



DirectLife

Information for Service Providers & Referring Agencies



E.W. TIPPING FOUNDATION
Person Centred Disability & Support Services. *Inclusive Community Development.*

www.tipping.org.au

© E.W.Tipping Foundation, 2005



Contents

Background	4
How the program operates	4
Program components	
<i>Establishing accommodation preferences</i>	6
<i>Accommodation database</i>	6
<i>Finding accommodation</i>	6
Shared living	
<i>Finding a suitable housemate</i>	7
<i>Setting up a Home Arrangement</i>	8
<i>Setting up a Support Council</i>	10
<i>Volunteer program</i>	11
<i>Peer Networks</i>	11
<i>Community developments</i>	11
Who is eligible?	12
Who would benefit?	12
Priority system	13
Application process	13
Wait listing	14
Grievances	14
Exiting the program	14
Program evaluation	14
Contacts	15
Program flow chart	17
Appendix	
<i>Natural support network map</i>	18
<i>Lifestyle Map</i>	20
<i>Conflict resolution flow chart</i>	22
Application form	23

Background

The **DirectLife** program supports people with disability to carry out the rights and responsibilities of everyday living that everyone in the community undertakes. The **DirectLife** model works on the basis of combining community development - building communities, social and natural support networks, with sound planning to ensure a person has the appropriate supports and safeguards to live the lifestyle of their choice. The goals of the program are to:

- Improve the extent to which services manage *with* people rather than *for* people.
- Provide ongoing support to ensure accommodation is sustainable through natural networks, community inclusion and volunteer support.

The **DirectLife** model is based on the following principles:

- People with disability have the same rights and responsibilities as other people.
- Community inclusion requires participation in key lifestyle decisions including accommodation and utilisation of funded support.
- People have their own home and decide how their home is organised and maintained.
- People choose who lives with them or who they will live with.
- People are equal partners with paid support services.
- People seek and receive support from people who matter to them.
- People become part of their local community through everyday life when the community is supported to include them.

The DirectLife program is funded by the Department of Human Services (Disability Services) to assist 12 people in each of the Eastern and Southern metropolitan regions, in the first 12 months of the program's operation, to make the transition from their current home to a home of their choice.

How the program operates

The DirectLife program is operated by the E.W.Tipping Foundation under their community based program. Program direction is set by an internal steering committee including the Metropolitan Regional manager, Board member, community based coordinator and DirectLife facilitator. This committee operates under the guidance of the DHS steering group consisting of representatives from Eastern and Southern region.

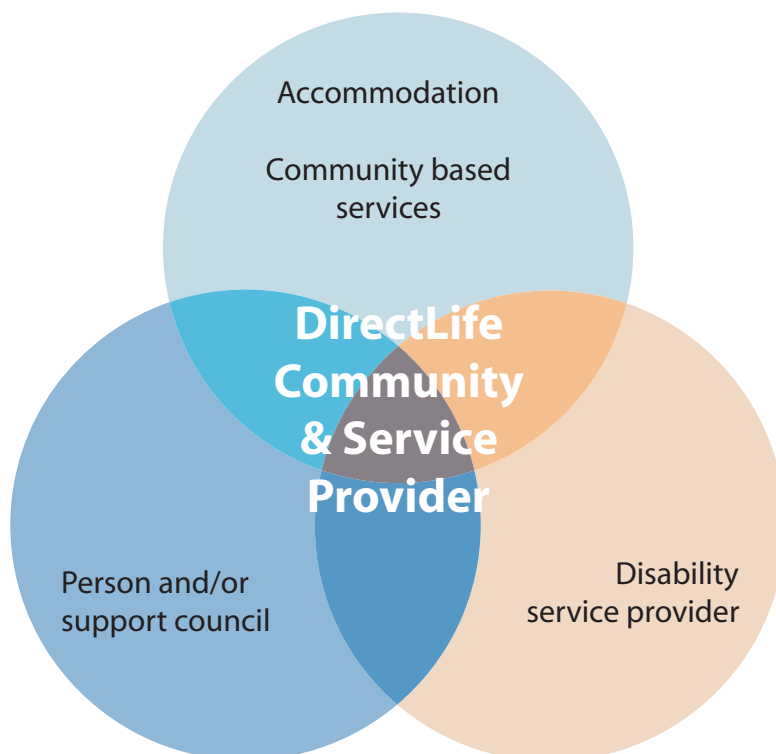
The DirectLife program is operated on a daily basis by the DirectLife facilitator. The DirectLife facilitator is seen as an essential link for the person to connect the various aspects of life which are required for successful community living, including suitable accommodation, support from community based services and natural support, and paid supports through the Disability Service system.

