



A variety of publications and literature, tools and resources about self-directed approaches' history both internationally and nationally, as well as information and practical guides on 'how to' for service providers, consumers and their supports.

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Project worker

Self-directed approaches.

Supporting people with a disability to direct their own supports.

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Self-Directed Approaches

Self-directed approaches recognise that every person has unique support needs and that they will need different levels of assistance to design and manage their supports. *Support Your Way* outlines the principles and outcomes of self-directed approaches and promotes a shared responsibility for achieving greater choice for people with a disability.

http://www.dhs.vic.gov.au/disability/improving_supports/self-directed-support/whats-new-in-self-directed-support/support-your-way-a-self-directed-approach-for-victorians-with-a-disability

Promoting Self-Direction and Consumer Control and Home and Community Based Services. Michael Kendrick, Lee Bazanson, Richard Petty, Darrell Jones, 2006. US

The third paper in a series on 'Unlocking the code of effective systems change', providing an overview of self directed care, and puts forward recommendations for achieving this in home and community based services. It also focuses on key steps organisations can take to enhance consumer direction within their services.

<http://www.kendrickconsulting.org/pubs.asp?pid=0&ctid=15&cid=0&tr=SITEMENU>

Consumer Direction Websites and Bibliography –Westchester Consulting Group 2006

A comprehensive guide to websites, articles, reports and other resources related to consumer direction, developed for Texas by PHI in September 2006.

<http://www.dswresourcecenter.org/tikiindex.php?page=Consumer%20Direction&catx=4&filter=all>

Person Centered Planning

Person Centred Support: What Service Users and Practitioners Say

A two part study focusing on consumers in plain English and Service providers. The research asks what person centred support means to people who use, work in and manage services; what barriers exist to making services person centred and how the obstacles might be overcome.

<http://www.disabilityconnections.org.au/legislation/items/2008/08/225633-upload-00001.pdf>

Creating a Good Life in the Community: a guide to Person Directed Planning. Canada

This is a guide produced to help consumers and their families in planning for the future. It highlights the importance of building a life in community, explains the process of person-directed planning and its intended benefits of more choice and control.

Person-directed planning puts the person with a disability at the centre of important decisions that affect their life. This guide provides some practical steps to begin person-directed planning.

<http://www.individualizedfunding.ca/A%20Guide%20on%20Person-Directed%20Planning.pdf>

For more on Person Centred planning go to:

Helen Sanderson and Associates - UK

<http://www.helensandersonassociates.co.uk/>

Inclusion Press (Person Centred Planning Tools) - Canada

<http://www.inclusion.com/inclusionpress.htm>

Self-Directed Support

In Control UK have published an easy read booklet answering 'What is Self-Directed Support?'. It outlines 7 steps to take towards being more in control of your supports and checklists to make sure you stay on track along the way.

<http://www.cmag.org.au/assets/files/%20SDS/In%20Control%20-%20What%20is%20self%20directed%20support-%207%20steps.pdf>

Life and Support Plan - A Guide for the Individual Budget Pilot Series

Clarke, S, Sanderson, H, Bamber, C. 2006. UK

A hands on resource to assist the support planning process with clear and easy to understand guidance and instruction. Contains simple and effective tools such as 'the wheel of life' prompting users to explore key life areas. This booklet breaks down the support planning process to 10 key questions to help individuals think about their lives in a way they may have not have done before. This booklet could be well used by individuals and their supports, planners and case managers through out planning to establish what is working well, what is not working well, goals and associated action plans. The language used through out is generic, so it could be used in a range of planning settings.

http://supportplanning.org/Support_Planing_Downloads/SP_06Life_and_Support_Plan.pdf

Creating a Circle of Support Kim Davis, Indiana Institute on Disability and Community, Indiana University 2005

Provides an overview of person centred planning, and the creation of sustainable circles of support for people with a disability.

