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SPEAKER:	DEB WATSON, AMANDA JONES & ALISON SHORT
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GORDON DUFF:

I worked for NDS nationally and my work involves leading development. I wanted to introduce the resource that has been distributed in this session, Progress for Providers. NDS identified this resource has something we thought might be interesting for providers as they think about the challenges associated with more personalised services. Having looked at it in the knowledge that some Victorian providers who had been playing with it and working with it, changing some of the language, it was originally developed in the UK, but what is launched today is the Australian version.

This is a joint publication between NDS and HSA Australia, and you will be using it later in the session. We recommend it to do. We are interested to hear your feedback on it. It is an organisational diagnostic tool to get you thinking and start the action planning around what you need to do in all aspects of your organisation to address the issues that have been spoken about yesterday and today. Progress for Providers - please take as many copies as you like. I will hand over for Deb for the rest of the session.

DEB WATSON:

We are delighted to be working with NDS and we're excited to have it out there. This is the first Australian version and we look forward to hearing feedback. Alison will now lead us through the journey for progress providers in the UK.

ALISON SHORT:

Lots of different voices. As the slide shows, within England, we were looking at three journeys - the journey of the individual and their families in terms of more personalised services, what the provider has to do to change, grow and develop, and what is the journey for individual staff members? We will interweave the individual's journey with the provider journey. We will leave the staff to one side.

This started in 2007 in England, where a group of providers and commissioners came together to respond to the agenda from the English government around more personalised services. It was launched in 2010, and now it is being used right the way across England and is hailed as a model of very good practice comic used in lots of different ways.

It was built on the work of very early adopters. Those providers who said, yes, we will go with this. They decided to start sharing.

Some of this wouldn't have happened without Jennie. Her story is around a family who started with some very detailed personal-centred planning. She comes into the tier of autism. I knew her and her family very early on. At 14, she had a person-centred review, which make Australian colleagues are also working on. There was a vision that she would move to her own home and she would have great support.

Support circled around Jennie and her family. They were looking for someone who could respond to her perfect week. A perfect week is a technically use. She went shopping to see who could do this. She looked at the providers' responses and issues to do with recruitment.

Out of that came some work which is called 'Making It Personal', providing a journey from tradition to transformation. This book works in parallel and it is a detailed account of what happens when you follow one person's journey and start to unbundle the contracts - the money you may get from states in terms of so many people.

We are talking about something that can be done with individuals when they control the money

themselves. This is about provider of development, regardless.

I want to move on... (inaudible).

We have leadership and strategy. We need to be thinking about that upfront and early, as we say in England. In a person-centred culture, we are talking about two things. (inaudible)

How did you look at risk? What happens when people get control of the dollars? How do we look at risk in the context of what is important to a person like Jennie?

The types of things we have been looking at is how we can communicate visually through an organisation on this journey. You need to do it graphically, clearly, and you need to fix that, have the translation right across the workforce. You need to be more creative about how to do that.

There needs to be (inaudible). The gentleman this morning talked about community development and social inclusion. Providers in England getting work now are those who are genuine about community. (inaudible)

How do you demonstrate how you are responding? (inaudible) Or responding to somebody's wants to have a support plan. Another thing we are looking at - you will have a chance to look at this in-depth - is called 'active focus reviews' It may come in nicely with the work you are doing next. How do we know that things are moving on in terms of what matters to people? Are people really moving forward?

Support planning, person centred planning, are they linked? Finances... What does it cost for Jennie and her family? They have a provider that has extremely transparent costs. It should not be up to the individual to have to spend ages sorting through dense financial information. If you want to work, start thinking what would make sense to people in terms of being transparent.

Thank you very much. What would be the main element of contact for Jennie? Academic contracts of the late to a support plan person to make in England we have started to call it individual service agreement. Human resources... Issues at a staff of workforce development. Do we have the right skills? To be have the right people? How are you going to recruit an individual into an organisation? How are you going to attract people to work for Jennie? How do you do this?

Finally, reviewing and improving your services. How are you learning strategically as an organisation? For families and for staff who spent most of their time with people. What mechanisms do you have to do that? The English have been taken by a process workin over here we have performance and reviews. for change. It is a way of learning of people from the individual lives and putting it into strategy.

Have a bit of focus but just get on and do it. See what you can learn. That is particularly using a checklist. How do we make personalisation a reality for people using more traditional services? I am pleased to say that I think that three months ago Jennie had a celebration in her own home 80% of her perfect week had been done. She is now looking at employment. I am going to shut up now and hand over to my two colleagues.

>>

We thought we would give you an opportunity in groups to have a go at this yourself. The one thing I want to do that is you will notice we have got a couple of posters up on the wall. We have got one on community focus, which we are looking at progress and providers and it comes up under point number three. We have got another poster that we are creating.

The way we are going to do this in a time efficient way is to break it up into small groups and have conversations. I will split the room into three. You will notice that there are bigger post-it notes hanging

around. Unless people have stolen them... I am going to break the next part of the room from see here down. Then, as part of the room. Down the front a community focus. The middle part please take community and culture. The back part take performance and reviews.

A group is at least three other people. Have a look at what your group needs to focus on. Have some conversation and a chat and use the post-it notes to write down some of the things are going well your organisation and some things that need to change. You have a time limit! You have 6 min!

I am just letting everybody know that you don't necessarily need to be around the poster for starters. Just as long as you are with four or five other people that you can have a good conversation with.

