pressure on the respite system, and immense stress on their often ageing carers and families.

There is substantial variation in the quality of housing infrastructure, both in terms of the physical infrastructure, and in the degree to which it is ‘home-like’ and supportive of community inclusion. The traditional community residential unit (CRU) model offers residents very limited choice in terms of who they live with, but will continue to have a place in the service system, alongside a range of innovative and diverse accommodation options.

Key issues with the current system of supported accommodation are described below.

4.2 Unmet Demand
Unmet demand for supported accommodation by people with a disability is high and increasing year by year. The Disability Support Register (DSR) indicates that there are currently 1,358 people with a disability awaiting supported accommodation. This is arguably an underestimate as the Register does not capture foreseeable future demand, and has extremely stringent gatekeeping criteria. Largely due to the ageing of the population, this demand is increasing by 4 – 5% annually.

The lack of sufficient accommodation is placing immense stress on the system, resulting in crisis driven responses, placement of people in inappropriate accommodation options, and immense distress for many individuals and families. This pressure is particularly evident in relation to ageing carers and on users of the respite system.

4.2.1 Impact on Ageing Carers
Many of the people on waiting lists, and particularly those with medium to high support needs, are currently living with ageing carers. The lack of available supported accommodation means that many people with a disability are living with family members long after people generally move into their own homes. This phenomenon, not present in other Western democracies, places great pressure on
ageing carers, restricts their lifestyle options, and means many older parents live with constant worry about the long term future of their adult child. Such living arrangements may also discourage maximum self determination for people with a disability. As the population ages, the capacity of family members to deliver care and support diminishes, further reinforcing the urgent need to develop community based accommodation options. The Federal Government’s Disability Assistance Package is expected to create approximately 350 new supported accommodation places in Victoria over the next five years for people with severe or profound disability over 40 whose carers are over 65. This is a positive initiative, but will not significantly resolve the waiting list demand.

4.2.2 Impact on the Respite System

Lack of supported accommodation options is resulting in respite places being filled by individuals on a permanent or semi-permanent basis. Such accommodation is inappropriate for the individuals, and sometimes highly inappropriate, where people who require stability and routine are housed with a changing mix of other residents. NDS members report instances of teenagers being housed in respite services on an ongoing basis, and of individuals being moved around between respite houses regularly.

This phenomenon also has major implications for other users of respite and their families. Lack of access to planned regular respite undermines the resilience of families and their ability to care for family members with disability, and may contribute to decisions to relinquish care, or poor carer health, which may similarly result in a crisis need for supported accommodation.

4.3 Lack of System Planning

The Victorian government appears to lack a plan in relation to how the current crisis driven and financially strapped service system will transition to the point where it is able to deliver the outcomes of the Disability State Plan. The Auditor-General recently noted that whilst some steps have been taken by Department of Human Services (DHS) to address demand growth, these have not been in the structured and cohesive manner necessary to reliably address this growing demand.

4.3.1 Data Collection

The lack of system planning is compounded by inadequate data collection. The current Disability Support Register (DSR) does not capture data on future expected demand or the nature of that demand. This hampers the ability of the DHS to adequately plan to meet this demand.

The inadequacy of data collection also has profound consequences for individuals. There is no systemic tracking and limited individual planning to address the needs of individuals living with ageing family members, and thus very limited forward planning for such individuals. This leaves families with the constant worry of ‘what will happen when something happens to me’ and an eventual crisis response when the foreseeable occurs, which compounds the experience of loss experienced by the person with a disability.

4.3.2 Housing and Support Interface

The absence of an overall planning framework as well as the recent policy decision to unbundle housing and support, also contributes to the disjuncture between the housing and disability support systems. Service providers report significant difficulties in aligning available accommodation with support packages. Without a systemic framework for bringing two complex funding and allocation processes together,
service providers are investing enormous time and resources in developing individual service responses. This results in many lost opportunities, and contributes to real inefficiencies in the system.

