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

The core services principles

The Right

Mentoring

The ILO navigator is a

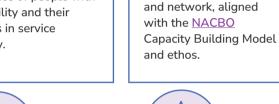
specific skillsets, values

crucial role requiring



Experience

Amplify and prioritise the voices of people with a disability and their families in service



exploring our sample User Journey pathway.

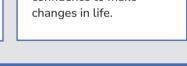


Starting with a person's self determined picture of the Good Life, protects against low expectations, or

institutionalised decisio

Capacity of Skills and

Realising and holding true to the <u>NACBO</u> capacity building model that empowers people with disability and families by increasing confidence to make changes in life.



Key components



that inspire and inform

Access to resources





home can look like



Individualised

Personas



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.

his housemate doesn't make mess everywhere).



Fran

Age: 56 years old everything he needs uncertainty of ILO process **Bonus:** Good family and

team support

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 iving 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

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!



Journey map

Journeys

A Change

Paul's younger brother has

Elevate and promote stories of people with disabilities and their families

Getting informed (Explore)

tarting with the Person

Paul's specific ideas of the good life.

illie starts by really getting to know Paul.

The NACBO approach starts with the person

and Billie builds trust and understanding of

Billie does this through exploring Paul's hope

ears and specific ideas of the good life.

Learning what's out there

Billie is ready to support Paul and

Billie starts out by referring them to

some great online resources on ILO's

to get them started - like the My

Fran on their ILO journey.

Home My Way website.

Behind the scenes

Billie and their fellow

ILO Navigators across

of Practice meetings.

These sessions enable

sector and professiona

development and

Learning What's

Website resources

such as My Home My

become the first point

awareness of options

Useful content includes:

Other people's

arrangements.

Out There

support, as well as

regularly for Community

the country meet

agining a good life (Vision)

Prioritise the development of family members and allies

Building Natural

Paul is fortunate to have

supports in place already in

Trying it Out

Putting Out

Initial stages of

plan are used to

capabilites of the

disability and the

not generally be

family. These should

experiences. It can be

formal training, and

experiential 'trying

speaking to a real

estate agent for the

things out' like

develop the

'doing for'

implementing an ILC

Paul undergoes a number of short stays

away from home, one in a serviced

apartment on his own and one with a

friend of a friend in her apartment. This

in an "ordinary" house or apartment.

confirms his dream to live with at least one

other person who might become a friend,

Navigation

The ideal situation for

ILO navigation is that

capacities have been

built enough along the

journey, that families

disability can implemen

and people with a

plans without high

levels of support.

However, this can

require high levels of

family resourcing, and

supports. In more

complex journeys or

where resourcing is low

navigators or Support

Coordinators may need

to offer more practical

support in transition.

some good natural

Home is embedded in choice and control over one's life and living arrangements

Keys to the Castle!

This process took about two

years and in February 2022

Paul got the keys to his

Paul moved into his home

permanently in July 2022

and has been living in his

Making it Home

and excitement!

Paul's family and friends spent time setting

included a period of transition where living

up his home as he wanted it. This time also

arrangement supports were trialed. There

were many mixed emotions including fear

This new way of living

sustained with input

from natural supports

Support Coordinators)

who help resolve

Part of safeguarding

supporting important

fundamental defence

relationships in a

against isolation,

`-----}

ILO with one housemate

(shared) place.

since then.

The path to an ILO is

not necessarily linear,

and not confined to a

is possible that a

disability may move

moving into an ILC

living away and

also help clarify some

of the supports most

might need to be

better supported in

appropriate and what

person with a

person's support team back home again afte

Building capacity of people with a disability

Support From

Paul's support team is

team of natural supports

and some paid supports.

gether they build

resolve issues as they

arise, provide assistance

around daily living and

liaising with allied

health and other

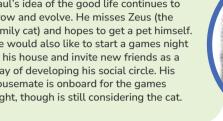
Paul's capacity to

My Team

People with a disability are engaged members of the broader community Multiple valued roles (aligned to a person's stage of life and interests) in community is key

Living the Good Life (Good Life)

Growing the Good Life Paul's idea of the good life continues to grow and evolve. He misses Zeus (the family cat) and hopes to get a pet himse He would also like to start a games night at his house and invite new friends as a way of developing his social circle. His





Various things have popped up over time for Paul in his home that can mean his support needs change, and he has to (for example, a housemate moves out).

These changes are managed by Paul's natural and paid supports.

Paul has joined a National Peer Panel so he can tell other people

Oversight & Monitoring Fran has previously overseen Paul's ILO, Fran hears that there may be some changes however over time she thinks she'd like to find to the systems that govern ILOs and is some further support.

Fran and Paul engage a service provider by As an ILO Navigator, Billie can be ahead of putting a service agreement in place that sets out how the monitoring will be done, how it's funded and how disputes will be managed.

Paul's Peer Story

Paul has been living in a place of his

different housemates. Each change

has brought a new challenge that he

has navigated with the support of his

nights are pretty legendary now, and

family and friends. Paul's game

his cat Aries has settled in nicely.

Telling Stories of

People with a disabilit

and their families have

highlighted throughou

this project that they

want to be able to

connect directly wit

The Good Life

own for awhile and has had a few

A note on paid vs unpaid supports • 'Natural supports' or 'informal support' refer to family and friends who provide unpaid support (or assistance 'freely given').

Systems that provide

support change over

unexpected wavs that

sustainable ILOs at risk.

This risk is one of the bia

fears of families as their

loved ones enter ILOs.

Navigators are available

to assist the family to

work through changes

are well connected to

community and may

needs and present

possible solutions.

as they arise. Navigators

creatively consider these

an put previously

time, sometimes in

 A 'paid support' or 'formal support' may include a supports who assist them in their ILO journey.

Background Changes

concerned for Paul's living arrangement.

A person may have both natural supports and paid

Growing The Changes 2

Good Life As well as systemic An ILO contributes to a changes there are full life of new often life changes that pop up that will require adaptation of environment, or restructuring of the supports in place.

relationships, hobbies. In this way, MHMD disabilities engaging in their communities to the social roles driven by the

one another and hear

stories and methods of how others have gone about planning for and managing an ILO. ostering a peer person's own evolving life network in this space is highly valuable and a major impact multiplier

may engage a service

provider to undertake

adjustment' role. This

represents a paid

My Home My Way website **National Peer Network Group** ILO Toolkit **Individualised Support Living Manual (ISL)**

The ongoing capture and dissemination of the stories of completed ILO pathways and 'stories of home' of the people and their is key to building confidence and They demonstrate perseverance, reflection

National Peer Network Group

ILO Toolkit (Resources: Future

Safeguarding the Future

My Home My Way

Supporting resources

Insights

for future

Online news articles Social media posts NACBO partner newsletters

There is no codified or strategic

engagement strategy for how people

become aware of ILOs or engaged with

is more 'by accident' or happenstance.

Solidifying and utilising these channels

could be an opportunity for the future.

MHMD and people coming across MHMD

ILO Ways of Living visual My Home My Way Guidebook **Individualised Support Living Manual (ISL) Network with service providers** The Lives We Lead website (WAIS)

There is an opportunity to upskill the sector more broadly on taking a capacity building and asset based, human rights and person-centered approach to supporting people with a disability. Development of a workforce with some of the skills and understanding of the ILO Navigators (or like previous WA LACs) would likely increase awareness and uptake of ILOs by people with

My Home My Way website National Peer Network Group **NACBO Meaning of Home factsheet WA Individualised Services website**

Families are seeking more examples of stories of ILO journeys The more detailed stories available, the more touch points they can relate to. Beyond stories, families wish to speak with others who have navigated the process in real time.