The **DirectLife** facilitator's role is to assist the person to move successfully from their current home to a home of their choosing. To do this the **DirectLife** facilitator may:

- Work with Service providers to ensure the person is an equal partner in directing their services.
- Support the person to identify their lifestyle vision and natural support networks.
- Involve the person in a peer support network.
- Recruit volunteers to work with a person to access their community more effectively and develop natural networks.
- Support people who wish to share accommodation to find the right person and home for them.
- Support individuals wishing to share to develop and maintain an agreed **Living Arrangement**.
- Support individuals living together to form a **Support Council** with natural supports who can assist them to live successfully in the community.

Therefore the specific input provided by the DirectLife facilitator will vary with the needs of the individual.

The DirectLife program does not replace any of the other services individuals receive such as direct support, case management or Support & Choice facilitation. The DirectLife program does not provide any funding, the focus is on empowering people to direct paid services, utilise natural supports, and be involved in the community.



Program components

Establishing accommodation preferences & needs

Following receipt of an application the DirectLife facilitator will establish with the person their accommodation preferences and needs. This would include the specific details of where and with whom they could live successfully, given their available support and needed safeguards. In many cases these may have been already established through Support & Choice planning.

In addition the DirectLife facilitator must establish the basis from which successful independent living in the community can be achieved using a

- natural support network map (see sample), and
- lifestyle map (see sample)

This is the basis from which individuals will build a sustainable network of people who can support them to engage in preferred activities and live successfully in the community.

As stated previously, the DirectLife program does not replace planning provided through the Support & Choice program. In cases where these preferences and needs are already clearly established, the DirectLife facilitator will work in conjunction with the individual and their planner to determine how the DirectLife program can most benefit the individual in meeting their goals. In cases where planning has not yet commenced the DirectLife facilitator will seek to be involved in the planning process.

Accommodation database

For individuals wishing to share accommodation, the DirectLife facilitator will maintain a database of individuals' preferences with a view to matching them with a suitable housemate(s). With the person's consent this information may also be passed on to referring agencies who may be in contact with suitable individuals, for example Independent Accommodation Network (IAN).

Finding accommodation

The DirectLife facilitator will work in conjunction with the office of housing, local government and private rental agencies to assist the person to find suitable accommodation. It is not assumed that the DirectLife facilitator will directly support individuals to view such properties or negotiate rental agreements unless this cannot be done through established natural or paid supports. However, they would be expected to have a clear knowledge of the person's needs in this area and support the person where this may be vital in ensuring adequate safeguards are provided and the person is treated as an equal in this process.



Shared living

Finding a suitable housemate

The **DirectLife** program fosters people to meet other individuals *with* or *without* a disability who are interested in shared living. The goal of this process is for the DirectLife facilitator to get to know people and their lifestyle preferences with regard to living arrangements. This may include discussion about everything from whether they would be able to live with someone who smoked, to how they would cope living with someone who wasn't as tidy as them. The list of variables to consider is endless, and individuals would be encouraged to weigh up their preferences and decide which are essential. All individuals would be expected to meet potential housemates prior to any decision being made, and where possible, to meet with a variety of individuals under a variety of circumstances. Applicants would be supported to develop a list of questions to ask potential housemates. Where a support council is being developed, meetings between potential council members would also be encouraged.

Ideally I'm looking to share with someone who...

Has these characteristics and qualities...

