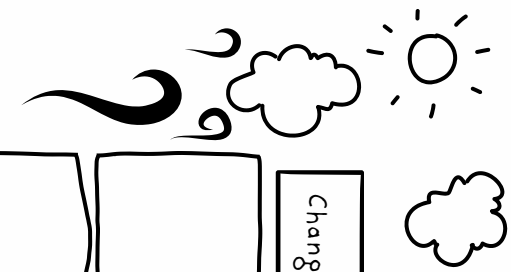


DRAFT YOUR CHANGE JOURNEY. ADD MORE STEPS AND GROUPS OF PEOPLE WHEN NEEDED.



ELEMENTS VISIBLE TO THE CUSTOMER (spaces, artifacts, websites etc.)

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ACTIVITIES CARRIED OUT BY THE CUSTOMER (registration to peer support groups etc.)

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Line of visibility 2

ELEMENTS VISIBLE TO A FAMILY MEMBER (spaces, artifacts, websites etc.)

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ACTIVITIES CARRIED OUT BY A FAMILY MEMBER (supporting the customer to attend the peer support groups etc.)

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Line of visibility 1

ACTIVITIES CARRIED OUT BY AN EMPLOYEE, VISIBLE TO OTHERS (leading the peer support group etc.)

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Line of communication

ACTIVITIES CARRIED OUT BY AN EMPLOYEE, NOT VISIBLE TO OTHERS (planning the peer support group etc.)

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SUPPORT ACTIVITIES (accounting etc.)

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Change Statement:

