



# Individualised Living Options Participant Scenarios



## How to use this information

- These scenarios provide examples of Individualised Living Options (ILO) arrangements.
- They are fictitious but draw on the stories of participants who are already living in the community.

# Connie and Rebecca



Connie is 36 years old and lives in a private rental property in the suburb she grew up in, near her family home. She chose the rental property with her housemate Rebecca. Her parents helped Connie find

Rebecca through a provider that sets up home sharing arrangements. Connie, her parents and providers worked over a two-year period to find, develop and transition to the right individualised living arrangement. Rebecca's role as Connie's housemate is the primary support in Connie's NDIS-funded ILO.

Connie has an intellectual and physical disability which impacts her capacity to plan, work and travel. Rebecca does the usual things that housemates do, as well as some extra activities. She provides about 10 hours per week of practical assistance to Connie for things like getting up in the morning, taking medications, helping to pick out clothes, basic house maintenance and cooking, in exchange for reduced rent and shared utilities. For both Connie and her parents, it was important to find a living arrangement that could provide the high-level support Connie requires to be able to live independently from the family, improve her skills and networks in an environment where her family know she is safe.

Rebecca has gotten to know Connie really well and they often go out to get a coffee or visit Rebecca's friends. Connie's social network has expanded and her new friends drop around and go out with Connie. Because of their relationship, Rebecca has also been great at helping Connie avoid high levels of stress which can be debilitating due to her anxiety disorder.

**Rebecca makes sure that there is a routine at home and that Connie is familiar with her surroundings. For Rebecca it's important to allow Connie to have her own space, feel at home and be as independent as possible within her home and out in the community.**

The arrangement works well because Connie also has formal supplementary support through a team of support workers. They provide daily support for things like getting dressed, showering, promoting personal hygiene, and some housework like folding clothes. The support workers assist Connie to go out to the shops and once a week they help Connie build her cooking skills.

Connie's family provide structured informal supplementary supports at set times during the week and also drop-in to provide assistance. The combination of Connie's primary and supplementary supports help her live a busy lifestyle; working as an artist, volunteering at an art gallery and her local church. Connie also works with companies to enhance their knowledge about inclusion of people with disability. Rebecca and Connie also have a nominated mutual friend who fills in for Rebecca when she needs a break, goes away on holidays or has other commitments she needs to attend to. This gives Rebecca the space she sometimes needs and the ability to continue to pursue her own interests and career.

Connie makes her day-to-day life choices on her own but to assist making the bigger life decisions such as how she manages her finances and attending to her health needs, Connie has a Microboard. The Microboard is a small group of people who come together formally to support Connie. It includes her sister and brother-in-law, as well as other trusted advisors as members. The Microboard has provided an extra layer of safeguarding for Connie and has supported her to be in charge and have control over her life. The Microboard has been very important in helping formalise Connie's vision for her life.

Connie's living arrangement is supported through a provider that oversees the arrangement. They take care of the administration, and coordinate and pay all of Connie's support workers. It is their responsibility to ensure that everyone, including Rebecca, has the right training in place to help Connie have autonomy, choice, security, value, respect and meaningful relationships.

# Jodie and Emily



Jodie is a 34 year old woman who resides in her own unit. Jodie has high physical support needs due to a degenerative condition, as well as a moderate intellectual disability.

Jodie previously lived in a group home arrangement, but found this did not suit her as she felt there was a lack of privacy. She really wanted to live in a home of her own and to choose who she lived with.

Working with an NDIS provider who provides ILO co-residency services, Jodie was involved in designing her individualised package of supports. This package consists of one main co-resident, Emily, who lives in Jodie's home full-time. Emily (the main co-resident) and Jodie (the resident) have a written agreement in place about everyday issues like room usage, bill sharing and all practical issues relating to living with someone who is not Jodie's relative. This agreement was facilitated by the ILO provider.

Emily, as the main co-resident, provides the personal care support that Jodie requires to live her daily life. Emily also provides general companionship, as agreed between the two parties in their agreement. The ILO provider also organised a secondary co-resident, Cheryl, who stays with Jodie two days each fortnight, which allows Emily to have a break and pursue interests outside the home. This ultimately helps to sustain the arrangement in the longer-term.

Jodie attends day program throughout the week, and has a small amount of social/community supports on the weekend. These are separate to the ILO arrangement.