The planning process and the steps taken as part of this

WAIS: My Life, Your Life, Our Life guide

My Home My Way website

At this stage, people may decide that an ILO is not their preferred option, but nonetheless may have a much more solid idea of what their preferred Individualised Living Arrangement (ILA) options are as a result of this process, and are now aware

families who have gone through this process understanding of the MHMD and ILO offering and renewal.



ILO Navigato

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

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.

During My Home My Design engagement

Human Rights - a 'home of your own' is a critical component to living a valued life

Connecting with MHMD

an ILO Navigator, named Billie.

Paul and his family speak with the ILO

Fran finds the ILO toolkit online and learns

of My Home My Design ('MHMD') - an ILO

Pathway. This also links her to the My Home

My Way website. Paul and Fran connect to

Navigator to discuss options and resources

The ILO Navigator

Billie is an MHR-ILO Navigator. Billie

is passionate about the capacity and

of being a family member of a people

Navigator

coaching and

The ILO Navigator

offers information

mentoring to assist

with disabilities to

with disabilities. Billie works with a

autonomy of people with disabilities

as Billie also has a lived experience

Build strong relationships and connectedness

Hearing from Peers

to some peer stories to dray

inspiration from. Billie

introduces them to some

other families, as well as

linking them to a workshop

series presentation of other

people telling their stories.

Fran feels buoyed hearing of

other families journeys to an

ILO. Paul feels more excited

after he reads them.

Growing our knowledge

Billie periodically presents webinars and

these supports might be funded.

knowledge

Building the capacity

disability means that

development of

These roles become

once specialist

navigation has

of disability service

workshops on ILOs and MHMD to the sector, and

to peer groups for people with a disability and

their families to increase knowledge of MHMD

Push back against low expectations, limited opportunities and harmful practices

them work out how to approach

it, and demystifies it by referring

them to the ILO toolkit and

helping design the ways Paul

will get support.

Accompanied by Billie, Paul participates in a

provides a personal profile to a not-for-profit

one-day Rental Readiness course offered by

a local Community Housing Provider, and

Paul also registers with an online

share-house site and navigates some

responses to his request to rent a room.

as it is a totally new experience requiring

him to promote his own skills and qualities

while assessing the potential compatibility

Supports will need to

changed over time as

makes clear the real

with a disability. The

responsibility for this.

This may include paid

support, or informal

support team or a

combination of both.

needs of the person

be developed and

After My Home My Design engagement

Supporting a Move offered Paul a room after they bonded over a shared love of gaming. Paul and Fran are ready to tackle the process but it is pretty confusing. Billie helps

Putting Out Feelers

real estate agent.

Kevs To The

Moving into one's own

slow, and time for this

transition should be

resourced for long

While one option is

other pathways of

like - including for

arrangement or in a

(flatmates).

example, with a host

ILO Toolkit

outlined here, there are

what Home might look

expected and

term success.

home is frequently

his family, but Billie and Fran also look at helping Paul to build further natural supports - he signs up to an online gaming club, and checks out a board games night at the local community centre.



iscussions to develop a vision around what a good life and home Although Paul had previously been encouraged to consider a Supported Independent Living (SIL) arrangement in a group home, it became clear that he wanted to live with friends in an ordinary house or apartment located in an area and community that will

allow him easy access to work and family. He recognised that he did not have friends who he could live with but saw moving into a shared house as a way of building new friendships.

is developed, working

options to realise the

vision is important.

