

My Home My Design

Making Individualised Living
Options Real

Service Journey



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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.**

Key components



Access to resources
that inspire and inform



Visioning what
home can look like



Whole of family coaching
and **capacity building**



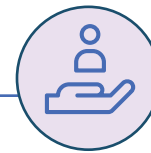
Individualised
planning support

The core services principles



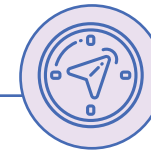
Learn from Lived Experience

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



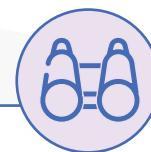
The Right Mentoring

The ILO navigator is a crucial role requiring specific skillsets, values and network, aligned with the [NACBO](#) Capacity Building Model and ethos.



A Supported Practice

Complexity in systems, funding and contexts means ILO navigators need ongoing resourcing for development and support.



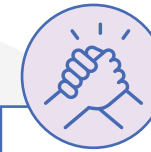
Focus on the Good Life

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



Building Capacity - of Skills and Mindsets

Realising and holding true to the [NACBO](#) capacity building model, that empowers people with disability and families by increasing skills, knowledge and confidence to make changes in life.



Flexible and Individual Support

Each journey is highly personal, and requires creative practices to develop individual solutions and plans.

Personas

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.



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.

Journeys

Awareness (A Change)

Accessing & referral



Paul



Fran



Billie

A Change

Paul's younger brother has 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 he'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

Paul has informed his mum (Fran) that he wishes to move out of home. Paul feels the need for greater independence. He's nervous to tell his Mum but feels it is time for his 'own' life.

Fran wishes to support Paul in his decision but is understandably concerned and trepidatious.

Fran and Paul start to search online for information.

Connecting with MHMD

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 an ILO Navigator, named Billie.

Paul and his family speak with the ILO Navigator to discuss options and resources available.

Starting with the Person

Billie starts by really getting to know Paul. The NACBO approach starts with the person and Billie builds trust and understanding of Paul's specific ideas of the good life.

Billie does this through exploring Paul's hopes, fears and specific ideas of the good life.

The ILO Navigator

Billie is an MHMD-ILO Navigator. Billie is passionate about the capacity and autonomy of people with disabilities as Billie also has a lived experience of being a family member of a people with disabilities. Billie works with a NACBO organisation.

Why this?

A Change

It's usually families who are most aware 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 need for space.

Sharing The News

A loved one expressing their desire for a place of their own can trigger anxiety from family members who are often unaware of ILOs or their potential.

Starting with an open and hopeful possibility of what home, and this transition might look like matters.

Reaching Out

There are multiple channels through which someone might come to find MHMD. These include word of mouth, people working in the sector, a search on Google, or long term relationships with capacity building organisations.

Developing and maintaining strong networks is a key method to ensure referrals into the My Home My Design ILO pathway.

Connecting With MHMD

Building a community of practice around ILOs is an objective of MHMD. There is a national Community of Practice of ILO Navigators that meet regularly.

Through development of the ILO Toolkit we can upskill interested people with disabilities and their families, as well as Support Coordinators working in the sector who may be assisting them with the ILO process.

The ILO Navigator

The ILO Navigator offers information, support, time, coaching and mentoring to assist families and people with disabilities to develop a plan for their own home, and to develop capabilities to increase confidence to see ILOs realised.

This support should be independent to avoid conflicts of interest and bias towards 'funded' options.



Learning what's out there

Billie is ready to support Paul and Fran on their ILO journey.

Billie starts out by referring them to some great online resources on ILO's to get them started - like the *My Home My Way* website.



Hearing from Peers

Billie directs Paul and Fran to some peer stories to draw 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.

Mapping out the Details

Planning includes mapping out what Paul wants for his future, and the paid and unpaid supports he needed to make the vision a reality

Further consultations increased his knowledge of housing options, the costs, availability and advantages and disadvantages.

Behind the scenes

Billie and their fellow ILO Navigators across the country meet regularly for Community of Practice meetings. These sessions enable sector and professional development and support, as well as harness learnings across the system.

Growing our knowledge

Billie periodically presents webinars and 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 and NACBO organisations across Australia.



Imagining the Good Life

'Paul's Gang' - (Fran, brother, extended family and friends, and people who know Paul) begin a series of facilitated futures-planning discussions to develop a vision around what a good life and home means for Paul.

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.

How are these supports paid for?

One of the key pieces of knowledge sought by people navigating this process is how these supports might be funded.

There are several options for funding supports in the ILO process:

- A formal ILO application via NDIS.
- Self-funding supports.
- Other funding options under NDIS.

Learning What's Out There

Website resources such as *My Home My Way* and *ILO Toolkit* become the first point of deepening awareness of options with ILO arrangements.

Useful content includes:

- Other people's stories
- Links to relevant organisations (tenant rights, flat-share websites)
- Hint sheets & checklists

Hearing From Peers

Families relate strongly to stories of others who have already been through an ILO journey.

Hearing or reading the stories of others makes the prospect seem more realistic, and provides inspiration for creative ways of approaching problem solving.

Growing Our knowledge

Building the capacity of disability service providers, families and people with a disability means that everyone can play a vital role in supporting the development of strong ILO's.

These roles become particularly important once specialist navigation has finished.

Imagining The Good life

Starting from a place of imagining a good life helps people with a disability and their families to have a wider perspective on what is possible in the development of ILO's. It is important that people don't start from a 'shopping list' of options, but instead build solutions around their vision.

Imagining The Good life 2

This imagining should include the people that might share or support housing.