AMANDA JONES:

We are coming up to the end of the time, so if you haven't written anything yet, please have a mad rush to do so. In a moment, Deb and I will be coming around from group to group to get an indication of your conversation.

Can I grab everybody's attention, please? (Clears throat)

I'm feeling a bit under pressure about the time, so I hate to jump in and stop your conversations. There will be more time to chat afterwards, I promise. Deb and I will go around the room in a moment, and we want to get one thing that she felt was going well for each group, and one thing that needs to change. But the information is written down on the post-it notes. If you haven't already done so, please put it up on the bit of paper.

We are hoping to write up the information you have written down today and collect it so we can gather feedback from the group and put it up as part of a little paper on the NDS website. We want to do something with the information you have gathered, it has not just been about sitting down and writing stuff that I throw in the bin. We will keep it and type it up.

Because this group is closest... I will pick on you first. Are you the spokesperson? Who do I hand the microphone to? I believe Scott is the lucky person.

>>

We understand where we want to go and what we want to do. I was consistent across the board. We are making progress. I suppose the biggest thing that needs to change if the system. Whether is organisational or state or national... We are continuing to work on that.

ALISON SHORT:

We have a community focus. As part of the progress was just an action. Who wants to share from this group what they thought was going well around their experiences as a provider and around community focus? Also one thing that needs to change.

>>

My name is Simone... I have put down that providers need to include the community as well it was a disabilities and they offer support. As well as carers as well.

ALISON SHORT:

Anything else as well? I had better play by the rules. Someone else want to offer something that is not going as well? What are their strengths and skills that are matching?

>>

Practice leadership are getting to know who people are.

>>

(inaudible)

>>

The second thing you are saying... Making sure that you see the individual in the workforce. Drawing on the wealth of talent and a network that they bring. Who is going to volunteer from this group? I will put the microphone in somebody's face if nobody volunteers. I will do it with a smile but... He has run away!

>>

I guess one of the things we talked about was that culture within organisations is fundamental to change. To achieve dreading a person centred system is about changing culture. Making sure people understand their response abilities. We also talked about things that need changing. Things can't change in isolation. Policies and bureaucracies, occupational health and safety legislation... They don't necessarily assist us in making changes we need to make. What is going well... we talked about how we need to tell the stories of success. Is there anything else?

ALISON SHORT:

Don't run away because I am coming over.

>>

One thing that is going well as a parent is that the place our daughter is in is particularly centred on the client. That is because the whole organisation treats everyone in the organisation with great respect. In our experience, organisations that don't treat their staff with respect, don't treat their clients with respect. Organisations that don't treat parents with respect also... We are really happy because everyone that we are associated with in an organisation treat everyone really well. Gateway Services in Geelong.

>>

Do have time to harass one more group? Who would like to give some feedback? We have people volunteering!

>>

We believe the culture has certainly changed during the process. That is good. On the side of what needs to change, the planet itself needs to be the thing that leads to the action and not a shot in the bottom of a draw, which is often the case. Often we do plenty because we feel like once it is done it is done. There is no example of best practice out there for people to work. We are ticking the boxes but we are not making it relevant to the person. We are saying that it needs to be a fluid working document.

Deb, I'm handing over to you.

DEB WATSON:

Thank you for that work. You get points for just saying in the room. I think we effectively frightened many people out of here, "We are not doing work!"

We'd also like you to look at the section about reviewing and improving our service, thinking about quality. Has anyone found the section number?

Section 8, page 13. Excellent.

We would like you to have a look at this in a similar way. How do you think your service is going? Not everyone in the room is a provider, so if you receive services or are a family member, what do you see in relation to that work? This time, a slightly different focus - what sorts of things have you tried? What sort of new things could you generate together? Did you have any ideas for what the first steps are to improve that?

There are a few sections there. It would make sense to just concentrate on one section. Just a few minutes to look at this, have a chat, record your thoughts on post-it notes and stick them up here.

Ready, set, go, folks. Under 5 minutes for this.

If you have not started recording your thoughts, folks... In a few moments we will collect some thoughts from the room. We won't have time to reach every group, but just a couple of ideas from people.

Dennis is on after us, so we have a short timeframe.

>>

We had a discussion about, how do we know we are doing a good job, reviewing our services. We were looking at outcome measures, and whether you do that on the individual level, and how do you reflect that on an organisation level? Knowing as an organisation that you are providing a great service and achieving quality, that people are having a good life. I think it also relates to achieving regulator standards, wanting to make sure, setting best practice around some of that. The first step might be around trying to work out a way to reflect outcomes across an organisation.

DEB WATSON:

Someone else... down the frontier - go, Amanda.

>>

Our group had a chat about standards, some of which are imposed on us as providers. One of the things we found difficult... There is a difficulty, measuring how your values are applied in the organisation. That is a difficult exercise. Staff climate surveys are good measure, representing the baseline. If a climate survey could be done using the parameters of a person centred approach that could give a better baseline going forward to the future. So some of the elements are there.

DEB WATSON:

Thank you.

Anyone else? Someone from this group, or over here? At the back, any corner?

>>

We talked about a lot of things, but one thing that came out in the difference between compliance and... improving someone's quality of life, and how do we do that in meeting legislative requirements, but at the same time genuinely measuring... (inaudible) for the people we support.

DEB WATSON:

Excellent, thank you very much.

– END OF TRANSCRIPT.