**The ILO provider plays a critical role in ensuring the success of this arrangement, through matching the co-resident with Jodie, as well as replacing the co-resident if required in the future. However, Jodie remains in control of choosing who she lives with and what contribution they make towards everyday household running costs.**

The ILO provider discussed an option of having multiple co-residents with Jodie and her support network, but Jodie prefers the regularity of having one main co-resident.

# Tori, Carol and Ben



Tori is 25 years old and has an intellectual disability. Tori lives with Carol and Ben in their family home through a 'host' arrangement. This arrangement began after Tori moved out of her

parents place so she could establish some more independence. Tori chose this living arrangement because she wanted to continue living in a happy home environment where she could further develop her skills to eventually move out with friends in the future.

Carol and Ben have worked with Tori to understand what she likes and doesn't like. They know that she can get frustrated or angry if her routine changes or if she is rushed into trying new things. Carol makes sure there is a steady routine at home and supports Tori to take the time to learn new skills.

Tori is learning her new route to work with the assistance of a support worker. Tori really enjoys the job she does three days per week, but can sometimes be upset by the behaviour of her workmates. When Tori gets home, she chats about her day with Carol. Sometimes Carol checks in with Tori's workplace to see if Tori needs any extra support during the day.

Tori and Carol often prepare dinner together because Tori likes cooking and she wants to learn how to cook more dishes. Carol, Tori and Ben eat dinner together and often watch a movie before bed.

Carol provides the primary support to Tori by prompting her with her daily routine and makes sure that Tori takes the medications she needs each morning. Tori is also supported by a support worker for 10 hours each week to go to the gym and catch up with her friends. At least one day a week, Tori will also go with a support worker to do the grocery shopping so she can identify and pay for the ingredients she and Carol need for the meal she has chosen.

Key to any host arrangement is being part of family life and broader social networks. Tori enjoys being part of Carol and Ben's family and lives – playing with their grandchildren, spending time together and meeting their friends. With Carol's support, Tori has also made friends throughout the neighbourhood and has a neighbour who is happy to support her in an emergency if Carol and Ben need it.

Carol and Ben also know how important Tori's family are to her and make arrangements for Tori to see her mum and occasionally stay with her sisters. Every month, Tori also goes and spends the weekend with Kylie, who is an 'alternative' host. Through these connections, Carol and Ben have a broader network of people who know and care about Tori and can seek their advice and assistance if required. They are also able to use the time when Tori is not staying with them to refresh so they can continue to support Tori.

Both Tori and Carol are supported by an organisation that oversees their ILO arrangement. For Tori, this organisation makes sure her wishes are upheld and that the arrangement is safe, supported and fulfilling. They do this through regular meetings with Tori and visits to her home. For Carol, the organisation provides support, training and oversight of the arrangement whilst also ensuring there are regular arrangements with Kylie. Both Tori and Carol can call on this organisation at any time for support or guidance.

For Tori, her arrangement with Carol and Ben is her primary support in her ILO package of supports provided through the NDIS. The assistance of a support worker and alternative host arrangements with Kylie are supplementary supports in Tori's ILO package of supports.

**Through their host arrangement, Carol, Ben and Tori have all benefited. Carol and Ben have Tori's company after their children have left home. Tori has grown in confidence from a shy person who didn't speak much to someone who is more confident in who she is.**

# Lyle, Alice and Joe



Lyle is 22 years old and lives with Alice and Joe in their family home through a 'host' arrangement. Lyle has lived with Alice and Joe for the past 5 years, so that he could live in a bigger town and ensure his needs were met.

Lyle has high support needs resulting from multiple disabilities which impact the way he communicates. Alice and Joe provide Lyle with constant support to manage his personal care, medical and nutritional needs. To support Lyle appropriately, both Alice and Joe have undergone specific training.

Lyle attends a day program with the assistance of a support worker who understands his needs. He has 15 hours of support per week in his ILO package to enable him to attend appointments, go shopping and other activities.

Alice and Joe make sure that Lyle is ready each day by preparing his food and drinks so they are easy for him to swallow, undertaking his personal care and grooming and making sure Lyle has his communication board with him. Alice and Joe ensure Lyle can sleep comfortably and reduce any pressure on his body by turning him during the night, using the hoist they have learned to use through their training.