ILO Navigators app

to find feasible

Mapping out

the Details

Planning includes mapping

out what Paul wants for his

unpaid supports he needed

to make the vison a reality

future, and the paid and

urther consultations

and disadvantages.

housing options, the costs,

availability and advantages

and NACBO organisations across Australia. How are these supports paid for? There are several options for funding

supports in the ILO process: One of the key pieces of knowledge sought A formal ILO application via NDIS. by people navigating this process is how Self-funding supports. Other funding options under NDIS Filling In The

nagining the Good Life

'Paul's Gang' - (Fran, brother, extended family and friends, and

eople who know Paul) begin a series of facilitated futures-planning

Good life 2 Good life Starting from a place This imagining should of imagining a good ife helps people with a disability and their

families to have a wider perspective on what is possible in the development of ILO's t is important that people don't start from a 'shopping list' of

options, but instead

build solutions around

their vision.

include the people

support housing. This is an ongoing conversation rather than a set of static,

their knowledge of housing options, NDIS adaptations and relationships to

for them, and furniture funding, supports, potential housing brokers to form a coherent, achievabl future option. This i very broad and migh

and appliances they would need. These should be seen as learning include succession

experiences rather than 'pass or fail' experiences. Trying it out may uncover new opportunities to explore.

Being able to trial

short stays enables

people to test their

need for support

within a home

level of comfort being

alone overnight, their

environment, the type of

environment that works

ILO Toolkit

My Home My Way website

This is not a process to be rushed - may take a couple of years before 'home' is reached. This is a reality of the process but also something that families who have taken this path encourage -

that a group home is not the only answer



Visioning what

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

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



Motivations: Wants Paul to live his best life whilst still Concerns: Complexity and

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

she has about group homes.

of the motivation of their person to find a new way of living. Sometimes this desire for change may have been brewing for some time, and for some it might be an intervening factor seeing siblings move out of home, a new friendship, relationship or hobby

could prompt a nee

for space.

home, and this

which someone might of practice around

come to find MHMD.

of Practice of ILO Navigators that meet people with method to ensure referrals into the My Home My Design ILC

capabilities to families, as well as who may be assisting them with the ILO

increase confidence to be independent to avoid conflicts of interest and bias towards 'funded' options.

flat-share websites) checklists

problem solving. organisations (tenant rights, Hint sheets &

The MHMD approach emphasises natural supports, and MHMD operates most optimally when these are in place but MHMD Navigators are also able to help build natural supports for those that do not already have them in place

preliminary practical exploration of what 'home' might be is highly individual and will look different in every case.



A Supported

Complexity in systems,

funding and contexts

means ILO navigators

for development and

Flexible and

Each journey is highly

personal, and requires

creative practices to

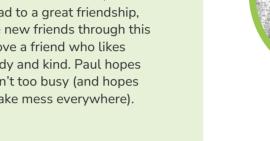
develop individual

solutions and plans.

Support

need ongoing resourcing

Practice





(Values)

Right to a life that is typical and ordinary

Awareness (A Change)

cessing & referral

started attending weekly game nights at his friend's house and Paul goes along to one. He has a great time and thinks how much ne'd enjoy hosting his own game

nights, at his own place. The more he thinks of it, the more he likes the idea of a home of his own. He'd miss his Mum (and cat) but they could visit!

Sharing the News

is time for his 'own' life.

Paul has informed his mum (Fran) that

feels the need for greater independence.

He's nervous to tell his Mum but feels it

he wishes to move out of home. Paul

Fran wishes to support Paul in his

Fran and Paul start to search online

decision but is understandably

concerned and trepidatious.



A Change The News It's usually families who are most aware

their own can trigge anxietv from famil embers who are ften unaware of ILC or their potential. Starting with an open possibility of wha transition might look

These include word of mouth, people working in the sector a search on Google, or long term capacity building organisations. Developing and maintaining strong networks is a key

Reaching Out

There are multiple

channels through

ILO Toolkit

a disability and their families.

develop a plan for Through development of the ILO Toolkit we can upskill interested disabilities and their Support Coordinators working in the sector

With MHMD

Building a community

ILOs is an objective of

MHMD. There is a

national Community

stories Links to relevant

<u> Webinars & Workshops</u>

Families relate

an ILO journey.

strongly to stories of

already been through

Hearing or reading

the stories of others

makes the prospec

seem more realistic,

ways of approaching

ILO Navigator Family Sessions

The Lives We Lead website (WAIS)

ILO Process visual

ILO Toolkit