<http://www.iidc.indiana.edu/irca/education/CircleSupport.html>

For more on Circles of Support go to:

Circles Network - UK

http://www.circlesnetwork.org.uk/circles_of_support.htm

Self-Directed Support Corporations: What a difference they can make,

Jackie Golden explains about Joshua's House Incorporated which is her son Joshua's lifeline. JHI is a provider agency, but doesn't provide support to 500

people- it provides custom designed supports for only one person- Joshua. This article is from the Journal Impact at

<http://ici.umn.edu/products/impact/171/prof1a1.html>

For more information on self directed support go to:

In Control - Australia

<http://www.in-control.org.au/>

In Control - UK

<http://www.incontrol.org.uk/site/INCO/Templates/Home.aspx?pageid=1&cc=GB>

Support Planning UK

<http://www.supportplanning.org/>

Self Directed Funding

Self-Directed Funding, also known as individualized funding, individualized care packages, personalised budgets, individualised support packages, self managed care and direct funding is a choice that has been successfully operating for people with disabilities in Canada, England, Scotland, Ireland, Wales, New Zealand, USA, and is government policy in two states of Australia.

Western Australia have been developing the Local Area Coordination Programme which focuses on personalised support, direct consumer funding, consumer and family empowerment.

[www.disability.wa.gov.au\(forindividuals\)disabilityservices/lac.html](http://www.disability.wa.gov.au(forindividuals)disabilityservices/lac.html)

Individualised Funding: Guidance and Good Practice. New Zealand Ministry of Health 2003

Individualised Funding encourages people with disabilities to gain a higher level of personal independence and play a greater role in their community. New Zealand's proposed Individualised Funding does not exclude any disability that is within the present scope of Disability Services. Physical, intellectual and sensory disabilities are all included. For children, or for people with disabilities where there is cognitive impairment, there is the possibility of a parent; guardian or approved carer managing the assessed needs budget on their behalf.

http://www.nds.org.au/nsw/Subcommittees/Subcomm/Papers/IndividualisedFunding_NZv2.pdf

Field promotes a culture of learning for people with disability, the disability services workforce and the community to create a more inclusive society. On this site there are links to self directed approaches, forum and training opportunities.

http://www.field.org.au/sector/self_directed_funding/index.php

Direct Payments Project

Department of Human Services Victoria, 2007. Here you will find an evaluation of the project and recommendations regarding further expansion of the direct payments option.

http://www.dhs.vic.gov.au/disability/improving_supports/direct_payments_project

The Erosion of Individualized Funding

Bruce Uditsky is the Executive Director of Alberta Association for Community Living and author of 'The Erosion of Individualized Funding' raises some concerns about Individualized funding, however, he also makes comment: 'Individualized funding remains one of the most powerful and enabling means of a greater degree of family empowerment. For this to be maintained, parents and people with disabilities need to understand the value of Individualized funding, the history of human services, how the benefits of Individualized Funding can be applied, the limits of Individualized funding and how to protect Individualized funding.

<http://members.shaw.ca/salisbury/The%20Erosion%20of%20Individualized%20Funding%20-%20Bruce%20Uditsky.doc%20>

Individualised Funding in Disability Services Carmel Laragy, Department of Human Services, Victoria, 2001.

A paper that reviews individualised funding and the principles of self-determination that underpin it and looks at the extent to which these principles have been applied in a Victorian post-school options program, the Futures for Young Adults.

<http://www.sprc.unsw.edu.au/nspc2001/NSPC%202001Papers/Laragy.pdf>

'How does the research inform the debate about individualised funding?'

Professor Christine Bigby, Associate Professor Latrobe University, stated that the benefits of individualised funding are 'no longer a matter of faith'. 'Individualised funding redefines purchaser/provider/user relationships. There is higher satisfaction, greater emotional, social and psychological well-being, greater community presence and participation in employment and education. Users can say how they will live and who will support them. More support hours are accessible, and more use is made of family and friends to provide that support.

There is greater satisfaction with support services and they are more stable. Higher use is made of preventative health care. There is a cost savings of up to 30-40%. Families are expressing less carer strain. Parents are able to step back and give up power which gives them more flexibility to address family needs.

As well as covering the 'overwhelmingly' positive outcomes of individualised funding, Bigby also looks at areas of concern e.g. issues of power sharing within families, fear of the unknown and the overall lack of public commitment to disability services.

(CRU)

www.scopevic.org.au/Bigby121107.pdf

Individualized funding in Canada

Find a list of individualised funding programs in Canada.

www.uoquelp.ca/oaar/STRATEGIES6.shtml

The Planned Lifetime Advocacy Program (PLAN) has a free E-newsletter you can subscribe to. The 2009 April issue describes a registered disability savings plan which has been arranged to assist families provide future financial security for loved ones with a disability – the first country in the world to do this.

[Planned Lifetime Advocacy Networ@mail.vresp.com](mailto:Planned_Lifetime_Advocacy_Networ@mail.vresp.com)

Direct Payments: What are the Barriers?

Direct Payments were first introduced into England in 1997. The uptake rate by 2004 was described as 'slow to the point of stalling'. In the report this was said to be because of the lack information and education around direct payments, confusing language/ terminology, lack of promotion and unclear quality standards. Some best practice learning from the direct payments pilots have been developed and are available through the Personalisation toolkit.

Commission for Social Care Inspection (2004) Direct Payments, what are the barriers? London, Commission for Social Care Inspection.

In New Zealand

Individualized Funding was introduced into New Zealand in 2006, and the Individualized Funding Agency, Manawanui inCharge, gives an overview of the system in New Zealand and provides links to community organisations which may be of help.

<http://incharge.org.nz>

For more information on individualised funding go to:

Individualized Funding Coalition for Ontario - Canada

<http://www.individualizedfunding.ca/home.html>

Direct Employment

The Many Ways That Service Users and Families Can Help Improve the Workforce. Michael Kendrick

Michael Kendrick points out that there are many factors influencing the quality of the workforce, not all of them controllable by services or service users and their families. However services and services users can be aware of his thirteen ways in which they can work cooperatively to craft good solutions. (CRU)

www.frontline-ireland.com/article-65-improved-workforce.htm

Finding, Keeping and Training Staff When Individuals and Families Control the Budget by Amy Hewitt

Real advice for people with a disability and their families recruiting their own staff.

<http://ici.umn.edu/products/impact/171/over5a.html>

Attendant Care Program Direct Funding Pilot

Provided support to individuals with a physical disability in New South Wales. The Program made available attendant carers to assist the person with a disability with a range of tasks and activities, thus allowing them to live and participate in their communities. The ACP allowed three funding options.

- ❖ **Employer model**- the service provider is the attendant carer's employer,
- ❖ **Cooperative Model**- the client is the attendant carer's employer, the service supplies administrative and management support, and
- ❖ **Direct funding** in which the client is responsible for all attendant care employment and management. (CRU)

http://www.sprc.unsw.edu.au/media/File/Report11_08_Attendant_Care_PilotEval.pdf

Local Area Coordination (LAC)

LAC, developed in Western Australia in the 80's can be described as a community facilitation role that supports people with disabilities to live good lives in their communities. It places emphasis on using existing supports from local communities and aims to increase the capacity of individuals and their communities.

Individualized Funding: Backgrounder by Duncan H Blackman

Gives a global perspective on individualized funding. Although it is really ambitious to compare programs that are, by design, different, Blackman's 15 pages are full of information and enlightenment. (CRU)

www.craconferences.com/resources/3/Individualized_Funding_Backgrounder_Dec07.doc

Review of the Local Area Coordination (LAC) Program Western Australia. 2003

A detailed report after the thorough review of the Local Area Coordination program in Western Australia. Outlining 40 recommendations overall, the primary recommendation from this review of LAC is that the Commission should maintain and continue to develop the program as a community based Government service which has the dual roles of supporting people with disabilities and their families/carers and supporting the development of inclusive communities.