Strong, at times inflexible, adherence to the principle of separation of housing and support provision also contributes to lost opportunities. While NDS acknowledges the possible downside of “client capture”, there is a lack of incentive for service providers with access to land and capital to invest in creating housing for people with a disability without a guarantee that they will be able to provide recurrent support to future residents who choose to live in this accommodation.

4.4 Inadequate Capital Investment
Since 2000, the previous regular stream of government capital funding for disability accommodation has ceased. Instead, funds have been directed through the Disability Housing Trust and Housing Associations. While there have been some positive developments by these bodies, the initiatives have been slow to deliver new housing appropriate for people with a disability, and more significantly, this strategy will not be sufficient to deliver the scale of accommodation required in the future.

Furthermore, the Office of Housing changed its policy in 2006 to exclude Class 3 buildings from growth funds. Housing for people with high support needs is often classed as such – so this policy effectively denies people with high support needs access to new social housing. In addition, the target groups for government assistance have been amended in recent years, with a reduced focus on provision of housing for people on statutory incomes by the Housing Associations. These policy shifts, combined with an absence of targets to house people with a disability, have led to a significant reduction in investment in housing suitable for people, particularly those with high support needs.

New substantial investment and strategies are needed to expand the provision of accommodation appropriate for people with disability both within in the social housing system and in the wider general housing stock.

4.5 Sector Capacity
Disability service providers are experiencing unprecedented governance, management and operational challenges, arising from:

- ongoing high demand for disability services
- expansion of the individualised funding model which is supported by the sector, but raises significant challenges for organisational capability
- inadequate funding, which has not kept pace with CPI increases or responded to the different cost drivers associated with a more individualised service approach
- workforce shortages evident in challenges in recruitment and retention of staff as well as issues associated with an ageing workforce
- implementation of the new Quality Framework and Disability Act 2006
- increasing compliance and administrative burden

The disability service sector requires significant support to further build capacity in relation to governance, staff skills and expertise to achieve the goals of the State Disability Plan and infrastructure to support the development of more sophisticated business systems.
NDS is working with DHS and the Victorian Managed Insurance Authority (VMIA) to address sector sustainability in the face of these challenges, which have an impact on the provision of supported accommodation for people with a disability. Government support in relation to this strategy will be critical.

4.5.1 Workforce

There are particular challenges in relation to the disability workforce. The sector is struggling to secure sufficient workforce with appropriate skills and attitudes to meet the changing model of service which requires workers to support independence and active engagement in community life as well as provide personal care. Recruitment and retention difficulties are compounded by the low salary levels for disability support work.

Organisations need increased resourcing to train, lead and motivate staff, to enable workers to provide the support critical to a good quality of life. The difference between support and care is an important one in the current service paradigm. People require care to be functional in their chosen endeavours and environments, however, it is only through support that people can be empowered to achieve a sense of independence and improved quality of life.

Some NDS members are putting structures and supports in place to encourage their staff to provide active support. Use of an Active Support strategy in the redevelopment of Kew Residential Services resulted in ‘clients having an increased variety and more independence in domestic participation, increased adaptive behaviour, decreased internalised challenging behaviour and decreased depression’\textsuperscript{viii}. However, current unit funding constrains the ability of service providers to implement the training and ongoing structured support for staff that is required to achieve such outcomes.

NDS has actively contributed to the current development by DHS of the Disability Workforce Planning and Development Strategy. Implementation of this Plan is critical to assist the industry to attract and retain a workforce with the skills and attributes required.

4.5.2 Disparity between Government and non government services

Workforce issues are exacerbated by the disparity in pay and conditions between workers employed by the non-government and government sectors, the latter receiving an extra 28% more pay and having capacity to access more training opportunities and supports. At present, approximately half the disability residential services are operated by government.

