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**Family &  
Community Services**  
Ageing, Disability & Home Care

# Independent Living Skills Initiative (ILSI) User Guidelines

For people with disability, their family and carers



# Document approval

The *Independent Living Skills Initiative (ILSI) User Guidelines* have been endorsed and approved by:

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Executive Director, Contemporary  
Residential Options, ADHC

Approved:

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# Acknowledgements

These guidelines have been created by Ageing, Disability and Home Care, which is part of the NSW Government.

Their purpose is to assist people with disability who participate in the independent Living Skills Initiative (ILSI), their family and carers, to understand how ILSI works and what they can expect from the ILSI service.

## Where can I get more information?



If you need more information, please visit our website at [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au).

You can also call your local Ageing, Disability and Home Care office. A list of these offices starts on page 29.

To download a PDF version of this document, please visit:  
<http://www.adhc.nsw.gov.au/publications/documents>.



For TTW (telephone typewriter) please call **(02) 9377 6167**. For the National Relay Service – TTY/voice calls 133 677 or speak & listen 1300 555 727



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and then ask them to telephone Ageing, Disability and Home Care on 1800 761 030. Our business hours are 8:30am – 5pm.

### Arabic

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بخدمة الترجمة الخطية والشفهية (TIS National) على الرقم **131 450**، والطلب منهم الاتصال بوكالتكم Ageing, Disability and Home Care على الرقم 1800 761 303. أوقات عملنا هي 8:30 am – 5 pm

### Cantonese

若需要口譯員，請致電**131 450**聯絡翻譯和口譯服務署 (TIS National)，要求他們致電1800 761 303聯絡Ageing, Disability and Home Care。我們的工作時間是8:30am – 5pm。

### Greek

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο **131 450** και ζητήστε να τηλεφωνήσουν Ageing, Disability and Home Care στο 1800 761 303. Οι ώρες λειτουργίας μας είναι 8:30am – 5pm.

## Korean

통역사가 필요하시면 번역통역서비스 (TIS National)에 131 450으로 연락하여 이들에게 1800 761 303번으로 Ageing, Disability and Home Care에 전화하도록 요청하십시오. 저희의 근무시간은 8:30am – 5pm입니다.

## Mandarin

如果你需要口译员，请致电**131 450**联系翻译和口译服务署（TIS National），要求他们致电1800 761 303联系Ageing, Disability and Home Care。我们的工作时间是8:30am – 5pm

## Persian

اگر به مترجم شفاهی نیاز دارید لطفاً به "خدمات ترجمه کتبی و شفاهی" (TIS National) - شماره 131 450 - تلفن کنید و از آنها بخواهید به Ageing, Disability and Home Care - شماره 1800 761 303 - تلفن کنند. ساعات کار ما 8:30am – 5pm است.

## Russian

Если вам нужен переводчик, то позвоните в Службу письменного и устного перевода (TIS National) по номеру **131 450** и скажите переводчику, что вам нужно позвонить в Ageing, Disability and Home Care по номеру 1800 761 303. Наш расписание работы: 8:30am – 5pm.

## Serbian

Ako вам je potreban тумач, molimo vas da pozovete Службу преводилаца и тумача (Translating and Interpreting Service - TIS National) на **131 450** и замолите их да позову Ageing, Disability and Home Care на 1800 761 303. Наше радно време je 8:30am – 5pm.

## Spanish

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al **131 450** y pídale que llamen a Ageing, Disability and Home Care al 1800 761 303. Nuestro horario de atención es 8:30am – 5pm.

## Turkish

Tercümana ihtiyacınız varsa, **131 450** numaralı telefondan Yazılı ve Sözlü Tercüme Servisini (TIS National) arayınız ve sizi 1800 761 303 numaralı telefondan Ageing, Disability and Home Care ile görüştürmelerini isteyiniz. Çalışma saatlerimiz 8:30am – 5pm.

## Vietnamese

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Ageing, Disability and Home Care qua số 1800 761 303. Giờ làm việc của chúng tôi là 8:30am – 5pm.

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# 1. Background

## Introduction

Ageing, Disability and Home Care (ADHC) and the NSW Government recognise that people with disability need flexible and individualised accommodation supports that meet a person's needs, build on their strengths, and develop their independence to live in the community.

