



Support Providers – Designing Individual Supports

A WAIS resource pack to support people to learn about designing individual supports.

Includes:

- Overview information
- Workshop session plans
- Power point material

WAIS Resource Pack
Sector Development

Support Providers – Designing Individual Support

Overview Information

Introduction

Designing Individual Support is about understanding what matters to a person and then designing support around them to live their own life.

Designing support is something most people do every day – we just don't talk about it in that way. We decide how our families, friends or paid services can help us in specific areas of our lives. We adapt our support mechanisms to help us lead our own lives. We don't necessarily consider ourselves to be 'designers' in these situations, but we are the experts on understanding what matters to us and then creating solutions that work for us.

To design individual supports, we think it's helpful to think about what conversations may help the person depending upon their situation and circumstances.

The conversations can be helpful in situations when people are specifically looking to create a support system around them (this can be paid and unpaid) to help the person achieve the kind of lifestyle they want.

Typically, people may use this approach when;

- The person has a funding plan that outlines their goals and amount of funding available to them – this may be a National Disability Insurance Scheme plan
- Designing and agreeing a Shared Management arrangement
- Setting up support with a local Support Provider and exploring how the Support Providers needs to best support the person

We know that for many people bricks and mortar don't make a home, the people we share our lives with and how we spend our time does. That's why designing support is not simply about finding a good property and then adding people, it's a process that explores a good lifestyle and designing support that is going to help people get what they want out of life.

Methodology - What does the process look like?

We propose introducing Designing Individual Support by running a 1 day workshop for people, families and colleagues.

Tasks involved include:

- 1) Identifying some potential trainers including people with lived experience – we recommend that all workshops are facilitated by a worker and a person or family member with lived experience
- 2) Support this group to get familiar with the power point and explore how best to run a workshop
- 3) Create a schedule of workshops and gatherings to deliver the workshop
- 4) Host workshops – support people to learn
- 5) Consider further support to assist people to put the process in action in partnership with people and families

Support Providers – Designing Individual Support Conversation Overview

Theme	Conversation
Who is the person?	Understanding the person, what matters to them, and understanding who are significant people in their life.
What is life like now?	Understanding life now for the person, how life works today, the pace of life, how the person spends their time and learning about what this tells us about what needs to stay in the person's life and what needs to change.
What a good lifestyle could look like?	Developing a good understanding of what a good lifestyle could look like for the person, headlines of how life could be, who may be part of the person's life and what they would be doing if life was going well for them
My community, my place	Developing a good understanding of the right community for the person and the right home. Exploring how the person can be connected to their community in ways that make sense.
People to share with	Exploring possibilities around sharing a home with another person and what kind of person may be the right person.

Theme cont.	Conversation cont.
Understanding my Support	Exploring and understanding support including wider supports which may include unpaid support. Exploring just enough support - not too much or too little. Exploring and agreeing how the person's decision making is respected and supported.
Keeping healthy and safe	Exploring ways to make sure the person stays healthy and safe including exploring ideas about how to minimize possible risks.
Design ideas and outcomes	Clarifying what we have learnt and what the process has helped us understand about what essentially needs to be included in the persons support design. Exploring what opportunities the design could open up for the person
A typical week	Creating the support for real as best we can, by planning a week and beginning to develop a clear idea of the person unique support system across a typical week.
Costing	Cost of the final design
Action Plan	Developing a clear action plan to begin to bring the design to life

Considerations – Things to think about

Working Together

When supporting people to direct and design their own support we can only do this well, if the person and the people who love and care about them are involved throughout. The person and their family are **experts** about what's important to them and what a good life will look like. These conversations help to explore this information.

It is important that where possible the person chooses who to invite into the conversation, to help think about a good future for them. If this isn't possible then a good indicator is gathering those people who know the person best, people who love and care about the person and most importantly have a **good relationship** with them.

Just because people may be involved in the person's life as a named professional, this doesn't mean the person has a good relationship with them.

In preparation for working through the conversations we suggest you explore what's the right setting and pace for the person. It may be that for some people a group gathering works best and for others a series of conversations are a better option. No one approach is best however it is important that someone keeps a record of the conversations, so that the information informs the final design or support plan.