4.6 Accommodation Models

The development of CRUs was a welcome development in the period of de-institutionalisation, but in the context of the individualised focus of the Disability State Plan, the CRU model is not considered a suitable living situation for many people with a disability. Residents have little choice about whom they live with and where they live, and support is provided within a group model. Recognition of the limitations of this model has led to funding in recent years for more innovative housing solutions, via the Disability Housing Trust and Innovative Accommodation Grants. These offer options such as one, two or three bedroom units in the community, or the keyring model which links and supports a group of people living independently in the community. However funding for such initiatives has not been of sufficient scale to make a difference systemically.
There are a number of people with intellectual disability who continue to be housed in institutions. This is patently at odds with the government’s and sector’s vision for people with a disability.

There is a danger of the system moving back use of semi institutional settings, in an effort to meet the high demand and limit cost. However, it is essential that all people with a disability, including those with high support needs, are supported to live in the community.

5. **RECOMMENDATIONS**

5.1. **Develop a Long Term Plan for Supported Accommodation**

There is an urgent need to undertake long term planning and increase funding to ensure that the system has the capacity to meet current and future demand, to enhance individual choice in type of accommodation, and to increase social inclusion for Victorians with a disability, thus moving towards achieving the vision of the State Disability Plan.

5.1.1 **Consultative Planning Framework**

NDS and VCOSS have proposed that DHS initiates a forum which brings together key stakeholders from the disability and housing sectors on a regular and ongoing basis to oversee the development of a planning framework for accommodation and support. This model has been used successfully with other complex issues such as individualised funding and workforce planning and development.

NDS and VCOSS envisage the development of a 10 year plan for disability accommodation and support in Victoria. A collaborative process will enable stakeholders and the Department to map a way forward to address the high demand for accommodation in the context of various relevant initiatives, data and reports. They include the *Framework for Accommodation and Support Best Practice (2007)*, the findings from the Accommodation Innovation Grants projects, and the Auditor General’s *Review of Accommodation for People with a Disability, 2008*.

As part of a planning process, NDS proposes statewide consultation with stakeholders, including disability service providers, people with a disability, carers and families, and the housing sector. To date, little coordinated work has been undertaken with the broader social housing or housing association sectors in Victoria to ensure that the development of housing aligns with the demands on the disability sector.

It is envisioned that development of a planning framework will enable resolution of the range of complex policy issues through stakeholder engagement. Issues to be addressed in the planning process include:

- data collection and the Disability Support Register
- the link between accommodation and support
- separation of provision of housing and support
- accommodation for people with high support needs
- extension and promotion of innovative accommodation and support models, including those which maximise community investment in local solutions.
5.1.2 Population Based Planning
It is recommended that the planning framework incorporates population based planning for supported accommodation, to ensure provision of supported accommodation in sufficient quantity in the locations identified by population data.

5.1.3 Adherence to CSTDA Principles
It is also recommended that the service redevelopment be based on the follow core principles of the CSTDA:

- Responding to individual needs as they vary across stages and areas of life.
- Acknowledging the heightened vulnerability of people with high support needs, Indigenous Australians and people from culturally and linguistically diverse backgrounds.
- Recognising and supporting the pivotal role of families, carers and others in close relationship with people with a disability.
- Promoting the development of innovative solutions to address the broad scope and range of supports needed to create conditions where people with a disability, their families and carers can thrive and have their opportunities enhanced.
- Continuing collaboration and partnerships with individuals, families, carers, community agencies, service providers, advisory and advocacy bodies and local government.

5.2. Invest and Implement Strategies to Achieve Sufficient Housing for People with a Disability

5.2.1 Investment in Diverse Range of Supported Accommodation
Support accommodation for people with a disability requires substantial government investment, in both capital and recurrent funding. Funding is required to both address the current crisis in demand, and meet the year on year increase in demand.

In its recent 2009 State Budget submission, NDS estimates that an investment of $45.25m per annum is required to address half of the current demand on the Disability Support Register within three years, excluding people eligible for Commonwealth government accommodation funding. This calculation is based on estimated capital cost of $250,000 per resident. There is also a requirement for capital investment to continue to upgrade and replace existing CRUs, particularly across the non government sector.