ADHC's *Stronger Together: A new direction for disability services in NSW 2006-2016* is leading change in the service system to ensure people are at the centre of decision making about their lives.

ADHC is committed to reforming the disability service system to give you, your family and carers, more choice and control over your life and future, including how the system supports you. Person centred approaches will enable you to decide how to use your support resources, taking into consideration your life stage and goals, and who delivers your services.

ADHC is expanding the range and choice of accommodation support options. One of these options is the Independent Living Skills Initiative (ILSI). ILSI will enable you, your family and carers to plan for your long-term living arrangements and help you to develop skills to live more independently.

## What is the Independent Living Skills Initiative (ILSI)?

The goal of ILSI is to enable you to live more independently in the community and to move to more independent living arrangements with support from formal (paid) and informal (unpaid) networks.

ILSI promotes the establishment of a person centred support plan that is built around you, your needs and goals for the future. ILSI focuses on skills development, support for your family/carer during your transition to independent living and on informal support networks such as circles of support.

ILSI is a partnership between you, your family/carer and your service provider to assist you to meet your independent living goals.

The development of a circle of support is a vital part of the ILSI program. A circle of support is a group of (unpaid) people committed to giving you the support you need to reach your goals. Some of the people who join your circle may already be in your life, whereas others may be introduced into it as you put your support plan into practice.

Your circle of support needs to be developed and nurtured initially with the support of your service provider but over time will take on a life of its own.

ILSI will teach you independent living skills while receiving the support you need as you either continue to live at home in your current arrangement, or move into other accommodation in your community with drop-in support.

## 2. What are these guidelines for?

The ILSI guidelines explain what ILSI is and how it works so that you can decide if it is right for you.

The information contained in these guidelines may be updated from time to time. New versions will replace this version on the ADHC website and will be available on the following link –

[http://www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live)

### What are the guiding principles of ILSI?

ILSI is guided by the NSW Disability Services Act 1993, the Carers (Recognition) Act 2010 and other relevant legislation.

The major guiding principles of ILSI are:

- Person centred planning
- Independence through skills training and tailored supports
- Inclusion in community life

## 3. Choosing ILSI

ILSI can help you decide how you want to live your life and what services and supports you need to help develop your confidence and abilities to live more independently.

### What will it be like if I choose ILSI?

ILSI supports your choice of staying where you are currently living or moving into a home of your choice.

Participating in ILSI means that you will have:

- your own person centred support plan recognising your right to decide how you want to live your life;
- training in independent living skills to help you with daily tasks so you can do more yourself;
- help and advice to set up a circle of support that best suits your needs and the members of your circle.

For your family/carers ILSI will:

- value their role in your life;
- help them plan for the best support arrangements for you, both for the present and into the future; and
- support them through changes to their caring role.

ILSI will also help you, your family/carers to:

- identify your priorities, goals and aspirations;
- develop a long term plan built around you and your needs as they change;
- plan the supports to assist you with your goals.

To make all this happen, you, your family/carers and support network will have your own ILSI Facilitator, provided through your service provider.

## 4. Who can access ILSI?

### Who is ILSI suitable for?

ILSI is suitable for you if you:

- are a permanent resident of NSW;
- are an adult (18 - 64 years<sup>1</sup>) with disability as defined by the *NSW Disability Services Act 1993*;
- have low to moderate support needs, needing no more than 35 hours per week of staff support and not needing paid ongoing overnight support;
- are not in crisis;
- have the capacity and desire to live more independently in the community following an initial period of intense training and skills development;
- are committed (along with your family/carers) to working with your support provider to set and implement your independent living goals;
- with support from your family/carers, are able to plan suitable stable long term housing options within three months of joining ILSI (for example, remaining in the family home, moving to a rented apartment, shared accommodation with sibling/s or flat mate/s);
- have stable accommodation but want to prepare for your longer term accommodation either in your current home or within the community in a house, flat, or similar;
- are at a transition point such as leaving foster care, post school planning, or wishing to move out of a group home to more independent living, or have an ageing carer who wishes to plan for the future.

Families/carers and support networks should consider the following in thinking about suitability for an ILSI service:

- you are genuinely interested and prepared to actively participate in the support plan developed through ILSI;

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<sup>1</sup> If an individual participating in the ILSI service of support turns 65, they are still eligible to continue in the ILSI service.

