

The little story of good living

**Made by people living in supported
accommodation and their families and friends**

Prepared with care by
The Australian Centre for Social Innovation
for the Department of Human Services

November 2018





**The little story
of good living in supported
accommodation homes**



This little book contains the big things that came out of four co-design sessions with people living in supported accommodation and their families and friends. People shared their time, experience, expertise and ideas to help make this transition the best it can be.



We pay respect to the Traditional Custodians of all lands, past, present and future. Honouring our elders and nurturing all people.



Note to the reader

If you are someone working with people in supported accommodation, you will have a critical role in creating a good transition.

In this book we ask you how you might act on what was co-designed. You could write your response in the book and use it as a reference

The co-design sessions occurred in November 2019. Since then more people have added their thoughts. You might notice some difference between this book and the “Co-designing the transition of Accommodation Services” report.

Checklist

The checklist outlines the values that should be central to work with people living in supported accommodation.

These values were determined by people living in supported accommodation and their families. A draft checklist was created from 24 interviews and was edited, built on and refined with a co-design team across four working sessions.

✓ Nothing about me without me.

✓ Ask me what I want and need, don't tell me. Support my voice to be heard.

✓ Supported accommodation is my home.

✓ Acknowledge where I've been and help me get where I want to go. Support me to imagine the new possibilities.

✓ Respect my human right to:

- Quality affordable and sustainable services.
- Relationships I want with my family and community.
- Self-determination.
- Dignity and being my own unique and individual self.
- Communication that works for me
- Health and wellbeing.

✓ Respect me and my team*, include us, communicate with us and work with us creatively to get where I want us to go.

* My team is the group of the people I trust to support me to achieve great living and change. It could be family, friends, staff and/or advocates.



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don't tell me. Support my voice
to be heard.



Supported accommodation
is my home.



Acknowledge where I've been
and help me get where I want to
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new possibilities.



Respect my human rights.



Respect me and my team,
include us, communicate with
us and work with us creatively
to get where I want us to go.

A story of good living



This little story is based on a big story made during the co-design sessions

Chapters of the transition

**As co-designed by people living in supported
accommodation and their families and friends
in co-design workshops**



- trained/skills
- communication
- reporting
- Person
Gatund
- initiative

Friends

Chapter One

Knowing my needs and wants

I have my own unique wants and needs about my body, brain and heart.

I need to know these things for myself before I can ask for them

My team knows me best - they can help me express my wants and needs

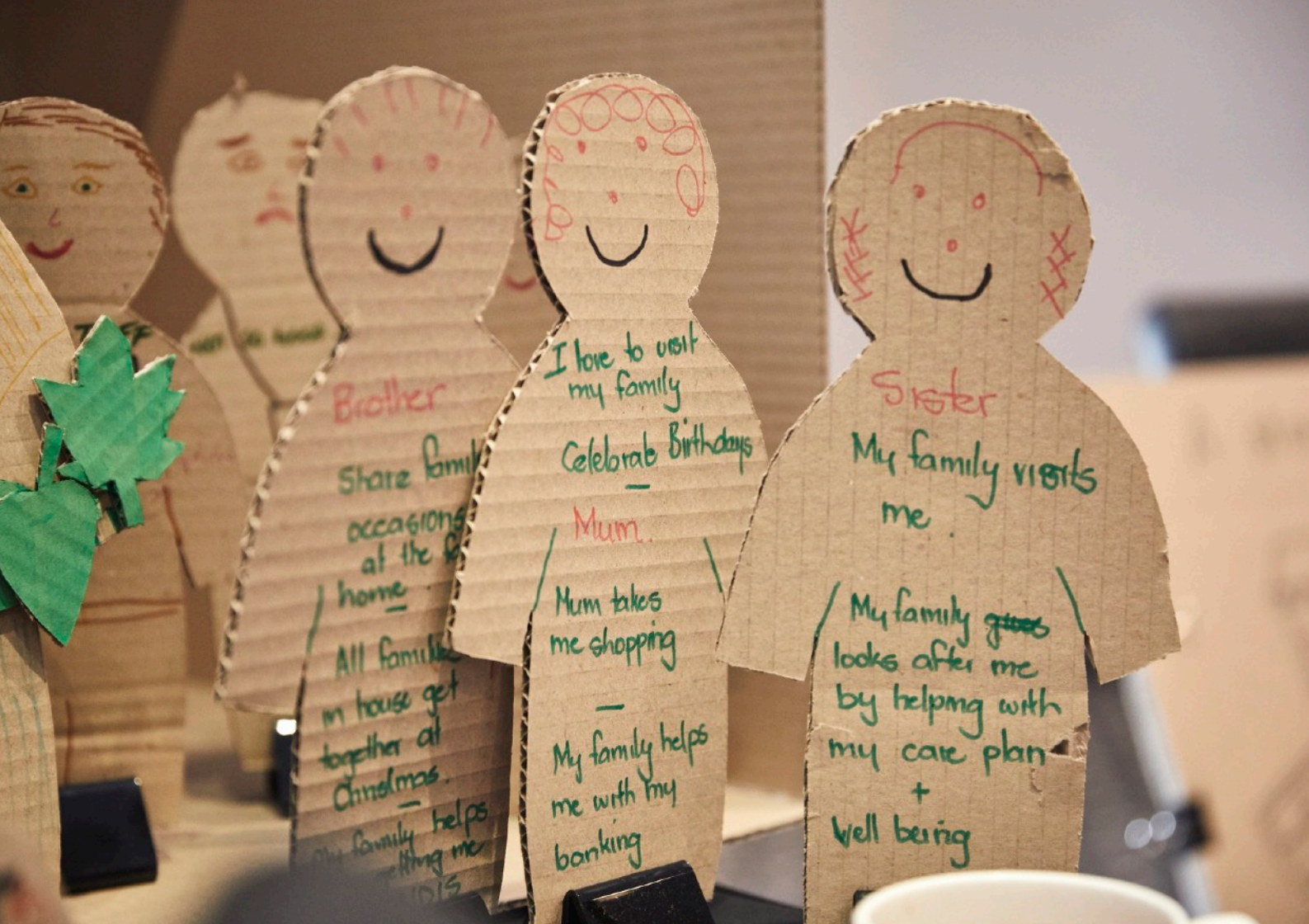
DHS knows about the supports I currently get - that's a starting point