5.2.2 Quarantined Access to Social Housing
People with a disability also need adequate access to social housing. It is recommended that current levels of access to social housing be maintained, and that in relation to new social housing, 50% be allocated to people with a disability, including 10% to people with a disability with high support needs.

5.2.3 Universal Housing
To move towards being a more socially inclusive society, the bulk of housing stock, including community housing, affordable housing and private housing, needs to be universally designed. This means that housing is designed for use by all people, to the greatest extent possible. Substantial cost savings to government are expected
through regulation of Victoria’s housing to meet a minimum universal design standard.

International experience indicates that universal housing regulations are the most effective way to grow the State’s stock of universally-designed housing. This approach will significantly increase housing options in the community for people with a disability, but would also have benefits for many other the community groups. Together with other community and housing organisations, NDS recommends that the Victorian Government commit resources to the staged implementation of universal housing regulations for all new homes and major home renovations.

5.3 **Expand Housing Options**

NDS supports development of a wide range of supported housing options for people with a disability, reflecting the diversity of individual preferences and needs, and reflective of the level of diversity in the wider community. It is important that policy ensures that all groups of people with a disability, including those with ageing cares and those without such carers, younger people (including teenagers), and people with high as well as low support needs are provided with housing choices.

The range of housing options should include short term accommodation, suitable for people in crisis, experiencing homelessness or exposure to abuse. Suitable provision is also needed for young people who cannot live full time with their families, and for whom no foster families are available.

It is important that resident fees are set at levels which enable people to retain modest disposable incomes sufficient to enable their participation in the community.

It is recommended that all institutions be closed, and the residents be offered options within the community. There is also scope for substantial improvement in the way many CRUs operate, to support residents to be part of their communities, and live in a home rather than a facility.

As noted above a number of innovative housing models have been developed in recent years, and found to be successful. Investment is now required to enable extension of these models across the state.

5.4 **Build Sector Capacity and Capability**

NDS recommends that the government invest in building the capacity and capability of registered service providers to provide high quality support to people living in supported accommodation in the community. Work is currently underway to identify the needs of the sector in relation to building sustainability in the face of current challenges. Of particular relevance to this review is the need to build in capacity for the sector to adequately train and support its staff to enable them to actively support people with a disability.
5.5 *Adopt a Person Centred Approach and Focus on Quality of Life Outcomes*

NDS recommends that the development of supported accommodation use a person centred approach to service delivery. This approach involves services being designed to match the circumstances, needs and aspirations of individuals, within the framework of existing or potential resources. Such an approach maximises the quality of outcomes achieved through accommodation support. For example, a person centred approach would assist in identifying what was desired by way of housing (including the design features that would maximise independence), the area where the person wished to live (usually close to family, workplace or day activities), and how the most appropriate support would be structured and provided. The unique needs and circumstances of each individual would be central to the planning and provision of the accommodation support.

The elements of person centred approach include:

- effective planning, whereby the needs and aspirations of a person with a disability are identified in collaboration with key stakeholders;
- effective action that matches planning with an effective service strategy; and
- identification of the least restrictive alternative (facilitating an individual to have as much control as possible over their life) that meets a person's needs and preferences within the constraints of available resources; and
- a philosophy of active support (rather than care).

A focus on delivery of high quality of life outcomes should underpin redevelopment of the supported accommodation for people with a disability. This requires services to be designed around individuals and delivered to support their preferences, life experience and culture. The following quality of life domains describe some of the key aims to be achieved through supported accommodation:

- **Emotional wellbeing** – including contentment, self concept and a sense of safety and security. Accommodation support arrangements can be organised in ways that promote emotional wellbeing. For instance, people with cognitive impairments frequently prefer a well structured environment to gain a sense of personal safety. Similarly, attention to maintaining family and other social networks, and creating confidence and trust between the service, support workers and the person requiring support will be required to ensure emotional wellbeing is achieved.

