

The Lifetime Support Scheme has a very positive impact

on participants' health, wellbeing, family and lives.

The 2017 participant survey was undertaken by the University of South Australia. Participants who had been in the Scheme for greater than six months were invited to take part. Thank you to all participants who contributed, your assistance is greatly appreciated and critical to the ongoing improvement and success of the Scheme.

98% of participants are overwhelmingly satisfied with the Scheme, with participants commonly saying they:

Are supported to meet goals and experienced shared decision making.

Have adequate information and support to meet their needs.

Value the flexible and participant – centered team approach.

Value the role of the LSA's service planners, their regular contact and proactive approach.

The relationship between you and your service planner remains critical to your satisfaction with the Scheme. The LSA is committed to ongoing positive relationships, so *if there is a problem please talk to us.*

THE 2017 SURVEY ALSO HIGHLIGHTED SOME AREAS THAT WE CAN WORK ON:

Understanding Individual Circumstances & Changes

Participants highlighted the importance of a full understanding of an individual's situation and their continually evolving needs.

The LSA will:

- **Redevelop MyPlan** to include technology for participants to more easily provide information about their individual needs or situation.
- Provide clearer information regarding "interim" status and **process for lifetime** participation.
- Provide a **myLSS App** for participants to give feedback and update their information; and to clarify what can be funded through the scheme.

Minimise Service Delays

Participants wish to progress through the scheme and receive their services quicker.

The LSA will:

- Increase information for participants on **pathways to access services.**
- Introduce **Swift Services** for a list of low risk/cost items with a commitment of 24 hour response.
- Enable qualified **practitioners to supply** low risk equipment.
- Commence pilots for **Self Directed Support.**
- Provide participants with access to **Clickability** to consider, select and review their service providers.

Wider Engagement Opportunities and Support for Families

Participants highlighted the importance of feeling part of a wider community and the need for more opportunities, especially for families and carers in regional or remote areas.

The LSA will:

- Roll out the new **LSA Legends** programs to foster connections.
- Start a closed **Facebook** page for participants and families.
- Provide information about the **Participant Reference Group** and how to provide feedback to it's members.
- **Video stream** participant forums to enable access for those unable to attend.
- Distribute new **participant story** information sheets.