[http://www.disability.wa.gov.au/dscwr/assets/main/report/documents/pdf/final_report_lac_review1_\(id_369_ver_1.0.2\).pdf](http://www.disability.wa.gov.au/dscwr/assets/main/report/documents/pdf/final_report_lac_review1_(id_369_ver_1.0.2).pdf)

Co-Production and Personalisation in Social Care, Changing Relationships in the Provision of Social Care. It's about More than the Money – Chapter 2: Jessica Kingsley 2007

Introduces the reader to the principles of coproduction and personalisation. Provides a range of examples from the UK, Norway and Australia where 'everyday partnerships' can be used to remodel social care services.

Making Connections; stories of Local Area Co-ordination in Scotland Scottish Consortium for Learning Disabilities

Many interesting and inspiring stories about the difference that Local Area Coordination has made to people's lives.

<http://www.sclid.org.uk/library-publications/sclid-publications.xhtml>

For more information on Local Area Coordination in Australia go to:

Disability Services Commission - Western Australia

<http://www.disability.wa.gov.au/index.html>

Disability Services Queensland - Queensland, Australia

<http://www.disability.qld.gov.au/>

Microboards

What are Microboards? And it's not something to do with Computers!

A Microboard is formed when a small (micro) group of committed family and friends (board) join with a person with challenges to create a community board. Together this group of people assist the person to plan and achieve their goals, dreams and aspirations in an individual manner. Microboards operate from a philosophy of *person centred thinking*. Each Microboard is created for the support and empowerment of one person. The Microboard also helps the community to learn and benefit from the person's contribution.

David and Faye Wetherow created the very first Microboards, and developed Prairie Housing Cooperative (inclusive cooperative housing), L'Avenir Cooperative (a family- and consumer-governed service co-op), the Open Access Resource Centre (a lending library of communications equipment), and some of Canada's earliest supported employment, individualized funding, and personal support projects.

<http://www.communityworks.info/>

Vela Microboards - Australia

Microboards are just one alternative of supporting people with disabilities to achieve good lives in the community. Originally developed in Canada, microboards involve small groups of people, usually a person's family and friends, coming together on a regular and ongoing nature to provide individualized support for that person. A microboard operates most effectively when 8 – 10 members are involved.

<http://www.microboard.org.au>

Personalization

Personalization is about starting with the individuals' strengths and preferences. It supports the idea that the individual and their supports are in the very best place to know what they need and how those needs should be met. From a service provider perspective, personalisation means thinking about service provision in a different way – starting with the person and their *individual circumstances* rather than the service on offer.

"This guide is aimed at frontline practitioners and first-line managers in statutory and independent sector social care services, although it is an indispensable summary for all those interested in this important area" Social Care Institute for Excellence (SCIE) UK

Personalisation - A Rough Guide

<http://www.scie.org.uk/publications/reports/report20.pdf>

A Personal Approach to Public Services

<http://www.drfoosterintelligence.co.uk/newsPublications/localDocuments/PSRB brochure.pdf>

Commissioning for Personalisation: A Framework for Local Authority Commissioners

UK Department of Health's framework explores an approach that shapes capacity within communities as well as individual lives, empowering individuals to direct their own care in a transparently priced market for personalisation, with information available to make choices.

<http://networks.csip.org.uk/Personalisation/PersonalisationResources/Type/Resource/?cid=3241>

Putting People First – The Whole Story. Department of Health UK

Putting People First sets out the shared aims and values which will guide the transformation of social care in the UK. This document is in plain English format and describes at a practical level the kind of society which successful transformation might bring.

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_089664.pdf

Personalising Service Delivery Discussion Paper NSW Liberals/Nationals,
2009

This paper outlines several foundation principles for the transition to a more personalised disability service system.

http://www.nds.org.au/nsw/Subcommittees/personalisation/Lib_Nat_Personalisation.pdf

Self Determination

Self determination is an idea that came from people with disabilities and their families who wanted more control over their supports and services. The principles of self determination are based around Freedom, Authority, Support, and Responsibility and living life being a valued and contributing member of community.