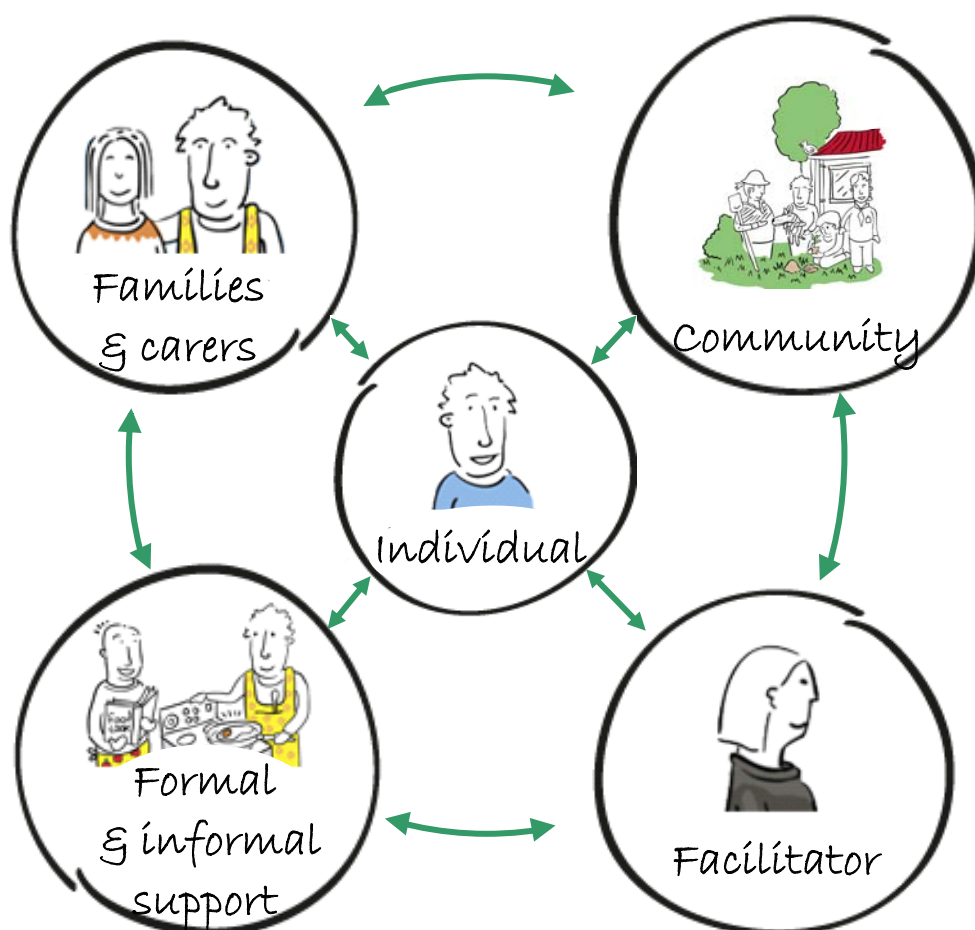
- your wellbeing will significantly benefit as you change from your role as the primary carer, and your living and caring arrangements will become more sustainable; and
- you are interested in providing feedback about your experience.

## 5. Who does what with ILSI?

### The ILSI service

There are five groups of people who are involved in ILSI:

- The individual
- Family/carer
- Facilitator
- Formal and informal circles of support
- The community



In ILSI everyone has certain responsibilities to make sure that everything works well.

## What will I need to do as the participant?

Your role will include, but will not be limited to a willingness to:

- an ongoing commitment to be a part of ILSI;
- work with your ILSI Facilitator and support staff in your home and in your community to achieve the goal of living more independently;
- form and participate in a circle of support;
- be available for agreed hours of support each week that is flexible to fit around your life

## What is the role of formal paid support?

Formal support is provided by your service provider through your Service Coordinator, your ILSI Facilitator and other staff employed by your service provider and includes:

- working with you to help you learn life skills such as travel training, money handling and cooking skills;
- help to establish your circle of support;
- help to review possible independent living options; and
- building connections between you and the community.

## What does my ILSI service provider do?

Your ILSI service provider is there to give you information and support. They also employ your Service Coordinator and ILSI Facilitator (see below).