- **Interpersonal relationships** – Accommodation support arrangements can be structured in ways that promote social inclusion and interpersonal relationships. Staff providing support have a role in developing and maintaining interpersonal relationships, including by creating a welcoming home environment. In the same way, the location of supported accommodation, preferably within a person’s existing community, may help maintain existing relationships with generic services such as doctors, local shopkeepers and hairdressers. Similarly, the important relationship between paid and natural supports (such as family) needs to be maintained and nurtured.

- **Material wellbeing** – including financial security and housing. Material poverty can be a significant reality for many people with a disability. Within supported accommodation, people with a disability may need to be assisted with
budgeting, accessing employment, acquiring personal possessions and sourcing suitable housing. It is also critical to ensure that people are left with an adequate disposable income, for expenditure on personal expenditure items after contributing to housing and supports costs.

- **Personal development** – A wide range of developmental opportunities exist within a home. Supported accommodation arrangements, and particularly the quantity of support, should be sufficient to enable skill development in all aspects of independent living to ensure people with a disability are encouraged to maximise their potential.

- **Physical wellbeing** – including health status and leisure. People with a disability should be supported to develop and maintain physical wellbeing. This will include access to adequate medical support, ongoing monitoring of their health (where family are not able to maintain this responsibility) and supporting a person to have a healthy lifestyle through exercise and diet (in accordance with their personal choices).

- **Self determination** – including autonomy and personal control. Within supported accommodation, the support arrangements are organised in a way that maximise a person's autonomy and control.

- **Social inclusion** – including community roles and social support. Accommodation support is organised in ways that promote social inclusion, particularly in the development of neighbourhood and community roles, and locating opportunities to maintain and expand personal interactions that create a sense of belonging.

- **Rights** – including human rights and legal status. Accommodation support is organised in ways that protect people's human and legal rights, with a need to pay particular attention to the provision of support that provides adequate safeguards.

Key features or considerations necessary to deliver high quality of life outcomes include:

- **The creation of “home”**
  There has been increasing acknowledgement that the provision of a genuine sense of “home” is an important element of quality accommodation support.

  The manner in which accommodation supports are structured will either enhance or hinder the creation of home. The degree of choice and control available to the person with a disability will influence their experience of home. This should include each person having control over who they live with and how they spend their time, support staff who respect and nurture the concept of home, provision for privacy, and, importantly, minimising ‘workplace’ practices.

- **Natural support networks are built on**
  The extent to which accommodation support complements and enhances informal supports, particularly families, will be a key determinant of quality service provision. People with a disability will have a range of established relationships including family, peers and friends when entering accommodation support arrangements. It requires sensitivity and creativity to develop a ‘place’ for families within accommodation support arrangements.
 Connections with community
The degree to which supported accommodation connects a person to their local community is an important measure of quality. Important elements to consider are: how the person is assisted to engage with their community, how they spend their time, do they have a civic presence, and how are their relationships supported. Similarly, an accommodation service that fosters good relationships within the neighbourhood is more likely to foster inclusive experiences for people with a disability. Providers should consider issues such as appropriate parking for staff cars, and minimising the noise associated with the arrival or departure of staff.

 A developmental approach
Quality accommodation support should provide developmental opportunities for people with a disability.

The developmental principle embodies a set of basic beliefs about human beings. These beliefs centre on the fundamental importance to human beings of growth and development. The principle states that growth and development, and the opportunity for the exercise of these, is vital to everyone, including people with a disability, no matter what the extent of their disability. The rate of developmental growth may differ from person to person, but potential for growth and the essential quality and dignity of development are necessary human characteristics.

Accommodation support should be structured in a way that supports the person with a disability in learning and development opportunities.

 Safety
The extent to which accommodation supports provide safety and security for the person with a disability is a critical component of quality. However, this duty of care to a person with a disability needs to be balanced with their right to experience risk (dignity of risk). Accommodation supports must always be structured to safeguard people from abuse and neglect.

