



May 2014

Message from the Director General

Welcome to the third edition of the WA NDIS My Way eNewsletter.

The 1 July 2014 start date for the WA NDIS My Way trial in the Lower South West is getting very close now, with less than four weeks to go.

It's all hands on deck as Commission staff, along with our key stakeholders and service providers, prepare for the changes.

Projects big and small are now coming to fruition, from changing the Commission's email signatures to incorporate the new WA NDIS My Way logo, to the mammoth ICT project that is encompassing so many elements of the trial.

On this note, I'm pleased to report that work on our various ICT projects are on track. Not only are we fine tuning our own internal systems, our disability service providers are in the process of familiarising themselves with the new reporting and quality assurance requirements.

We are also developing an online tool called **Am I Eligible?** which allows people with disability, families and carers to carry out an initial eligibility assessment on the Commission's website, before being directed to relevant contacts.

Importantly, people outside the WA NDIS My Way trial sites will also be given contact details to find out more about the supports available to them in the rest of Western Australia.

Am I Eligible? is scheduled for completion in mid June 2014, to coincide with the start of our information campaign, which will run across TV, radio, press and online platforms in the Lower South West and regional Western Australia.

There's more information about the campaign in this eNewsletter.

To keep updated with all the changes, please visit the [WA NDIS My Way](#) webpage.

Regards
Dr Ron Chalmers
Director General
Disability Services Commission



My view of My Way – personal stories

Busselton-based Business Manager Grant Avery is one of the Commission's most active stakeholders. Not only does he have personal experience with the My Way planning process, having two children with disability, he is a member of the **WA NDIS My Way Reference Group**, the **WA Joint Steering Committee** and the Lower South West Local Advisory Group.

The Reference Group consists of a wide range of representatives from the community who provide advice to the State Government about the implementation of the WA NDIS My Way trial. The Joint Steering Committee has responsibility for high level oversight of the WA independent evaluation, funding arrangements and communications and engagement within the WA trial sites.

Grant also appears in various Commission publications and has been quoted in the media about the many benefits of the My Way model.

Are you anticipating any changes for your family when the WA NDIS My Way trial begins on 1 July?

For my family no, since we know that the changes for current My Way participants won't be that significant.

However I hope that general knowledge in the community about the trial will be greatly increased.

At the moment, I don't feel as though there is a good level of understanding about the distinctions between My Way, WA NDIS My Way and the national NDIS, even within the disability sector.

How important is planning in the lead up to 1 July?

It's very important. To bring about a change such as WA NDIS My Way, everyone - from the Commission, to service providers and families – needs to plan and get ready.

On a more personal level, our family likes to take a longer term view on planning. We ask ourselves what will help the people we care for, now and in the long term, what their goals are and how we can help them achieve these aims.

What are the main strengths of the My Way model in relation to your family?

The main strengths of My Way is that the plans are centred on the needs of the person and they are more than just a respite model.

There is flexibility to discuss and plan for individual needs and consider issues such as education, social integration and life planning. This is based on the needs and wants of the person, not on the basis of what services are available to purchase.



Meet the My Way Coordinators

Natalie Stubberfield

My Way Coordinator - Manjimup

What areas in the Lower South West do you work in?

I'm based in the Manjimup office which covers the Warren Blackwood region and the Shires of Manjimup, Bridgetown-Greenbushes and Boyup Brook.

I'm currently working with people who live in or near the Manjimup town site. I'm able to draw on the knowledge of my two colleagues in the office who support people from Walpole in the South to Dinninup in the North East.

How are you preparing for WA NDIS My Way?

Since starting work with the Disability Services Commission in March, I have concentrated on getting to know the individuals and families I'm working with.

I've used this as an opportunity to talk to people about their experiences, assist them to develop their plans and to provide up to date information on the upcoming WA NDIS My Way trial.

I've also volunteered to take part in user acceptance testing for the new ICT system. This will give me the opportunity to provide feedback and assist my fellow MWCs when the system rolls out.

Is the Lower South West ready for WA NDIS My Way?

The Lower South West team has been implementing My Way over the past 12 months. Therefore, people across the region have had lots of opportunities to hear about WA NDIS My Way.

Many families have shared their My Way experiences with me and there has been genuinely positive feedback about the individualised, person centred approach of this model.

I think people like My Way it because it gives them greater flexibility, choice and control over their plans. Also, decision making is made at the local level and this makes it more attuned to peoples' needs.

Why did you become a My Way Coordinator?

I was previously employed in the disability sector, supporting people with illness, injury or disability to gain and maintain employment.

Whilst I enjoyed the challenges of this role, I felt ready for a change. I'm passionate about the community I live in and wanted a career where I could further support people with disability to get more involved in the community and build their local support networks.



What do you like most about your job?

I enjoy interacting with people and providing support as needed.

Although I've only been in the role for a few months, I have already had the opportunity to see individualised planning make a positive difference.

I think this will be the most rewarding aspect of the job in the long-term.

Are there any special skills you bring to the job?

Listening, acknowledging a person's background and giving them a greater understanding of their own strengths and weaknesses. I'm also very empathetic and have a core values base that champions 'a fair go for everyone'.

My personal strengths allow me to build relationships and I have an employment history that has exposed me to a variety of roles and that supports me on a professional and interpersonal level.

Local governance

On 12 May 2014 the first meeting for the Lower South West Local Advisory Group took place in Busselton. This Group will be responsible for providing feedback and advice to the **WA NDIS My Way Reference Group** on the implementation of the WA NDIS My Way trial in the Lower South West.

Membership includes local Commission staff, Disability and Mental Health consumers, carers and family members, representatives from disability, mental health and mainstream service providers and local government / community representatives.

A similar Local Advisory Group will also be formed in the Cockburn-Kwinana region in the lead up to the 1 July 2015 trial. Both groups will function as an important forum for sharing local knowledge of service provision and the experience of people with disability, as well as contributing advice on localised communication messages.

Communications and engagement

Media campaign

From mid-June, a WA NDIS My Way information campaign will be rolling out in the Lower South West and regional areas in WA across TV, radio, print and online platforms.

The campaign introduces WA NDIS My Way to the wider population and provides contact points for people who think they might be eligible to access supports and services.

Most people with disability in the Lower South West are already working with My Way Coordinators, and will transition to WA NDIS My Way automatically.



However, the new eligibility requirements mean that a significantly greater number of people can access supports, in particular those with early intervention needs and psychosocial disability.

The information campaign aims to inform this audience, and their families and carers, of these eligibility changes. The Am I Eligible? online tool on the Commission's website will provide further information if needed.

There will also be a smaller campaign rolled out in local newspapers in Cockburn and Kwinana. It will announce the commencement of the trial in the Lower South West and inform people that the two areas will join WA NDIS My Way in July 2015.

Sector Network

In early May, the Commission held its second Sector Network session.

The Network focused on how the Commission can effectively communicate to the sector, their clients and key stakeholders about the WA NDIS My Way trial in the Lower South West and Cockburn-Kwinana.

The Commission received a lot of helpful feedback and will use this knowledge as it builds on the communications strategy for the WA NDIS My Way trial.

The news that matters to you

To let us know what sorts of stories, updates and information you'd like to read in our monthly newsletter, please send an email to MyWay@dsc.wa.gov.au. Your feedback will help us to ensure we keep you right up to date with the news that really matters to you.

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