- | | | | | |
|--------------------------------|----------------------------------------------|--------------------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> quiet | <input checked="" type="checkbox"/> outgoing | <input type="checkbox"/> tidy | <input type="checkbox"/> relaxed | <input type="checkbox"/> organised |
| <input type="checkbox"/> kind | <input checked="" type="checkbox"/> friendly | <input checked="" type="checkbox"/> active | <input type="checkbox"/> confident | |

Other:

Has these interests...

- | | | | | |
|---------------------------------------------|-------------------------------------------|--------------------------------------|-------------------------------------------------------|-----------------------------------------------|
| <input checked="" type="checkbox"/> cooking | <input checked="" type="checkbox"/> sport | <input type="checkbox"/> movies | <input type="checkbox"/> music | <input checked="" type="checkbox"/> gardening |
| <input type="checkbox"/> exercise | <input type="checkbox"/> reading | <input type="checkbox"/> art & craft | <input checked="" type="checkbox"/> nature & outdoors | |

Other: *likes animals*

Things to ask a potential housemate...

How would you describe yourself?

What is your diet? Is there anything you don't eat?

Do you have any pets that will live in the house? If so, what are your pets and how many do you have?

Are you a smoker?

Setting up a home arrangement

The DirectLife facilitator will work with individuals to establish a home arrangement. The home arrangement incorporates two broad areas

- The person(s) relationship with their service provider with regard to staff recruitment, selection, supervision, maintenance of personal records and financial responsibilities. It is not the role of the DirectLife facilitator to interfere in relationships already working successfully for people. Such arrangements may only be reviewed where the individual reports that they wish to play a greater or lesser role in any of these areas, or where agreements may be altered to accommodate shared support needs.
- Everyday shared living agreements between housemates such as how bills will be paid, if food will be shared, how pets will be managed etc.

The DirectLife facilitator will ensure that the arrangement is functional in terms of its accessibility and provide ongoing support until all parties have a clear understanding of the arrangement and can address conflict adequately.

SAMPLE FROM THE DirectLife HOME ARRANGEMENT

Decorating Decisions

Do we have to ask our housemate before we make any decisions for decorating the house?

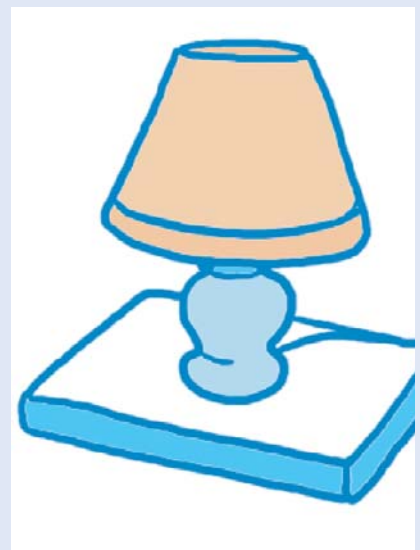
Yes for the rest of the house, but we can decorate our bedrooms however we like.

Style

What kind of style do we prefer for decorating the house?

Simple and neat.

Spacious and not too much clutter or furniture.



Personal Items

How are we to treat each others' personal items?

With respect. Like we would want our own items to be treated.

Sharing Food

How are we going to share the food?

We will share simple things like milk, bread, butter, cooking oil, fruit and vegies. We will purchase personal items in our own time with our own money

How are we going to pay for the shared food?

We will each put an equal amount of money aside each week for shared food. Between \$10 and \$20. What we don't spend on food goes towards the next week.

What are the arrangements for throwing out food which is off?

If any of our personal food or shared food is mouldy, off or is past the use by date we must throw it out.

Personal Food

How do we determine what our personal food is?

We will have a personal shelf for each of us in the pantry and in the fridge. The rest of the shelves are for shared food.

DirectLife TIP

You can label your personal food with different coloured stickers for each person, or you can have a personal shelf for each of you in the pantry.



Setting up a support council

The DirectLife facilitator will assist individuals living in shared situations to form a support council. The support council is made up of the individuals who live together, and any other natural supports they choose. This could include family members, friends, advocates or volunteers. Individuals living together should be equally represented. The support council assists individuals to maintain, adjust & refine their home arrangement as needed.