To illustrate the principles and challenges in ensuring the self determination of individuals with disabilities, this paper discusses the issues faced by the parents of Shari, an adult with a disability.

<http://www.cmag.org.au/assets/files/Walking%20Toward%20Freedom.pdf>

Community Engagement: A necessary Condition for Self-determination and Individualised Funding, John O'Brien (1999)

Attempts to draw attention to what is behind notions of 'scarcity' of resources by highlighting that much of what we understand as scarcity, is imposed (insufficient public expenditure, inequity, continued pursuit of failed policies, segregation, institutionalization, and inflexibility). It argues that the real resource limits are the limits of current civic action, policies, limits of mutual help etc which can be expanded. (CRU)

<http://thechp.syr.edu/ComEng.pdf>

Resources

A Step by Step Guide to Support Planning

A guide with 10 key questions designed to prompt people to think about and plan their lives. Could be used in a range of planning settings. Developed in the UK, some of the language is not consistent with our local terms and phrases.

http://supportplanning.org/Support_Planning_Downloads/SP_05_Step-by-Step_Guide10Q.pdf

A Way with Words

The way in which we refer to people affects the way they are seen by others and, indeed, how they feel about themselves. The purpose of *A Way with Words* is to promote inclusiveness and the fair and accurate portrayal of people with a disability. It is intended as an aid for professional communicators. It provides suggestions for appropriate language, interviewing techniques and media coverage involving people with a disability. Disability Services Queensland.

<http://www.cmag.org.au/assets/files/%20SDS/A%20Way%20with%20Words.pdf>

Charlie's Graphics

Graphic symbols for Person Centred Planning, large gallery of pictures addressing a range of activities, scenarios and concepts. If the site does not have what you are after you can email your request!

<http://www.charliesgraphics.com/>

Etiquette of Communicating with People with a Disability

Developed by Deb Whitecross this guide will help readers use politically correct language, and provides some useful do's and don'ts when it comes to communication.

<http://www.disabilityconsultants.com.au/userfiles/COMMUNICATING%20WITH%20PEOPLE%20WITH%20DISABILITIES.pdf>

Graphic Facilitation articles

<http://www.makemark.com/articles/>

Hands off My Plan

This website was planned and is run by people with learning disabilities, and is a great way to have your say and stay in charge.

<http://www.handsoffmyplan.co.uk/>

Individual Support Package Handbook

http://www.dhs.vic.gov.au/_data/assets/pdf_file/0011/309557/cis_individualsupportpackagehandbook_pdf_1209.pdf

In the Driving Seat

http://www.cmag.org.au/assets/files/0002_Driving_Seat.pdf

Top Tips

http://www.cmag.org.au/assets/files/iC_top_tips_easy_read_2009.pdf

Life and Support Plan Helen Sanderson Associates Supporting Planning

http://supportplanning.org/Support_Planning_Downloads/SP_06Life_and_Support_Plan.pdf

National Direct Work force Resource Centre U.S.A

This online resource centre provides state Medicaid agencies, researchers, policymakers, employers, consumers, direct service professionals, and other state-level government agencies and organizations easy access to information and resources they may need about the direct service workforce. The Centre brings together the nation's premier resources on the topic of the Direct Support Workforce. These resources include web-based clearinghouses, technical experts, training tools and more.

You can search the large resource database for information, resources, policy research and other materials on a variety of topics such recruitment, retention, training, supervision, and consumer direction from leading organizations in the field of direct service workforce policy.

<http://www.cmag.org.au/%20http://www.dswresourcecenter.org/tiki-index.php>

One by One - Victoria

One By One is a family governed arrangement, which was founded in 2000. It aims to support individuals with disabilities to create their own vision for the future based on each person's unique talents, interests and abilities within the community. The activities of One by One are overseen by Governance Group consisting of family members and independent members of the community. They are supported by a part-time coordinator.

<http://www.onebyone.org.au/>

Person Centred Planning in Central Lancashire

A web site detailing the 'how to' of building a Person Centred Plan. Great examples of tools in a user friendly format.

