

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.

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.

Key components

- Access to resources that inspire and inform**
- Whole of family coaching and capacity building**
- Visioning what home can look like**
- Individualised planning support**

Personas

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).

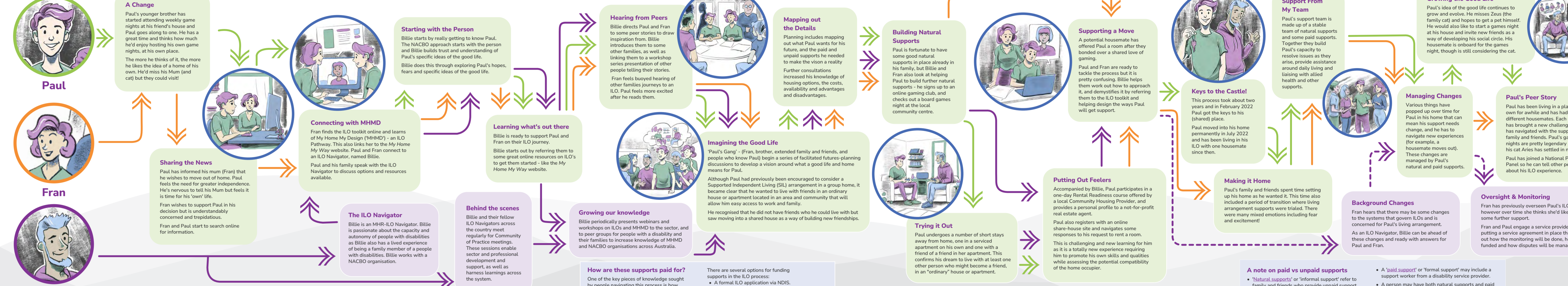
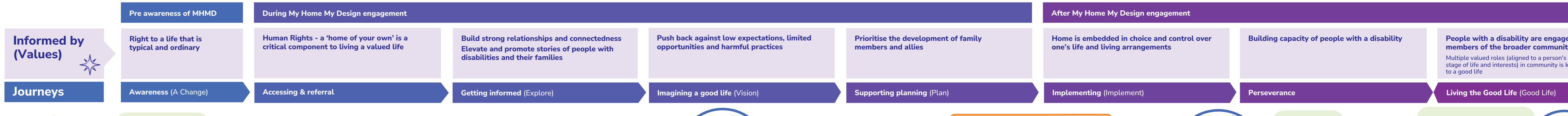
Fran
Age: 56 years old
Motivations: Wants Paul to live his best life whilst still being safe and having everything he needs
Concerns: Complexity and uncertainty of ILO process
Bonus: Good family and team support

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
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.

Journey map



Why this?
A Change: It's usually families who are most aware of the motivation of the 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, 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 assist 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: 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 the development of ILOs. These notes become particularly important once specialist navigation has finished.
Imagining The Good Life 2: This is an ongoing conversation rather than a set of static, short term discussions. 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 some 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.
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.

Supporting resources
Online news articles
Social media posts
NACBO partner newsletters

ILO Toolkit
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)

Webinars & Workshops
Social media posts
My Home My Way website
National Peer Network Group
NACBO Meaning of Home factsheet
WA Individualised Services website

ILO Navigator Family Sessions
ILO Process visual
ILO Toolkit
The Lives We Lead website (WAIS)

ILO Toolkit
My Home My Way website

ILO Toolkit
My Home My Way website
WAIS: My Life, Your Life, Our Life guide

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

National Peer Network Group
My Home My Way - Safeguarding the Future ILO Toolkit (Resources: Future Living)

Insights for future learning
There is no codified or strategic engagement strategy for how people become aware of ILOs or engaged with MHMD and people coming across MHMD is more 'by accident' or happenstance. Solidifying and utilising these channels could be an opportunity for the future.
There is an opportunity to upskill the sector more broadly on taking a capacity building and asset based, human rights and person-centred 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 a disability and their families.
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 MHMD approach emphasises natural supports, and MHMD operates most optimally when there are in place but MHMD Navigators are also able to help build natural supports for those that do not already have them in place.
The planning process and the steps taken as part of this preliminary practical exploration of what 'home' might be is highly individual and will look different in every case.
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 - slow and steady.
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 that a group home is not the only answer.
The ongoing capture and dissemination of the stories of completed ILO pathways and 'stories of home' of the people and their families who have gone through this process is key to building confidence and understanding of the MHMD and ILO offering. They demonstrate perseverance, reflection and renewal.