People on the support council play a vital role in empowering individuals to resolve issues they have with one another and with outside parties such as service providers or neighbours. Where individuals need support to do this members of the council may step in to assist the person achieve a positive outcomes for everyone (see conflict resolution flow chart).

Setting up a support council will particularly benefit people who:

- Want to pool resources to live independently, but need assistance to resolve potential conflict.
- Have a natural support network that can empower them to direct their services and facilitate independent community inclusion (*ie.* utilise support from people who matter to them rather than paid services).
- Need the safeguard of people there to support the success of their living arrangement.

The roles and responsibilities of the support council will be set out formally in a support council agreement, including such aspects as how agendas will be developed, meeting times, keeping minutes etc. The formality of meetings themselves will depend on the individuals involved, and records of such meetings will accommodate the cognitive and communication skills of the people involved.

The DirectLife facilitator initially participates in all support council meetings for a minimum of 4 months as a resource to the council. Their role is to empower and educate the individuals to address conflict and manage their own meetings. They may then gradually reduce their level of input depending on the individual needs of council, but is required to attend a minimum of three meetings per year.

The DirectLife facilitator will assist in resolving any issues with the support council, and review the support council arrangements as needed. A sample of the DirectLife Support Council Agreement is below.

How do we select the members of our support council? What is the process we go through?

We each choose 2- 4 people we would like to be a part of our support council.

A support staff member will also be coming to the first 3 meetings.

Who will be in charge of running the meetings?

The support staff member to start with, then we will vote who we want to run them.

How often will we hold our meetings?

Once a month in the first year.

Volunteer program

The DirectLife Facilitator recruits volunteers within the local community to improve people's inclusion in their local community, increasing the capacity of both the individual and community to form sustainable relationships.

The goal of the volunteer program is not to replace paid support, or fill service gaps. The program aims to assist the person in linking in with their community, until such time as the community is able to provide this naturally. That is, any activity supported by a formally recruited volunteer must have the long term goal of being sustainable without the ongoing support of the volunteer.

Volunteers will also be involved in facilitating peer support networks (see below). Volunteers will play a role in supporting people to resolve issues brought up through the network, or refer them to someone who can help them with more complex issues.

The DirectLife facilitator is responsible for recruitment, selection, support and supervision of volunteers where this is done formally. Selection of volunteers is done in a person-centred framework with the involvement of the person who wishes to be linked in with a volunteer. The DirectLife facilitator is responsible for ensuring the volunteer is adequately resourced and provided with training to carry out their role. However, as previously stated the goal is not to train volunteers to replace paid support. All volunteers formally recruited will be required to undergo a Police check.

Peer networks

The DirectLife facilitator is responsible for establishing a peer support network amongst those involved in the program, with the goal of empowering people to self-advocate, problem solve issues they face in their life, and develop a social network. This is a voluntary component of the program, and may include people outside the DirectLife program with the agreement of all individuals involved. The scope of this network will be developed with the individuals involved, and may be formal or informal as directed and developed by the individuals involved. Individuals are expected to have natural support or be able to travel independently to peer group meetings or activities, or have the capacity to develop such skills through their paid support.

Community development

The Facilitator has an ongoing community development and education role to build connections between the person and local people and services. This may involve facilitating relationships between neighbours and other local services. Where a more specific need is identified it may involve working alongside paid disability support workers or through the involvement of volunteers.

The program does not replace the role of local government access workers; however, the facilitator may work in conjunction with the access worker to enable a community group, organisation or service to involve the person with a disability independently of paid supports.

