



A consumer consultation in the North and West Region regarding consumer experience and need with respect to directing their own supports.



Self-directed approaches.

Supporting people with a disability to direct their own supports.

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1.1 Context

The *Victorian State Disability Plan 2002-2012* identifies reorientation of disability supports as a key strategy to enable greater flexibility, greater control and better outcomes for people with a disability in Victoria. There has been a strong focus on moving toward a more personalised and responsive approach to service delivery, as evident through the introduction and growth of Individual Support Packages in the region. This has brought about the need to focus on person and family centred approaches as well as community access and inclusion, based on self-directed approaches, underpinned by the principles of self-determination choice, inclusion, transparency, accessibility and citizenship.

Figure 1 self- directed approaches



1.2 Aim

The aim of the consultation is to establish the needs of people with a disability (and the people supporting them) in relation to directing their own supports, exploring what key skills and abilities have been required based upon their individual experiences. This consultation engaged participation through a consumer focus group, 1:1 interview, online survey and hard copy survey. Information gathered from consultations will provide a first hand view of what it takes to move toward self direction. The report aims to document what has and hasn't worked for individuals and makes suggestions to support or enhance the implementation of self directed approaches in the North and West Metropolitan Region. Direct quotes have been used through out this report to highlight consumers feedback in relation to directing their own supports.

¹ Support Your Way: A Self Directed Approach for Victorians with a Disability

1.3 Methodology

(Steps taken are listed in detail to assist replicaton of the process to support further evaluation and measurement of successful outcomes to consumers at review points throughout implementation of self directed approaches)

1. Establish the target group for ‘focus group’

Through consultation with the working group it was established that the target audience should be people with a disability or some one in their support network who are in receipt or awaiting allocation of an Individualised Support Package (ISP). This could include Home First and Futures for Young Adults etc. The target group should also consider those planning their lives who self fund or access community services/ other funding streams such as Home and Community Care (HACC), Transport Accident Commission (TAC) and compensable clients who have funds managed through Senior Masters or similar trusts.

2. Establish the format that best gathers information from the consumer groups

In recognition that not everyone would be available or wish to participate in a group environment, the information was available in a range of formats,

- i) Powerpoint presentation on Self-directed Approaches (SDA) and workshop
- ii) Printed information on SDA and hard copy survey
- iii) PDF on SDA and link to online survey

3. Development of an information session and workshop **(appendix 1)**

4. Development of promotional material for a range of audiences **(appendix 2-3)**

5. Consult with working and steering groups regarding content of information session and work shop/ survey:

6. Development of hard copy and online survey **(appendix 5)**

7. Scope opportunities to promote consultation through networks, contacts **(appendix 8)**

8. Engage facilitator to co-facilitate session

9. Conduct focus group, surveys (both online and hard copy) and 1:1 interviews

10. Reimburse participants for their time

Consumers participating in the focus group, interview or survey each received a \$30.00 Coles and Myer voucher in recognition of their time and expertise for more information and best practice in consumer participation go to Health Issues Centre²

² www.healthissuescentre.org.au

11. Collate feedback

The feedback from the focus group, survey and 1:1 interviews was then collated and analysed for key themes and issues. The feedback sought was broken down into three core areas, Self Directed Planning, Funding, Support, and Skills & knowledge, with the similar question structure;

What has worked well for you?

What hasn't worked so well for you? And

How do you think it could be done better?

Additional information was sought through asking for participant's aspirational feedback around skills and knowledge:

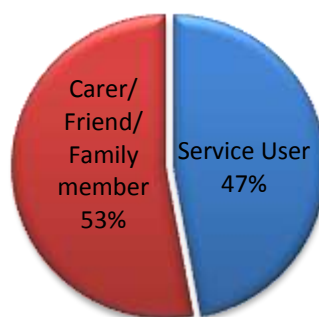
If only I knew how to....

If only I had.....

Copies of the following were made available to all participants:

- Support Your Way booklet,
- Updated ISP handbook,
- Hard copy of the SDA information
- Copy of VALIDIS 'Its all about me and my ISP' information session flyer