This is an ongoing conversation rather than a set of static, short term discussions.

Filling In The Details

Once a strong vision is developed, working to find feasible options to realise the vision is important.

ILO Navigators apply their knowledge of housing options, NDIS funding, supports, adaptations and relationships to potential housing brokers to form a coherent, achievable future option. This is very broad and might include succession planning.

Supporting planning (Plan)

Implementing (Implement)

Building Natural Supports

Paul is fortunate to have some good natural supports in place already in 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.



Supporting a Move

A potential housemate has 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 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.



Keys to the Castle!

This process took about two years and in February 2022 Paul got the keys to his (shared) place.

Paul moved into his home permanently in July 2022 and has been living in his ILO with one housemate since then.

Making it Home

Paul's family and friends spent time setting up his home as he wanted it. This time also included a period of transition where living arrangement supports were trialed. There were many mixed emotions including fear and excitement!

Putting Out Feelers

Accompanied by Billie, Paul participates in a one-day Rental Readiness course offered by a local Community Housing Provider, and provides a personal profile to a not-for-profit real estate agent.

Paul also registers with an online share-house site and navigates some responses to his request to rent a room.

This is challenging and new learning for him as it is a totally new experience requiring him to promote his own skills and qualities while assessing the potential compatibility of the home occupier.

Trying it Out

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 confirms his dream to live with at least one other person who might become a friend, in an "ordinary" house or apartment.



Trying It Out

Being able to trial short stays enables people to test their level of comfort being alone overnight, their need for support within a home environment, the type of environment that works for them, and furniture and appliances they would need.

These should be seen as learning experiences rather than 'pass or fail' experiences. Trying it out may uncover new opportunities to explore.

Putting Out Feelers

Initial stages of implementing an ILO plan are used to develop the capabilities of the person with a disability and the family. These should not generally be 'doing for' experiences. It can be a combination of more formal training, and experiential 'trying things out' like speaking to a real estate agent for the first time.

Supporting Navigation

The ideal situation for ILO navigation is that capacities have been built enough along the journey, that families and people with a disability can implement plans without high levels of support. However, this can require high levels of family resourcing, and readily available natural supports. In more complex journeys or where resourcing is low, navigators or Support Coordinators may need to offer more practical support in transition.

Keys To The Castle

Moving into one's own home is frequently slow, and time for this transition should be expected and resourced for long term success.

While one option is outlined here, there are other pathways of what Home might look like - including for example, with a host arrangement or in a home-share (flatmates).

Making It Home

Supports will need to be developed and changed over time as living independently makes clear the real needs of the person with a disability. The person's support team holds the responsibility for this.

This may include paid support, or informal support team or a combination of both.

Moving Back

The path to an ILO is not necessarily linear, and not confined to a narrow timeframe. It is possible that a person with a disability may move back home again after moving into an ILO and this is fine too. The experience of living away and returning home may also help clarify some of the supports most appropriate and what might need to be better supported in future.



Support From My Team

Paul's support team is made up of a stable team of natural supports and some paid supports. Together they build Paul's capacity to resolve issues as they arise, provide assistance around daily living and liaising with allied health and other supports.



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 himself. 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 housemate is onboard for the games night, though is still considering the cat.

Managing Changes

Various things have popped up over time for Paul in his home that can mean his support needs change, and he has to navigate new experiences (for example, a housemate moves out). These changes are managed by Paul's natural and paid supports.

Background Changes

Fran hears that there may be some changes to the systems that govern ILOs and is concerned for Paul's living arrangement.

As an ILO Navigator, Billie can be ahead of these changes and ready with answers for Paul and Fran.

Paul's Peer Story

Paul has been living in a place of his own for awhile and has had a few different housemates. Each change has brought a new challenge that he has navigated with the support of his family and friends. Paul's game nights are pretty legendary now, and his cat Aries has settled in nicely.

Paul has joined a National Peer Panel so he can tell other people about his ILO experience.

Oversight & Monitoring

Fran has previously overseen Paul's ILO, however over time she thinks she'd like to find some further support.

Fran and Paul engage a service provider by 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.

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').

- A '[paid support](#)' or 'formal support' may include a support worker from a disability service provider.
- A person may have both natural supports and paid supports who assist them in their ILO journey.

Help From My Team

This new way of living may need to be sustained with input from natural supports and others (such as Support Coordinators) who help resolve issues over time.

Part of safeguarding includes building and supporting important relationships in a person's life as a fundamental defence against isolation, loneliness and poor treatment.

Managing Changes

Systems that provide support change over time, sometimes in unexpected ways that can put previously sustainable ILOs at risk. This risk is one of the big fears of families as their loved ones enter ILOs.

Navigators are available to assist the family to work through changes as they arise. Navigators are well connected to community and may creatively consider these needs and present possible solutions.

Managing Changes 2

As well as systemic changes there are often life changes that pop up that will require adaptation of the home environment, or restructuring of the resources and supports in place.

Additionally, families may engage a service provider to undertake the 'monitoring and adjustment' role. This represents a paid support.

Growing The Good Life

An ILO contributes to a full life of new opportunities including employment, relationships, hobbies, interests and love life.

In this way, MHMD supports people with disabilities engaging in their communities to the fullest extent, in valued social roles driven by the person's own evolving life goals.

Telling Stories of The Good Life

People with a disability and their families have highlighted throughout this project that they want to be able to connect directly with one another and hear stories and methods of how others have gone about planning for and managing an ILO.

Fostering a peer network in this space is highly valuable and a major impact multiplier.