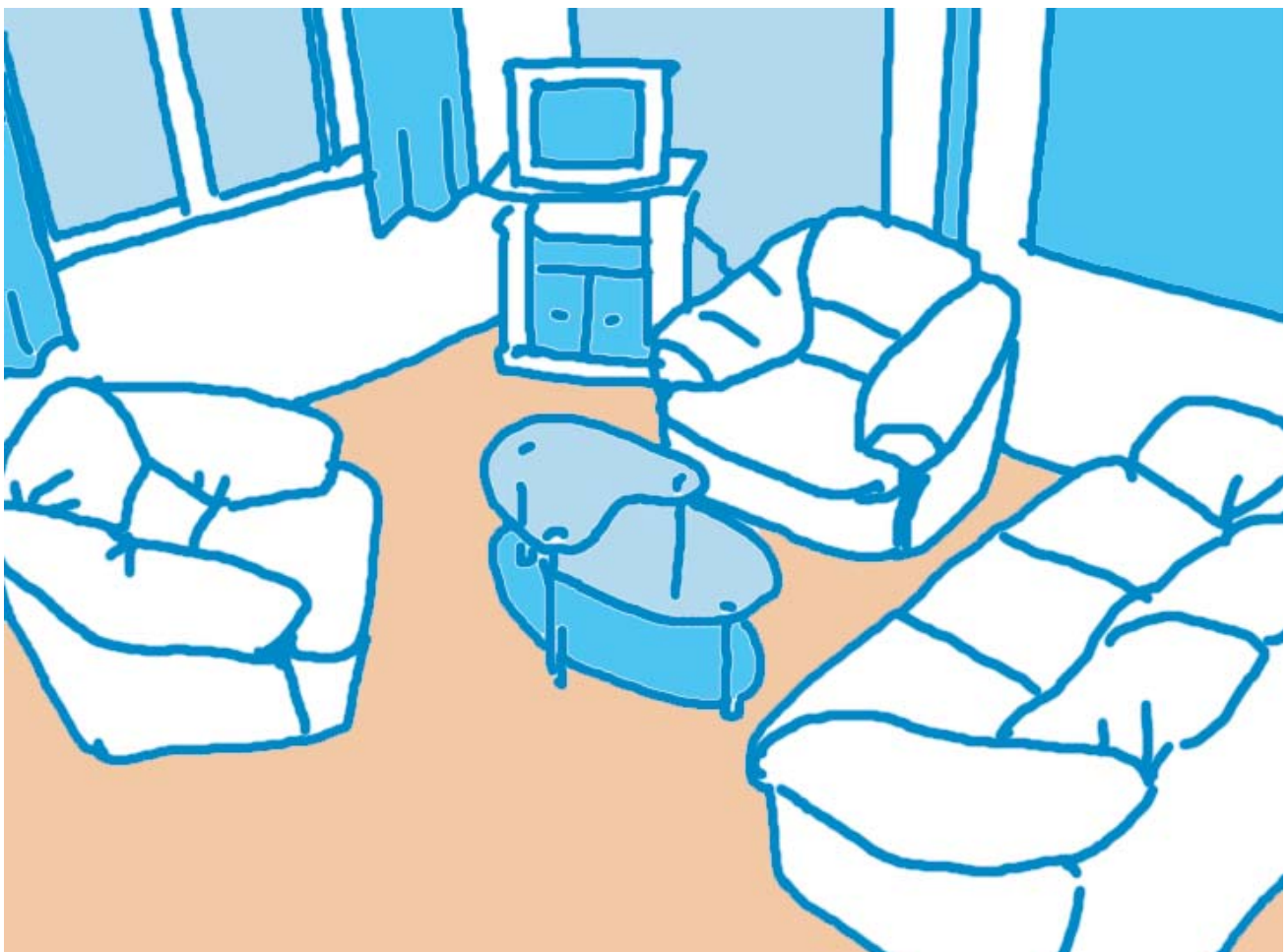
Who is eligible for DirectLife?

Anyone eligible for services with the DHS in the **Eastern** or **Southern** region is eligible for the DirectLife program. If the person is not already on the **Service Needs Register (SNR)** they will need to do so through their respective Intake & Response services.

The DirectLife program does not provide any funding for direct support so applicants will need to already be in receipt of, or able to obtain funding through a **HomeFirst** or **Support & Choice** package to meet these needs.

Who would benefit from the DirectLife program?

Anyone who wishes to live independently in the community, wants to play a greater role in directing their services, and wants to direct their own life utilising natural supports and everyday community resources as much as possible would benefit from the program.



Priority system

Individuals will be prioritised on the basis of who can most benefit from the additional input provided by the DirectLife program.

