

**The Lifetime Support Authority (LSA) highly values the perspectives and experience of participants and their family members.**

The Lifetime Support Scheme (LSS) is about participants having choice and control, which is why participant feedback and opinions are vital in assisting and shaping the future direction of the Scheme.

Each year since 2016, researchers at the University of South Australia measure participant satisfaction with the LSS. In 2018, the survey results showed that the Lifetime Support Scheme continues to deliver positive results for participants.

**Key findings:**



**98%**  
of participants are overwhelmingly **satisfied** with the Scheme.



Participants continue to be very **satisfied** with their Service Planners.



The LSS has a **positive impact** on health and wellbeing.



Meeting **personal goals** gives people the most satisfaction.



**"...the Scheme is about participants having choice and control..."**

**There's always room for improvement...**

**Survey participants have suggested ways the LSS can continue to deliver positive results:**

- Make it simpler to approve and provide services
- Be more responsive to feedback and quicker with communication
- Complex situations need even more personal and flexible solutions
- Offer proactive advice on different ways to support people at various stages of their recovery

**Top four things we heard & how we're responding:**

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| <p><b>1</b> <b>What we heard</b></p> <p><b>What is most important to participants?</b></p> <ul style="list-style-type: none"><li>• Building on existing success</li><li>• Giving participants an opportunity to contribute to service improvements</li><li>• The importance of relationships with Service Planners</li><li>• Regular communication and engagement</li></ul> <p><b>What we'll do</b></p> <p>Continuous improvement initiatives:</p> <ul style="list-style-type: none"><li>• Implementing a new co-design approach that will empower participants to have an even greater voice.</li><li>• Enhance systems and processes to protect the quality and safety of services and support for participants.</li></ul> | <p><b>2</b> <b>What we heard</b></p> <p><b>The Scheme has a positive impact on health and wellbeing.</b></p> <p><b>What we'll do</b></p> <ul style="list-style-type: none"><li>• Work together to better understand what matters to participants in relation to their health and wellbeing.</li><li>• Provide clear information about what services and supports are available.</li><li>• Work with our staff to instil them with skills and knowledge to provide participants with support to improve their wellbeing and achieve their goals.</li></ul> |
| <p><b>3</b> <b>What we heard</b></p> <p><b>There's an overwhelming consistent and sustained satisfaction with the LSS.</b></p> <p><b>What we'll do</b></p> <p>Continue to enable rewarding relationships between participants and Service Planners by focussing on systems and processes that deliver easier, faster responses and high-quality service delivery.</p>  | <p><b>4</b> <b>What we heard</b></p> <p><b>The flexible and person-centred approach is highly valued.</b></p> <p><b>What we'll do</b></p> <ul style="list-style-type: none"><li>• Complete the roll out of the MyWay program, which offers participants more choice and control over their service and support.</li><li>• Continue to focus on the person-centred approach in Service Planner training.</li></ul>   |

**Thank you**

Thank you to all participants who contributed, your assistance is greatly appreciated and critical to the ongoing improvement and success of the Scheme.