Your service provider may help you a little or a lot (based on agreed and flexible hours of support), depending on the level of support and assistance that you need, and includes the ILSI Facilitator tasks listed below.

When you first start using the ILSI program, you may need a lot of support. But after a while you might not need as much help from the service provider.

## What does the Service Coordinator do?

Your ILSI Service Coordinator manages all of the administrative and staffing requirements of your ILSI service. They also provide support to your ILSI Facilitator to enable them to provide a quality ILSI service.

They are the point of contact for the ILSI Facilitator if any issues arise within the ILSI service and they also monitor the successful facilitation of the ILSI Service.



## What does my ILSI Facilitator do?

The ILSI Facilitator is your key worker who leads a team of support staff to help you with:

- initial planning and support when you are getting started with ILSI which will continue as the service progresses;
- leading teams of support staff who assist you with your specific needs;
- developing a plan for your life;
- support to achieve your goals and dreams by building on your strengths and support networks;
- identifying, planning and conducting one-on-one independent living skills training with you;
- tailoring flexible supports to meet your changing needs and situations;
- developing your circle of support and building meaningful connections with the community;
- promoting social inclusion and participation in community life;
- support with the transition to more independent living.

## What is the role of informal unpaid support?

Informal support is provided by people in your life such as your family, your circle of support members and your local community who:

- help you to achieve your independent living goals;
- build lasting connections with the community;
- add to your formal supports.

## What role will my family/carer have?

Family members and carers will support you by:

- being committed to working with you and your ILSI service provider and Facilitator to help you set your living goals and future dreams within the family or your own home;
- helping you identify suitable stable housing options within the first three months of joining ILSI (for example the family home, a rented apartment, shared accommodation with a sibling or flat mate); and
- being committed to ongoing involvement in circle of support activities to provide long term informal support.

## 6. Getting started

### How do I get started with ILSI?

For information on getting an ILSI service, please contact your ADHC regional office or your service provider if you have individual funding. For information about your ADHC regional office, please refer to the contacts in Section 9 of this booklet.

### Can I use my individualised accommodation package to purchase ILSI supports?

Yes. You can choose to use some of your individualised accommodation package – for example, the Supported Living Fund (SLF) or Individualised Accommodation Support Package (IASP) – to purchase ILSI style supports if this is considered appropriate to meet your needs.

If you would like to use your individual funding to purchase an ILSI service, you should discuss your options with your support planner and/or your service provider. A list of ILSI service providers is available on the ADHC ILSI web page.

Information about ILSI for you, your family/carers and your service provider is available on the ADHC website to assist you to meet your independent living goals. Refer to the ILSI link at:

[http://www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live)

### What can my ILSI funding be used for?

The ILSI funding can be used for agreed flexible hours per week of independent living support. This can include:

- development of your independent living support plan and activities;
- ongoing support for you to set up and achieve your life goals;
- living skills training;
- community activities that support and fit with your goals;
- establishing and maintaining a circle of support;
- support for your family/carer through your transition process to more independent living;

- purchases in line with the ADHC *Purchasing Principles for Individual Accommodation Support Funding*, which can be found at:

[http://www.adhc.nsw.gov.au/\\_\\_data/assets/file/0010/262288/Purchasing\\_principles\\_for\\_individuallised\\_accommodation\\_support\\_funding\\_Factsheet.pdf](http://www.adhc.nsw.gov.au/__data/assets/file/0010/262288/Purchasing_principles_for_individuallised_accommodation_support_funding_Factsheet.pdf)

## What can't I use my ILSI funding for?

Some examples of what you cannot use ILSI funding for include (but are not limited to):

- everyday household purchases (including but not limited to groceries, clothing, white goods, furniture, electricity, phone bills, etc.);
- rent or mortgage payments;
- purchasing property;
- illegal goods or activities.

For more information, please speak with your ILSI service provider or refer to the *Purchasing Principles for Individualised Accommodation Support Funding*, which can be found at:

[http://www.adhc.nsw.gov.au/\\_\\_data/assets/file/0010/262288/Purchasing\\_principles\\_for\\_individuallised\\_accommodation\\_support\\_funding\\_Factsheet.pdf](http://www.adhc.nsw.gov.au/__data/assets/file/0010/262288/Purchasing_principles_for_individuallised_accommodation_support_funding_Factsheet.pdf)

## How do I use my support hours per week if I don't need that much support or I'm out of home a lot?

The agreed hours of support is for both direct paid support as well as working with you to develop your support plan, carry out skills training, establish a circle of support, and provide support for your family/carers.