The program will most benefit people wishing to share accommodation with someone else, as the DirectLife facilitator can play a key role in

- Supporting people to find a suitable housemate.
- Setting up a Living Arrangement that can form the basis of a successful partnership.
- Mentoring a support council made up of natural supports to provide ongoing support to people living together.

Individuals who wish to share accommodation will therefore be given first priority.

In order to ensure access to the program is, in general, fair and equitable, applicants will be subsequently prioritised based on

- Their need to move into a new home (*ie.* risk of current accommodation breakdown).
- Their ability to, and interest in, directing their own services.
- Their ability to, and interest in, utilising natural support networks (*ie.* presence, capacity and motivation of existing family and natural support).

The DirectLife program aims to increase the person's capacity to live independently in part through the development of peer networks and association with community based volunteers. The person's preferences with regards to where they want to live may also be considered in their application, as part of the program involves linking people in with a volunteer and peer support network. This may require individuals to have the capacity to travel independently to participate in peer activities, or live within close communities to benefit from volunteers.

Where the DirectLife facilitator is unable to clearly establish priority, this will be referred to the internal steering committee for discussion.

The application process

Interested persons will need to request an information pack from the E.W.Tipping Foundation, containing the application form (see sample). This should be filled out by the applicant, with assistance if needed.

The DirectLife facilitator is able to meet with interested applicants in person to discuss the program further or provide support to fill out the application form.

Wait listing

The DirectLife facilitator may not be able to start working with every applicant immediately. In this case the applicant will be informed they have been placed on a waitlist and contacted as soon as the facilitator is able to meet with them.

Grievances

In line with the E.W.Tipping Foundation's grievance resolution policy, individuals in the DirectLife program will have access to the complaints & grievances procedure.

A conflict resolution chart has been developed in particular reference to the DirectLife program, emphasising the role of individuals to first address conflict themselves. This incorporates the role of the DirectLife facilitator, Support council and DHS (see appendix).

Exiting the program

Individuals may choose to exit the program under a range of circumstances such as:

- Change in living preferences.
- No ongoing need for input from the DirectLife program.
- Unresolved grievance within the program.
- Lack of success in identifying suitable housemates and/or accommodation.

The DirectLife program may recommend the program cease in the event that:

- The person is no longer able to live independently in the community (eg, health deterioration).
- The DirectLife program identifies the person is unsafe under the agreed living arrangement.

Program evaluation

Program evaluation will be done based on a *personal outcomes* measure framework, utilising as a basis:

- The extension of natural supports.
- The fulfillment of lifestyle preferences (participation in community life).
- The extent of involvement in service direction.
- The fulfillment of rights (self-advocacy).

Contacts

E.W.Tipping Foundation
1036 Dandenong Rd
Carnegie, VIC, 3163
Ph: (03) 9564 1000
www.tipping.org.au

DirectLife Facilitator
Christine LaRive
Ph: (03) 9564 1000

Disability Client Services Intake & Response
Eastern Region
Ph: (03) 9843 6312

Disability Client Services Intake & Response
Southern Region
Ph: 1300 131 079



DIRECTLIFE PROGRAM

Promotion of program to disability service providers

Individual applies

Facilitator meets with individual to confirm accommodation preferences & needs. Consent to liaise with other service providers obtained if needed

Individual informed of inclusion in program and possible timeframes

Liaison with Support & Choice planner

Facilitator meets with individual to develop network and lifestyle map, and clarify shared accommodation preferences

Liaison with IAN

Place person on accommodation data base

Liaison with disability service provider

Matching with peers

Liaison with accommodation providers

Locate suitable accommodation

Establish support council

Liaison with support provider

Develop Home Arrangement

Recruitment & support of volunteers. Liaison with access workers

(ONGOING)
Assist people to link in with community groups & services

Provide support to learn & manage Home Arrangement

Provide ongoing support to council

Assist people to link with peers

Program review

NETWORK MAP



FAMILY

Name	What we do together	What I like about them
Roger my dad	gardening, work, footy	funny and clever
Jane my mum	cooking, shopping, talking	loving and patient
Jack my brother	go to the pub	funny and friendly



