


My Home My Design - Making Individualised Living Options Real - Service Journey

This journey map has been built in several layers so that, as you read about this person and their family's story, you're also encouraged to discover the insights gathered around this project regarding the values underpinning the service as well as the tools and resources that are available through the various stages of the journey. Paul, Fran, and Billie are 'personas'; semi-fictional characters based on stories that we heard about through our desktop research review. Their journey may be seen as just an example of one of the many ways a person may travel through this process. It doesn't represent every family's experience, but is designed to highlight some of the common processes and journey moments that a person with a disability and their family might encounter as they consider an **Individualised Living Option (ILO)**, through **My Home My Design (MHMD)**. A user journey describes the pathways that different people may take through a service, highlighting key moments in their service journey but also their own story of change. Each row is the journey of a key person or organisation in the service. **For ease of reading, get to know our Personas and then review the core Service Principles and key Components of My Home My Design before exploring our sample User Journey pathway.**






Paul

Age: 26 years old
Motivations: Wants to live out of home with a housemate
Concerns: Still being able to access support when needed
Bonus: Strong team around him

Paul is 26 years old, and is an avid fan of science, gaming and history.

Paul works part time in medical admin and lives with his Mum and brother but is working towards moving into a home of his own as soon as possible. Paul is quite self-sufficient in most of his day to day activities, but because he has always lived with family, has a hearing impairment and autism he needs some assistance with domestic matters, transport and some community activities and personal organisational tasks. This will especially be the case in a new environment.

Paul really wants to live with a housemate, and is hopeful that this could lead to a great friendship, and maybe meeting more new friends through this connection. Paul would love a friend who likes gaming too, and who is tidy and kind. Paul hopes to live somewhere that isn't too busy (and hopes his housemate doesn't make mess everywhere).




Fran
Paul's Mum

Age: 56 years old
Motivations: Wants Paul to live his best life whilst still being safe and having everything he needs
Concerns: Complexity and uncertainty of ILO process
Bonus: Good family and team support

Paul's Mum is Fran. Fran is a single Mum to two boys - Paul and his younger brother David, who is 22.

They also have a big extended family who they are very close to, and Fran is grateful for their support. Fran works part time around caring for her family - including the family cat, Zeus. Fran is Paul's greatest champion and is excited for him to explore living on his own but is nervous about how that might look, and feels very overwhelmed by the idea of navigating an ILO - the NDIS is complicated and she hasn't heard as much about ILO options as she has about group homes.

Fran knows that a group home is not right for Paul and not what he wants. Fran wants to make sure they don't rush into anything and do everything they can to ensure Paul has a successful move into his own home. Fran will miss Paul living under the same roof as her - but probably won't miss hearing his computer games late at night!



Billie
ILO Navigator

Age: 33 years old
Motivations: To elevate the experience of 'home' for people with disabilities.
Concerns: Making sure people's own vision leads the process
Bonus: Passionate and enthusiastic about MHMD

Billie is an ILO Navigator who works for a NACBO organisation.

Billie believes strongly that all people deserve the right to a home, and to self-determine what the Good Life looks like for them. They are passionate about the human rights of people with a disability and feel like their work as an ILO Navigator is highly valued by the people and families that they walk alongside.

Billie is a great communicator and connector, and has a strong knowledge of community and contemporary disability support as well as a deep appreciation of the values frameworks that underpin this work. Understanding that the various pathways and options to live in your own home, (as well as where relevant, the NDIS) can be confusing to many people, Billie makes sure to always stay up to date on any changes or developments that might affect the people they work with.

