

Vision	Sound
<p>Caption: "What are direct payments?"</p> 	<p>Voice Over: (Dean) Direct payments are the transfer of an agreed amount of funding directly to a person, a responsible family member or carer. The person is then able to manage the selection and purchase of supports in line with an agreed plan.</p>
	<p>Direct payments operates in other Australian states and countries such as the United Kingdom, Canada and the United States enabling people with a disability, family and carers to purchase and self-manage their supports.</p>
	<p>From January 2006 to June 2007 direct payments was developed and trialled with a group of people with a disability, parents, family members and carers in the Southern Metropolitan Region.</p>



The model developed for the trial was similar to that adopted in the United Kingdom and the one used in Western Australia.



It involved DHS transferring funding each month according to a funding schedule to the separate bank account opened by the direct payments user.



The direct payments user arranged the purchase and payment of services with their chosen community service organisation and complied with all accountability and funds management requirements.

Caption:

“What are the benefits of direct payments?”



John: “Basically it’s all about choices. I’m doing things better, more economically and quality of life has improved immensely”



Patrice: "It means that we're seeing service users having more say and control over how they use the services they've got"



Dean: "I've gained efficiencies which means my hours that I am funded for now go further than they did before"



Mike: "Flexible, more control, and helps me to meet the goals more easily"



Voice Over: (Dean)

All ten direct payment users chose to continue with direct payments beyond the trial because of the significant benefits they experienced whilst trialling direct payments.

Caption:

“Participation in Policy Development”



Voice Over: (Dean)

Action research is an important process in policy development. It was a critical success factor of the Project.

Caption:

“What is action research?”



Voice Over: (Dean)

Action research is learning by doing. We learn from our actions, and from what happens to us and around us. It involves a group of people working together to learn from each others experiences. It encourages people to question and reflect.

Caption:

“Why was action research so successful?”



Patrice: “The benefits I think with using an action research approach has been that we’ve engaged the end policy user right from the beginning, and that there’s been a consistent circle approach so that they’ve had opportunity to have input and decision making on what the policy would look like and how it will impact on their lives”



Sam: "The great thing about action research is that it's given us this space where people can be intensely curious, ask lots of questions, and actually have an open and honest communication about what's happening, which means that people then have an ownership of the policy process and feel that they're a real part of the development of policy"



Lisa: "Action research is an efficient process. Because all stakeholders are involved there are no surprises, and the result is a valid and reliable product such as the Direct Payments User Manual. The process gave us solid evidence for what needed to be done and how it needed to be done"

Caption:

"The future of Direct Payments?"



Voice Over: (Dean)

In the future:

- * current users will continue to use direct payments
- * current users recommend the pilot be expanded to include more people in more places
- * we will continue to plan, act, reflect and learn together.



www.dhs.vic.gov.au

Voice Over: (Dean)

If you would like more information about direct payments please visit the department of human services website.