This will be intensive at first but hours of support should reduce with time. The key to an effective and successful ILSI service is flexibility and making the service fit your individual needs.

## 7. What if something in my life changes?

You can choose to change the services and supports ILSI gives you at any time, up to the agreed support hours per week. The change might be temporary or permanent.

For example, you may get sick and find that you can't do all the things you wanted to do. Or you may find a new interest that you would like to pursue such as a class at the local fitness centre.

You should talk to your ILSI Facilitator as soon as possible about any changes you want to make. You will need to think about how a change to your support plan might impact your support staff, your funding and your goals.

If you want to make any big changes to your support plan, you need to talk to your ILSI Facilitator first.

Once you have informed the ILSI service provider about the changes you wish to make, a new support plan will be created with you.

### How do I review my person centred support plan?

It is important that you play a central role in the review of your person centred support plan to make sure that everything is going well. Others who may be involved in the review of your plan include your family/carers and support network, your Facilitator, service provider and anyone else you choose. This will take place every six months (or more frequently if indicated in your support plan, or if there have been significant changes in your life).

This will be an opportunity to consider what aspects of the support plan have worked well and which have not, and to make improvements within your current budget.

If the review indicates that a major change in your supports is needed which might affect your budget, this must be raised with your ADHC Region for consideration and approval. A formal review of your support plan can be requested by you and your family, carers and support network at any time if your support needs change significantly.

## Can I change my ILSI service provider?

This option is not currently available with ILSI unless you have an individualised accommodation package (such as a Supported Living Fund or Individual Accommodation Support Package).

If you have any questions or are unhappy with your ILSI service you can talk to your ILSI Facilitator or service provider. Your ILSI Facilitator can discuss with you any issues that arise and help you work through any problems to a satisfactory solution. You can also contact your ADHC regional office if you need further advice or assistance with your ILSI program or service provider.

## What if I have individual accommodation funding and I want ILSI?

If you have an individualised accommodation support package, you may use your funds to purchase ILSI type supports and you can choose the service provider that is right for you.

If you choose to use your individualised accommodation support package to purchase ILSI type supports and you wish to move to a new service provider, your ILSI funding moves with you.

If this applies to you, you may wish to change your provider if:

- you move to a new area;
- you are not happy with the service and support you are receiving; or
- you change your mind about the things you want to do.

## What if I decide that ILSI is not right for me?

You don't have to stay in ILSI if it is not right for you.

If you feel that ILSI is not for you, please talk to your ILSI Facilitator. Your Facilitator is the first person you should discuss any concerns with. They will help you, your family/carer and support network to identify and try to resolve any issues.

You can choose to exit from ILSI at anytime. This is most likely to happen if it is agreed that ILSI is no longer suitable for you (for example, you may not have the resources or motivation to maintain your support network).

It is your right to decide if the ILSI service is right for you. Your service provider can also suggest a range of alternative services that best meet your needs.

If you have explored all of your available options and you still decide that ILSI is not right for you, your ILSI Facilitator will work with you and your

family/carer to develop an Exit Plan. They will identify alternative support options and discuss them with ADHC.

## Frequently asked questions

### **Is ILSI just for individuals with ageing carers?**

No. During its development phase, ILSI was aimed primarily at supporting people with disability with ageing parent carers.

The service now has more widespread application across a range of life stages and ages, e.g. young people leaving care, post school options, drop-in support funding, or moving out of group accommodation.

ILSI is also well suited for people with an individualised accommodation support package such as the Supported Living Fund (SLF) or an Individualised Accommodation Support Package (IASP).

### **What happens when an ILSI participant reaches 65 years of age?**

The appropriate age for participation in the ILSI service is 18 to 64 years. If you are an ILSI participant and you turn 65, you will be able to retain your ILSI supports if:

- you are managing well within ILSI;
- the support you receive is sufficient to meet your needs at your age;
- your goals and the goals of your family/carer (outlined in your support plan) are being met and developed through ILSI;
- there is an established or developing circle of support;
- specific training skills programs are in progress;
- your family/carer is being supported in an effective way within the program funding.