Money

As individualised funding approaches develop across WA, many people and their families will be beginning this process as they explore the resources available to them, via funding such as the NDIS. This means many people have an idea of what they want to achieve – their goals or outcomes and what funding they have to support this. This process supports people to bring this to life – to look at how they can best use their resources to get the right kind of lifestyle and support.

The individual design process does not start with the money, but we suggest the group understand that a budget amount will be available to the person for support, to ensure that ultimately what you are designing falls within budget and is possible to achieve.

Support Providers – Designing Individual Support

Overview of the Process

Stage of the process	Facilitator Guidance / Support
Identifying some potential trainers including people with lived experience – we recommend that all workshops are facilitated by a worker and a person or family member with lived experience	Start as you mean to go on – the potential trainers need to reflect a range of different perspectives – lived experience, delivery of services and leadership.
Support this group to get familiar with the power point and explore how best to run a workshop	Share the resource, the session plans and the power point slides so that all members can become familiar with the process.
Create a schedule of workshops and gatherings to deliver the workshop	<p>Arrange sessions at times that will work for each stakeholder group.</p> <p>Invitation needs to include an overview of the process and why your organisation thinks it is important</p>
Host workshops – support people to learn	Facilitate sessions – the workshop can run as 1 full day or split into a series of sessions
Consider further support to assist people to put the process in action in partnership with people and families	Supporting people to put their learning into action needs to be considered – how can the organisation assist people to work in partnership with people and families to assist them to design their supports

Support Providers – Designing Individual Supports

Materials

- Workshop Session plan
- Designing Individual Supports PowerPoint pack

Designing Individual Supports Workshop Session plan

Aim of sessions: To support people to learn about designing individual supports through a 1 day workshop

Time of session: 1 day workshop approximately

Time	Stage	Method	Resources needed
10 mins	Welcome and introductions Working together	Small groups – introduce yourself	Designing Individual Support Slides 1-3
10 mins	Overview – why this, why now? Insert your organisational context Activity – what do you think we need, to design supports around individuals?	Presentation Q&A	Designing Individual Support Slides 4
10 mins	Overview of Designing Individual Supports - Quote - Conversation overview - Facilitators framework – keeping us clear as we explore the questions	Presentation Q&A	Designing Individual Support Slides 5-9
15 mins (3 hours in total)	Conversation Activity Pairs work together through each section – thinking about themselves or someone they know. Pairs – write down their thoughts on flip chart – so they slowly build a design as they work through each conversation	Paired Exercises	Flip chart paper and pens

Time	Stage	Method	Resources needed
15 mins	1. Who is the person?	Paired Exercises	Designing Individual Support Slides 10
15 mins	2. What is life like now? Exercise <ul style="list-style-type: none"> – What makes a good day now? – What makes a bad day now? – What do you notice about what's important to the person? 	Paired Exercises	Designing Individual Support Slides 11-12
15 mins	3. What could a good life look like – the vision? Exercise – based on what you know already what would a vision of a good life look like?	Paired Exercises	Designing Individual Support Slides 13
15 mins	4. My Community, My Place Exercise – based on the vision – where should this person live and spend their time?	Paired Exercises	Designing Individual Support Slides 14-15
15 mins	5. Do I want to live with others? (only do this if relevant) Exercise – What kind of people work for me?	Paired Exercises	Designing Individual Support Slides 16
15 mins	6. Understanding my supports? Exercise <ul style="list-style-type: none"> – What is good support for me – Exploring supports table 	Paired Exercises	Designing Individual Support Slides 17-19

Time	Stage	Method	Resources needed
15 mins	7. Keeping Healthy and Safe Exercise – Healthy and safe table	Paired Exercises	Designing Individual Support Slides 20-21
15 mins	8. Design ideas and outcomes Exercise – Final exploration on what needs to be included	Paired Exercises	Designing Individual Support Slides 22
15 mins	9. A Typical Week Exercise – Draft the design in action – what might a typical week look like?	Paired Exercises	Designing Individual Support Slides 23
15 mins	10. Costing the design Exercise – Is the design within budget, what can be changed? Cost of the final design	Paired Exercises	Designing Individual Support Slides 24
10 mins	11. Action plan Exercise – How do we turn this into a reality? – Who need to do what?	Paired Exercises	Designing Individual Support Slides 25
20	Reflection and Learning – On the process – On your learning – On putting this into action	Small groups Feedback	Designing Individual Support Slides 26
10 mins	Round up and finish	Presentation	

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