<http://www.csrpcp.net/>

Planning Live! Helen Sanderson Associates 2006

This paper describes the Planning Live process. It's a different way an individual and their supports can plan together (alongside others). A range of planning methods can be used, and the advantages of this process are planning happens 'on the spot' and people can support each other and share ideas with in the group. However this process may not be right for those not wanting to share their story with others and may raise some privacy issues. Most likely would suit group planning toward a common goal (i.e., school leavers transitioning to adult options)

http://www.helensandersonassociates.co.uk/PDFs/SP_20_Intro-to-PlanningLive.pdf

Person centred Planning - Graphic facilitation (GF)

<http://www.loosetooth.com/index.htm>

VALID Advocacy

It's all about me and my ISP sessions

Self-directed supports training modules coming soon

www.valid.org.au

What Needs to be in a Support Plan - Support Planning

A step by step checklist by Support Planning for those writing their own plan, or maybe those new to planning as a self check. There are seven prompt questions to 'tick off' to ensure your plan covers important areas, such as: 'What do you want to change or achieve?' and 'How will you stay in control of your life?'

http://sds4me.org.uk/What_needed_in_SuppPlan.pdf

Wikipedia definition of Person Centred Planning

http://en.wikipedia.org/wiki/Person_Centred_Planning

Websites

A
B
C

Case Management Action Group
www.cmag.org.au

Circles Network - UK
http://www.circlesnetwork.org.uk/circles_of_support.htm

Communities of Practice - US
<http://www.ewenger.com/theory/>

Community Resource Unit Inc
<http://www.cru.org.au/>

D

Department for Families and Communities: Disability SA - South Australia, Australia
<http://www.dfc.sa.gov.au/pub/Default.aspx?tabid=258>

Department of Disability, Ageing and Home Care - NSW, Australia
<http://www.dadhc.nsw.gov.au/DADHC.htm>

Department of Families, Housing, Community Services and Indigenous Affairs - Commonwealth, Australia
<http://www.facs.gov.au/internet/facsinternet.nsf/disabilities/nav.htm>

Department of Health and Families - Northern Territory, Australia
http://www.health.nt.gov.au/Aged_and_Disability/Disability/index.aspx

Department of Health and Human Services - Tasmania, Australia
http://www.dhhs.tas.gov.au/health_and_wellbeing/disability

Department of Health and Human Services Office on Disability - United States
<http://www.hhs.gov/od/>

Department of Human Services - Victoria, Australia
<http://www.dhs.vic.gov.au/home>

Disability Services Commission - Western Australia
<http://www.disability.wa.gov.au/index.html>

Disability Services Queensland - Queensland, Australia

<http://www.disability.qld.gov.au/>

E

F

Field

<http://www.field.org.au/>

G

H

Helen Sanderson and Associates - UK

<http://www.helensandersonassociates.co.uk/>

Human Resources and Skills Development Government of Canada Disability
Agenda - Canada

http://www.hrsdc.gc.ca/eng/disability_issues/goc_agenda/index.shtml

I

In Control - Australia

<http://www.in-control.org.au/>

In Control - UK

<http://www.incontrol.org.uk/site/INCO/Templates/Home.aspx?pageid=1&cc=GB>

Inclusion Press (Person Centred Planning Tools) - Canada

<http://www.inclusion.com/inclusionpress.htm>

Individualized Funding Coalition for Ontario - Canada

<http://www.individualizedfunding.ca/home.html>

Institute for Community Inclusion - US

<http://www.communityinclusion.org/>

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M

Melbourne Citymission

www.melbournecitymission.org.au

**N
O
P**

Paradigm UK

<http://www.paradigm-uk.org/>

**Q
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Social Role Valorization

<http://www.socialrolevalorization.com/>

Support Planning UK

<http://www.supportplanning.org/>

**T
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Valuing People - UK

<http://valuingpeople.gov.uk/>

Vela Microboards - Australia

<http://www.microboard.org.au/>