### **Can I get ILSI on the weekends?**

As most ILSI participants can do a lot for themselves, it is expected that some will be working full-time. Participants may not have many hours available during the week for training skills development and establishing/attending a circle of support.

Therefore, support workers should be available in the evening and weekends to work with you to develop your support plan, undertake skills training, establish your circle of support, and provide support for your family/carer. This obviously costs more per hour and should be taken into account when planning.

As ILSI packages are funded for agreed hours of support per week, some may require more support than others but there should be hours and funds available for after hours/weekend support.

### **What is the difference between an individual plan and a person centred support plan? Why the change in terminology?**

A person centred support plan differs from individual planning. Individual planning often means seeing how you can fit into a service, whereas a person centred support plan is seeing how the service can fit around your life and meet your goals.

A person centred support plan takes into account your individual preferences shifting the focus from what can be done *for* you, to what it is *you* want to achieve.

A person centred support plan is about listening to you and understanding your right and desire to be valued, to contribute and to belong to society. This information is then used to create a plan that will assist you to achieve these outcomes.

Typically a person centred support plan:

- keeps you as its focus;
- listens to you;
- takes into account your individual preferences;
- focuses on your strengths and what you can do, not what you can't do;
- looks at a wide range of options that may be outside the disability sector to assist you with your life goals.

### **Can my organisation broker an ILSI service to another agency?**

Yes, but your ILSI service provider must take responsibility to ensure that the brokered agency is trained in ILSI and can deliver quality services in accordance with the ILSI Guidelines. Your Facilitator should discuss what this could mean to you and ask how you feel about this option.

### **Can I get ILSI if I am not ready to move out of the family home?**

Yes. ILSI is to support you to live more independently. Once skills training is completed, people often choose to move into independent living such as renting their own home; a granny flat; a shared house with friends or siblings; living with a flatmate without a disability. You may also choose to remain in the family home with less reliance on support from your family/carers.

## 8. Stories from ILSI participants

### Leigh's story

Leigh is in his thirties, lives in Newcastle with his family and works three days a week as a doorman at the local bowling club, where he enjoys his favourite hobby, lawn bowls.

Through ILSI, Leigh has been working hard to develop his independent living skills and social connections. He has the goal of living independently, getting his driver's licence and becoming a public presenter.

Leigh has presented at the *Living Life My Way* consultations, the launch of the ILSI documentary at Parliament House in July 2012, and co-hosted the House With No Steps 50<sup>th</sup> Gala Dinner at the Opera House in October 2012.

"People don't expect a lot from Leigh when they see him and are then very surprised when they realise what Leigh is capable of", says his mother Diane.

When Leigh has spare time, he helps promote ILSI through presentations to ADHC and regional service providers. Leigh's presentation can be seen at the ILSI website <http://ilsi.net.au>.

The title of the ILSI documentary, "*Let the Journey Begin*" is based on a poem by Leigh, read during filming. "He does such a great job. I am so proud!" says mum Diane, beaming with pride.



### Emma's story

Emma is thirty years old, has an intellectual disability and lives with her family, including her younger sister and mother Jean and father Martin.

Emma wants to move in with her older sister Lyndall and is learning how to shop, budget her money and do daily household chores in preparation for the move.

Lyndall's job requires her to be away for days at a time. Emma will need to learn how to look after herself when Lyndall is away, as well as how to travel to and from Lyndall's flat to work, her drama group and her dinner group.



Emma wants to join a local gym and make new social connections by volunteering. She is also keenly looking forward to having friends over for dinner.

Through the ILSI service, Emma was able to get work in a coffee shop three mornings a week. Emma also attends a weekly drama group, and a monthly dinner group.

## Mark's story



Mark is 44 years old and lives on the Central Coast. Mark has overcome many challenges.

Mark's father applied for ILSI funding in May 2012 when Mark was living in the family home with his parents. Mark's father managed many aspects of Mark's life including finances, support for daily living skills, social activities and quite often spoke for Mark as Mark has quite a severe stutter. Mark's father was also the full time carer for his mother who was very unwell.

