

# Home and Living Supports:

**Principles and practices for leading client-led  
approaches for quality providers**



# Objectives

- Conduct a structured review of Alliance 20 members' progress in implementing Client Led Arrangements
- Develop a set of practical, evidence-based guiding principles based on best practice models within the Alliance and across other sectors.

## Tangible deliverables

1. Agreeing on a definition and scope of Client Led Arrangements.
2. Mapping current Client Led Arrangements across A20 members.
3. Identifying best practice models from the disability, aged care, health, and housing sectors.
4. Synthesising insights against the Disability Housing Outcomes Framework.
5. Co-designing and validating guiding principles for future A20 service delivery.

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**Cerebral Palsy**

**Alliance**

**Kanda**

**Achieve**

# Definition

**Client-led home and living services** are co-designed supports which recognise home as the place of safety, stability, self-expression, and connection. The supports provided adapt to each person's changing preferences, goals, and aspirations, promoting choice and active engagement in life, community and work.

# Pillars and principles

## Client-led home and living services are services that...

### Pillars

#### ... ensure the person leads every decision

Services ensure people with disability lead every decision about their health, relationships, home, and how they share it

#### ...are co-designed

Services are co-designed in response to people's rights, goals & needs and in context of their resources and environment

#### ...respect & respond to choices

Services are designed to be responsive, so that supports are continuously adapted to respect the choices and control of people living in their own home

#### ...promote engagement & inclusion in life

Services promote people actively shaping their lives & relationships, making both everyday choices & decisions aligned with their goals

## Client-led home and living services are delivered when providers...

### Principles

1. Embed client leadership in how services are planned, delivered, and reviewed

2. Involve people in governance and service design to shape how services evolve

3. Use supported decision making and include people who know the person and can help them raise their voice

4. Help people understand their options, resources, and environment so they can make informed decisions

5. Design supports with each person, based on their rights, preferences, and goals

6. Recognise and respond to how conflict of interest and substitute decision makers can influence choices

7. Support people to make informed health decisions that reflect their goals and respond effectively to those decisions

8. Provide consistent, trauma-informed, and flexible support that people can shape to feel safe and supported

9. Respect the choices and boundaries with people's homes and recognise their right to live their way

10. Support people to build and grow meaningful relationships and valued roles in life and community

11. Enable people to lead their daily routines, roles and responsibilities with the support they choose

12. Support people to recognise and celebrate outcomes

# Flagship Practices

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**Client-led home and living services can be supported by flagship practices...**

**Practices**

**Supported Decision  
Making**

**Facilitation of sharing of  
supports**

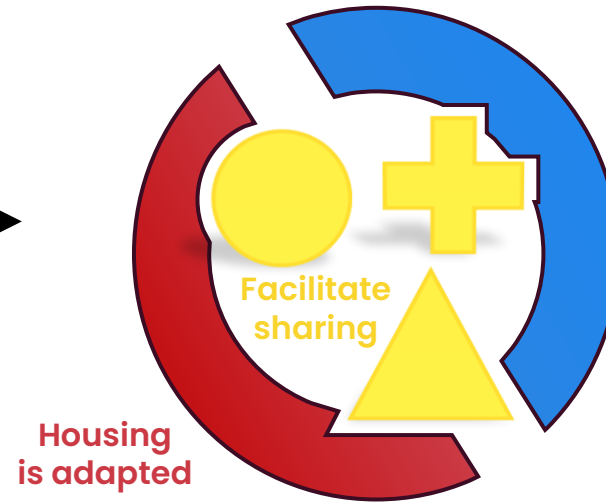
**Positive Behaviour  
Support & Trauma  
Informed Practice**

**Active Support &  
Practice Leadership**

# Facilitation



**Provider-led  
home & living  
approach**



**Client-led  
home & living  
approach**

...is deliberate support  
in how people choose  
to share, and then how  
supports and housing  
adapt to shared needs