FRIENDS

Name	What we do together	What I like about them
Jenny	coffee, movies, talking	helpful and nice
Bob	go to the footy, play footy	good at footy
Carmel	coffee, talking, pub	nice and lots of fun
Bill	fishing, pub, jogging	interesting and patient



CHURCH, VOLUNTEERS, ADVOCATES

Name	What we do together	What I like about them
Father Sam	talk	he listens and gives advice
Rita	talk, go on walks	supportive and friendly



CLUBS

Name	What we do together	What I like about them
David	play footy	makes me laugh
Greg	play footy	talks a lot, he's a clown
Francine	movie club	she's intelligent
Betty	movie club	chooses good movies



SUPPORT STAFF

Name	What we do together	What I like about them
Jillian	discuss things	Supportive and patient
John	talk, have coffee and meetings.	Nice and he has lots of dogs



NEIGHBOURS, LOCAL COMMUNITY

Name	What we do together	What I like about them
Aaron and Rebecca	Gardening	They help in the neighborhood
Morris the butcher	talk and cooking	Always smiling, good food

What kind of accommodation do I want to live in?



HOUSE



APARTMENT



UNIT

How close to family do I need to live?

10 minutes bus ride or closer

What sort of things will I be doing with my family?

Shopping, dinner, walking, visiting

How close to friends do I need to live?

30 minutes bus ride

What sort of things will I be doing with my friends?

Movies, coffee, footy, pub, talking



FRIENDS & FAMILY



SHOPS



ACTIVITIES



What activities will I be doing?

Movies, coffee, footy, pub, fishing, jogging

Where can I do these?

All local to where I live now, except fishing

What help will I need?

A lift with my family to go fishing

How close to these activities do I need to be?

Be able to get there easily by bus or train





Do I want a garden?

yes



Do I want to share with a housemate ?

Yes

What kind of person do I want to share with?

nice, friendly, honest male

How will I go about finding them?

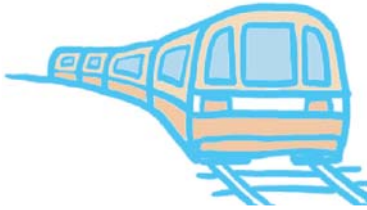
filling out a profile for referring agencies



What kind of costs for renting am I looking at?

\$ 150 a week

TRANSPORT

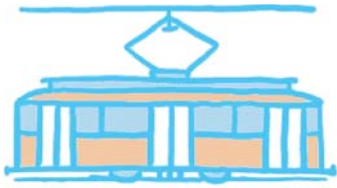


What kind of transport do I use?

bus and train

How close to transport do I need to be?

5 minutes walking distance to bus stop



SAMPLE



What kind of shops do I use?

supermarket, shopping centre, nursery

How close to the shops do I need to be?

walking distance to supermarket, 10 min bus to shopping centre and nursery.



WORK

How will I get to work?