I know some things I want to keep and things I want to change

My best staff and favourite housemates are important to my happiness and independence (while some others get in the way)

People need to communicate clearly in a way that works for me

I always want to feel safe, know that I belong and feel connected



Brother

Share family
occasions
at the home

All families
in house get
together at
Christmas

My family helps
getting me
DIS

I love to visit
my family
Celebrate Birthdays

Mum

Mum takes
me shopping

My family helps
me with my
banking

Sister

My family visits
me

My family goes
looks after me
by helping with
my care plan
+
well being



**What does this
mean for your role?**



Chapter Two

Knowing your options

To be equipped to make choices, I want to know:

- What types of support I could have (transition all services, self directed funding etc.)
- The quality and transparent cost of care I will receive
- What I can keep and what needs to change (particularly about staff, housemates and my home)
- How will my voice be heard and how will providers and staff communicate with me
- What the vision is for a better future for me

Providers and I need to get to know each other

- I want to meet in a cafe so my team and/or I can interview them
- I want them to spend time with me in my home to deeply understand what it takes to support me
- I want to speak to people who already use their services





**What does this
mean for your role?**



Chapter Three

Choosing

**This is a big, complex choice to make, and
it might affect others as well as myself**

- I would like time to receive information, ask questions and discuss my choices
- I would like to be presented a few good options, not a long list
- My housemates and I need support from a neutral party to facilitate discussions
- Self determination and advocacy is very important to getting this right
- I want my team to help me make a decision that is best for me
- I don't want to compromise my supports for that of others, or have theirs compromised for me
- I need to be holding the power in this decision, not anyone else



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**What does this
mean for your role?**



Chapter Four

How change happens

I want to be in control of change so that it works for me

- I want my team, housemates and I are included in design of our transition plan
- I want to have a trial period of up to 6 months
- I want support from a representative or advocate of my choice to negotiate the contract
- I want the trial period to be monitored by myself, my family, the provider and an independent body
- I want the ability to change my mind after the trial period

I want my new provider to commit to:

- Upholding the checklist when delivering their services
- Including me in day-to-day decisions and include my team in bigger decisions where appropriate or I request it
- Listen to my feedback, discuss the options and best response, and update me on progress
- Support me to navigate the NDIS environment
- Use Easy English and other communication styles so I can access the information I need
- Have transparent and stable costs that I can understand and afford.



**What does this
mean for your role?**

How you can support my voice
to be heard throughout the
transition and into the future

- Create time and space to actively listen to me
- Don't make assumptions about what I want
- Put my needs and wants before your own
- Ask what I want but provide me with options where I might not know what's possible
- Include my team
- Team up with me to create a plan and think creatively
- Explain processes and systems so that I can understand them
- Help me to navigate and leverage the system
- Make processes for requests, feedback and complaints easier to navigate and more responsive



**What did you
hear was most
important to
people?**



**What would you ask people
living in supported
accommodation after
reading this story?**



**What big questions
are you holding
about the transition
framework?**

Keep this little story as a reminder of
what people living in supported
accommodation and those close to
them want for the future.