**Lyle is non-verbal, however, he is content in Alice and Joe's company and is happy in their home. He is confident, smiling and connected to the community and broader family network.**

Lyle is very close to his mum, siblings and extended family. Alice and Joe support Lyle to keep in touch through weekly Facetime sessions and a yearly trip back to Lyle's home community, which is many hours from Alice and Joe's home. Alice makes sure that Lyle remains connected to his family, buying them gifts for their birthdays and Christmas. Lyle's family stay with Alice and Joe when they are in town.

Lyle's guardianship and financial affairs are overseen by the public trustee. Lyle's host arrangement with Alice and Joe is supported by an organisation which makes sure that Lyle is happy and secure. The organisation does this through regular meetings, scheduled and unscheduled visits to their home and matching Lyle with support workers who understand his needs. The organisation also provides Alice and Joe with the training they need to support Lyle and provide overall coordination, monitoring and evaluation of the ILO arrangement.

Lyle is also supported by Gavin and Clare who are secondary hosts. Lyle spends one night a week with Gavin and Clare which enables Lyle to have a broader network of support, whilst also assisting Alice and Joe to continue to support Lyle. When they see him on Facetime and during their visits, Lyle's family has also noticed he has grown in confidence and he enjoys his time with Alice and Joe.

For Lyle, his living arrangement with Alice and Joe is his primary support in his ILO package of supports provided through the NDIS. The assistance of a support worker and alternative host arrangements with Gavin and Clare are supplementary supports in Lyle's ILO.

# Michael



Michael is in his late 20s and lives in a busy family home with his parents and siblings. He has autism, which limits his verbal communication. Michael experiences anxiety which can make him very agitated. This often leads to aggressive behaviour.

Michael had been happy living at home but started to find it difficult to deal with the loud and busy environment. He was unable to control his anxiety. His behavioural issues and support needs had put a strain on his relationship with his parents Tania and Jack. Tania and Jack worried they would not be able to support their son long term. Together they decided that a quiet home might help Michael with his communication and build more independence.

Because Michael needed 1:1 support and supervision to take part in most aspects of daily life, his parents were unsure of how they would find a suitable living option. Michael also didn't know how he wanted to live. He had never considered being able to live out of home.

Tania spoke to Michael's Support Coordinator, Carol, about their idea for him to move out of the family home. Carol had previous experience with ILO Exploration and Design. They prioritised Michael's housing goals in his NDIS plan to get funding to explore his living options.

**A big part of developing Michael's ILO was ensuring he, and his family were at the centre of the design and decision making. Carol met Michael at his home and over the phone many times to understand what he thought a good home should be. Michael didn't want too many different people coming into his home. He liked the idea of living with one person that could provide some support and friendship to him. He also wanted to control his own schedule and build a small but consistent team of people to support him.**

Along with Tania and Jack, Michael and Carol discussed his goals, family and social supports and the therapy he attended. Carol also looked at other important parts of Michael's life like his interests, friendships and community activity. Carol broke down every hour of Michael's day to understand how his supports needed to be structured. She gained a good understanding of Michael's existing NDIS budget, his expenses and the realistic housing options available. Once Carol completed exploration she created some possible living arrangements that could meet Michael's vision and needs. Michael picked an option that he liked most - living with a housemate and getting some extra help from support workers.

Carol found an ILO provider that specialised in housemate arrangements to help develop Michael's ILO. Together they worked through the details of the arrangement and design, including; how they would find a housemate; what the rental responsibilities would be; the signing of the lease; the split of rent and utilities; and what part of the housemates' rent would be subsidised in exchange for support.

At the end of Exploration and Design the ILO provider estimated the cost for implementing, monitoring and future redesign of the ILO arrangement. Carol included all the details in the Service Proposal and provided this to Michael's NDIS planner to make a decision. It was funded through his NDIS plan as his ILO as "ILO- support model", which is the second stage of ILO.

Carol and the ILO provider worked out how Michael's formal and informal supports should be set up. This involved thinking about how Michael's current NDIS Capacity Building supports would need to change. They also had to think about other kinds of unpaid support that Michael could access like the support from his family. To ensure that Michael's ILO would be successful, the ILO provider included a flexible transition period in his plan. This would help Michael build his confidence and move out of home at his own pace. They planned for a few visits to the new house. The house would be found as part of the next phase of his ILO, but making sure there was time dedicated to getting to know his new surroundings was important for managing his anxiety.





For further information, contact the ILO Project team at [ILO@ndis.gov.au](mailto:ILO@ndis.gov.au)

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