Shortly before Mark was informed of being accepted into the ILSI program, Mark's father passed away. ILSI staff immediately began working with Mark to support him through this major change in his life.

The ILSI team supported Mark to find a two bedroom rental apartment across from the beach to co-tenant with his brother. Once he was settled into his new home, intensive living skills training began to support his goal of living more independently. Mark now lives in the apartment by himself most weekdays, with his brother living there on weekends.

Mark continues to live independently in this beachside apartment with the ongoing support of the ILSI team and his brother. He attends self advocacy training, is joining local clubs and social groups, and is becoming much more independent in making decisions for himself.

He works full time at the local hardware store where he has been employed for the past 17 years. Mark also has his own car and drivers licence.

## Sophie and Jane's story



Sophie is in her thirties and was living with her mother Rosemary before her involvement with ILSI. She works part time for ConnectAbility Australia as a disability support worker and is a keen fitness enthusiast with her own home gym.

According to her mother Rosemary, Sophie had always wanted to move out of home. Through the ILSI program, she

has realised this goal and now shares a flat with Jane, another ILSI participant.

Sophie continues to develop her independent living skills and social connections with the help of a strong circle of support whose members are deeply committed to making her journey a success.

Jane is also in her thirties and was living with her family. Jane works full time for House With No Steps in the therapeutics division as a Quality Control Officer. Jane thoroughly enjoys her work, so much so that she has to be encouraged to take holidays!

Jane moved in twelve months ago with Sophie and they are sharing a flat that is closer to Jane's work. This means Jane no longer has to get up at 5am every day to go to work! Jane is able to travel to and from work independently. Jane has been working on her cooking and shopping skills and is looking forward to sharing a well earned holiday with Sophie.

## 9. Where can I get more information?

### Useful links / resources

- Independent Living Skills Initiative (ILSI) <http://www.ilsinet.au>
- For more information on ILSI, the ADHC website contains a number of information resources -  
[www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live)
- For more information generally on the range of supported accommodation -  
[www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live)

Person Centred Approach and consultation

[www.adhc.nsw.gov.au/about/strategies/person\\_centred\\_approach](http://www.adhc.nsw.gov.au/about/strategies/person_centred_approach)

ILSI videos are available on the ADHC website at

[http://www.adhc.nsw.gov.au/individuals/support/somewhere\\_to\\_live](http://www.adhc.nsw.gov.au/individuals/support/somewhere_to_live)

On these web sites you will find the following:

- *Let the Journey Begin Documentary* (40 min version)
- *Let the Journey Begin Trailer* (5 min version)
- *Let the Journey Begin Short Cut* (12 min version)
- Training videos on
  - *Mapping*
  - *Circles of Support*
  - *Independent Living Skills*

## Service providers

You can get more information about ILSI from a service provider or ADHC office. To find out where your nearest ILSI service provider is, contact your local ADHC district office from the list below.

As the new ADHC districts have only been recently formed, these contact details may need to be updated and are subject to change.

### Sydney



Local Government Areas:

Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville, Strathfield, Sydney (South and West)



Telephone: 02 9701 6300



Information.Referral@facs.nsw.gov.au

### South Western Sydney



Local Government Areas:

Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee, Wollondilly



Telephone: 02 9701 6300



Information.Referral@facs.nsw.gov.au

## South Eastern Sydney



Local Government Areas:

Botany Bay, Hurstville, Kogarah, Randwick, Rockdale, Sutherland Shire, Sydney (Inner and East), Waverley, Woollahra, Lord Howe Island



Telephone: 02 9701 6300

Information.Referral@facs.nsw.gov.au

## Illawarra Shoalhaven



Local Government Areas:

Kiama, Shellharbour, Shoalhaven, Wollongong



Toll Free: 1300 841 566

Southern-Intake@facs.nsw.gov.au

## Southern NSW



Local Government Areas:

Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Goulbourn Mulwaree, Palerang, Queanbeyan, Snowy River, Upper Lachlan Shire, Yass Valley



Toll Free: 1300 841 566



Southern-Intake@facs.nsw.gov.au

## Northern Sydney



Local Government Areas:

Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah, Willoughby



Toll Free: 1300 668 241

Telephone: 02 9407 1650



MetroNorth.Intake@facs.nsw.gov.au

## Western Sydney



Local Government Areas:

Auburn, Baulkham Hills Shire, Blacktown, Holroyd, Parramatta



Toll Free: 1300 668 241

Telephone: 02 9407 1650



MetroNorth.Intake@facns.nsw.gov.au

## Nepean Blue Mountains



Local Government Areas:

Blue Mountains, Hawkesbury, Lithgow, Penrith



Toll Free: 1300 668 241

Telephone: 02 9407 1650



MetroNorth.Intake@facns.nsw.gov.au

## Murrumbidgee



### Local Government Areas:

Albury, Berrigan, Bland, Boorowa, Carrathool, Conargo, Coolamon, Cootamundra, Corowa Shire, Deniliquin, Greater Hume Shire, Griffith, Gundagai, Harden, Hay, Jerilderie, Junee, Leeton, Lockhart, Murray, Murrumbidgee, Narrandera, Temora, Tumbarumba, Tumut Shire, Urana, Wagga Wagga, Wakool, Young

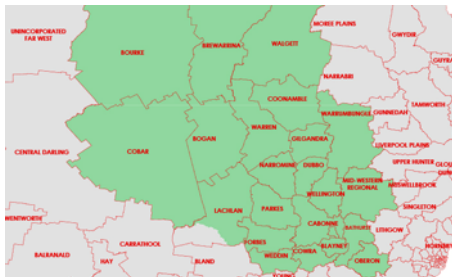


Toll Free: 1300 134 450

Telephone: 02 6841 1594

[western.iri@fac.nsw.gov.au](mailto:western.iri@fac.nsw.gov.au)

## Western NSW



### Local Government Areas:

Bathurst Regional, Blayney, Bogan, Bourke, Brewarrina, Cabonne, Cobar, Coonamble, Cowra, Dubbo, Forbes, Gilgandra, Lachlan, Mid-Western Regional, Narramine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle Shire, Weddin, Wellington



Toll Free: 1300 134 450

Telephone: 02 6841 1594

[western.iri@fac.nsw.gov.au](mailto:western.iri@fac.nsw.gov.au)



## Far West



Local Government Areas:  
Balranald, Broken hill, Central Darling, Wentworth,  
Unicorp. Far West



Toll Free: 1300 134 450  
Telephone: 02 6841 1594

[western.iri@facs.nsw.gov.au](mailto:western.iri@facs.nsw.gov.au)

## Central Coast



Local Government Areas:  
Gosford, Wyong



Toll Free: 1300 205 268  
Telephone: 02 4946 3722

[hunter.iri@facs.nsw.gov.au](mailto:hunter.iri@facs.nsw.gov.au)

## Hunter New England



### Local Government Areas:

Armidale Dumaresq, Cessnock, Dungog, Glen Innes  
Severn, Gloucester, Greater Taree, Great Lakes,  
Gunnedah, Guyra, Gwydir, Inverell, Lake Macquarie,  
Liverpool Plains, Maitland, Moree plains,  
Muswellbrook, Narrabri, Newcastle, Port Stephens,  
Singleton, Tamworth Regional, Tenterfield, Upper  
Hunter Shire, Uralla, Walcha



### Hunter

Toll Free: 1300 205 268

Telephone: 02 4946 3722

### New England

Toll Free: 1300 364 563



### Hunter

[hunter.iri@facsnsw.gov.au](mailto:hunter.iri@facsnsw.gov.au)

### New England

[iriaccommodation.northernregion@facsnsw.gov.au](mailto:iriaccommodation.northernregion@facsnsw.gov.au)

## Mid North Coast



Local Government Areas:  
Bellingen, Coffs Harbour, Kempsey, Nambucca, Port Macquarie-Hastings



Toll Free: 1300 364 563

[iriaccommodation.northernregion@facss.nsw.gov.au](mailto:iriaccommodation.northernregion@facss.nsw.gov.au)

## Northern NSW



Local Government Areas:  
Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley, Tweed



Toll Free: 1300 364 563

[iriaccommodation.northernregion@facss.nsw.gov.au](mailto:iriaccommodation.northernregion@facss.nsw.gov.au)

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SYDNEY NSW 2000  
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Web [www.adhc.nsw.gov.au](http://www.adhc.nsw.gov.au)