The quantity and quality of support provided is essential for the safety of each person. Strategies to attract, train and supervise the ‘right’ people to provide support are critical, as is a detailed understanding of the vulnerabilities of every person being supported. A system to monitor the quality of the service delivery is also critical and will ensure the health and well being needs of people are recognised and supported.

5.6 Transfer Services to the Non Government Sector
NDS proposes that an in principle agreement is made to transfer existing government funding for disability service provision to non-government service providers. The first step would be to undertake a feasibility study. Transfer will address the conflict of interest that exists through government acting as funder, provider and regulator of disability services and increase the efficiency of service delivery.

The Industry Commission (1995) noted that the government "could expect significant cost savings by making greater use of the community sector in the provision of government services." The Commission found that, in general, non-government organisations are significantly more effective providers of services than equivalent
government agencies. This finding was affirmed by the Productivity Commission Report on Government Services (2007).

Productivity Commission reports over recent years show that government operated supported accommodation (group home) facilities receive $39,413 extra funding per service user/annum than equivalent non-government provider operated homes. NDS proposes that the transfer of the 531 government operated group homes to the non-government sector would create the opportunity to fund disability supports for many people currently waiting for service. This transfer will require careful planning in relation to workforce and be subject to the determination of an agreed price for supported accommodation units.

NDS has noted the Government’s intention, through the Industry Development Plan, to examine the changing roles of government as a provider of government services, policy developer, funding source and regulator.

6. **Conclusion**

There is great potential for Victoria to achieve the vision articulated in the State Disability Plan. The shift to individualised models of support will increase the self determination of people with a disability, given appropriate resourcing to ensure choice in quality, accessible disability supports. However, an individualised approach is not sufficient in itself. NDS recommends a systems approach to planning for the development of supported accommodation and housing options that includes a whole of government commitment, ongoing stakeholder engagement, development of a planning framework, substantial ongoing capital investment, changes to housing policy, building of sector capacity and capability and the transfer of services to the non-government sector.
References

2 2008 Disability Support Register indicates that 1,358 people require supported accommodation as at June 2008.
3 Victorian Auditor-General, Accommodation for People with a Disability, March 2008, p3
4 For example people with a disability are often housed in Supported Residential Services (SRSs). There are concerns about the levels of staffing, adequacy of staff qualifications and the provision of support in pension-level SRSs in comparison to shared support accommodation.
6 In 2006, approximately one in six (17%) of people waiting for accommodations are cared for by family members aged 75 years and over. Quoted in Coalition for Disability Rights Call to political parties 2006 Victorian State Election, p10.
7 Victorian Auditor-General, ibid, p2.
10 As of June 2008, the DSR indicated that 1358 individuals require supported accommodation. If it is assumed that 20% of these people may be eligible to receive accommodation under the Commonwealth initiative targeting people living with aged carers, this leaves 1086 people on the Register. A three year program to halve this level of demand would target approximately 181 people per year. Using a per head requirement for capital funding of $250,000, this comes to $45.25m per year.
11 The $250,000 average cost of capital per person takes account of the range of costs involved in purchase or construction of accommodation in different locations, and being for one, two or three bedroom apartments and houses, with or without sleepover rooms
12 The DHS 2003-04 housing audit estimated that 443 of the 914 shared supported accommodation houses required replacement or upgrade. Since then, there has been annual investment in housing replacement and upgrade, with $44.5M approved in 2004-05 to replace or refurbish government houses; $15m in 2006-07 for non-government houses; and a further $50m in 2008-09 to replace 38 houses. However the investment to date still leaves a substantial number of houses requiring replacement or refurbishment.
14 The Platform of the Victorian Universal Housing Alliance details the minimum low cost features necessary for housing to be liveable, visitable and adaptable by people of all ages. Universal Housing Universal Benefits details the cost benefits of universal housing in Victoria., VCOSS 2008.
16 The Allen Consulting Group (commissioned by National Disability Services Victoria) Challenges faced by providers of disability services in Victoria, 2007, p. 23
18 Industry Development Plan, Department of Human Services, 2006, p. 6