by bus then the train from Mt Waverley

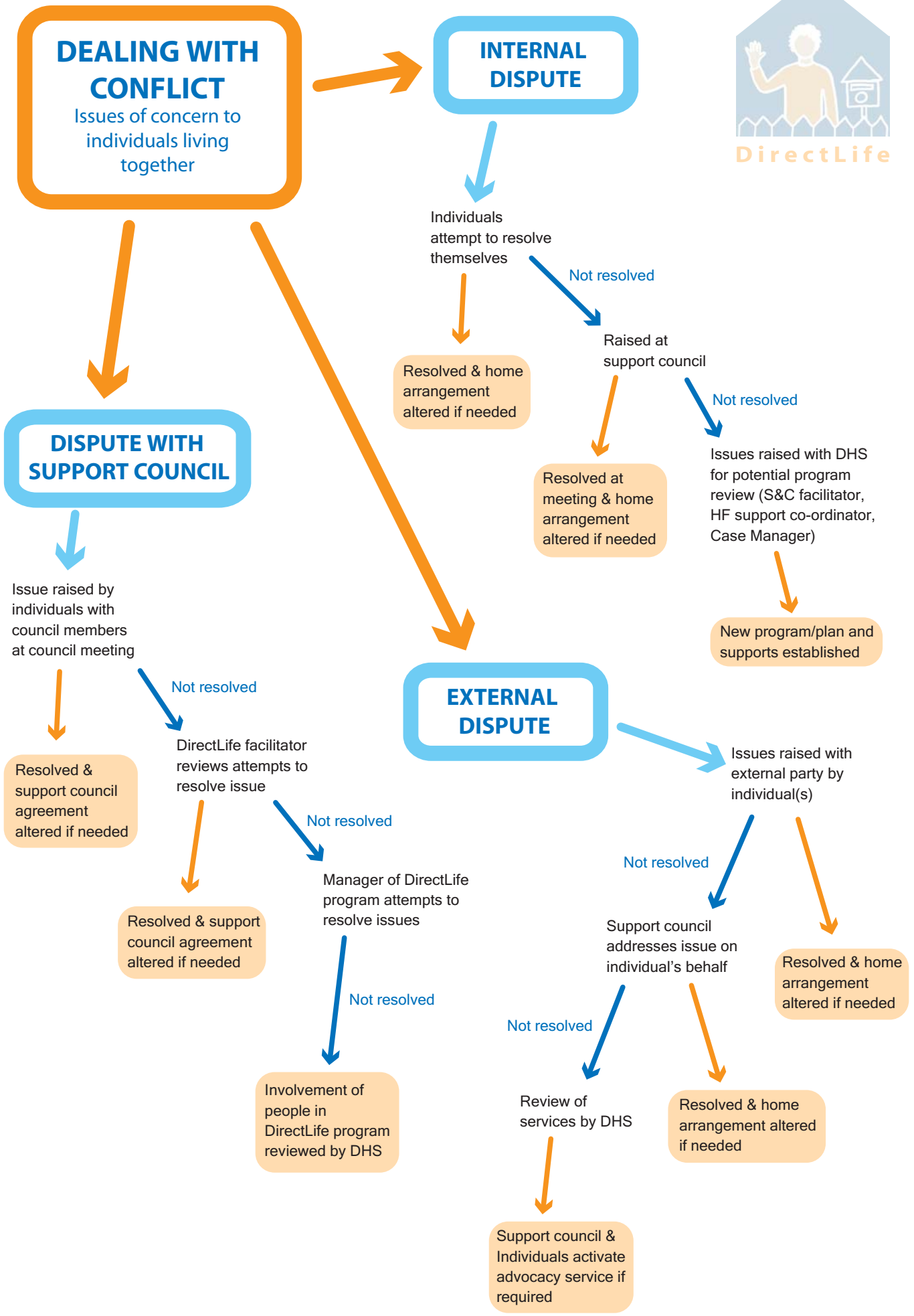
How close to work do I need to live?

30 minutes on public transport



DirectLife

MY LIFESTYLE MAP



Application Form

To be completed by person applying for inclusion in the DirectLife program.

Name Joe Bloggs
Current address 45 Smith Street, Mt Waverley
Victoria, 3149
Phone (03) 9300 3030
Date of Birth 10/11/1975
Workplace IGA, Mt Waverley

Living Arrangement: Individual Shared

Preferred location South eastern suburbs

Current funded programs: TAC HomeFirst Supported accommodation
 Outreach Support & Choice Other

Funded service provider: Department of Human Services

Previous living arrangements (for the last 10 years)	Length of time
1 <u>live at home with my family</u>	<u>30 years</u>
2	
3	
4	

Reasons for applying for the program (how will the program benefit you?)
I want to live independently and have confidence in myself

Community activities you would like to be involved in (Interests)
Jogging, movie clubs, group activities

(For shared living only)

How many people would you like to live with? 1 other person

Characteristics of a person you would like to live with: nice, friendly, outgoing and fun

Characteristics of people you do not want to live with: moody, rude, annoying person

People you think might be interested in being part of your support council: my family and my friends

Do you give us consent to speak with people about your application? Yes No

Name of a person who knows you really well: Jack, my brother

DHS service provider: HomeFirst Co-ordinator

Signature: J. Bloggs Date: 25/6/05

Name: Joe Bloggs