1.4 Participant Information

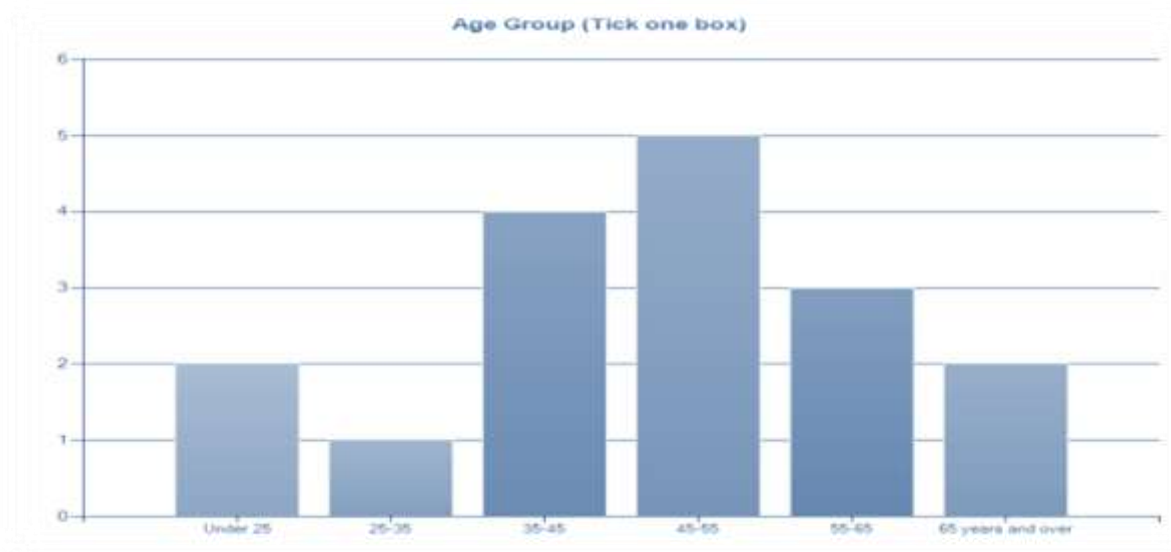


In total twenty-six people expressed their interest in being part of the focus group, participating in a 1:1 interview or completing a survey. It is worth noting that a large number of these expressions of interest came directly through advertising on the Disability Connections ³ website. Seventeen people successfully participated in the focus group, interview and survey, Three chose to participate in a family centred manner, as a partnership i.e.; husband and wife, and

³ <http://www.disabilityconnections.org.au>

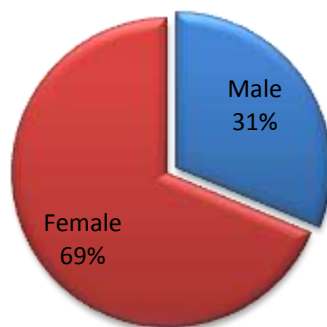
requested their responses be recorded 'as one'. Six individuals who had originally shown interest were unable to participate in any of the options, due to personal/ life issues, within the required timelines, however they were interested in being part of further focus groups, forums and networks in relation to self direction.

Some additional interest was shown by parties unable to attend, who requested to be informed of the focus group outcomes and suggested a public record be made of the event for every one to see. In response to this suggestion a digital story of the consumer focus group was created and is available for viewing on the CMAG website⁴



As shown all, major age groups were represented in the consultation process. Where the participant was a child/ in relation to a child, all questions were asked and answered from a family centred perspective.

Gender



A larger proportion of participants across the focus group, interview and survey were female.

⁴ <http://www.cmag.org.au>

1.5 Planning

What's worked well for you?

Participants were given prompts such as "Thinking about your last planning episode....Which parts of the planning do you feel you were in control of?"

- The amount of control over planning seemed to depend on Facilitators' skills, knowledge and ability to adjust to supporting those with whom they work with in different ways - moving away from the one size fits all approach to planning.
- For some, having a facilitator come into their home and create a space where goals, dreams and aspirations can be explored with the benefit of knowledge of the service system.
- Having a range of ways to be informed about options – verbally, in home personalised approach, written, accessible without assistance.
- Having a range of ways to offer planning support – phone contact, email, as an advisory/ consultative role.
- Having trust in the professionals that are there to assist individuals and building a rapport with those in planning roles.

Issues faced

- Flexibility around equipment needs being used in a meaningful way to the individual and being informed that they are not in the best position to make that assessment.
- A number of participants reported they did not feel they possessed the confidence required to assert themselves, despite understanding that being in control meant that you can **tell** professionals assisting with planning what your needs are, not **ask**.
- Despite individual's support packages now being a fixed allocation and transparent, some participants reported that their facilitator or case manager could not tell them how much funding was available to them during the planning episode. Some felt that this information was quarantined by the worker.

"I directed most if not all of the planning, I wrote the plan....a facilitator was available to support me over the phone and via email when I needed it. She was helpful in terms of where to add explanations or reasons... to explain what I could expect to get approved or not approved."

"Despite spelling out the need for flexibility around equipment needs {in the plan itself}, I was not allowed to access my funding in this way...this is one of my most needed items...This does not allow me to be self reliant/ or directed if I have to keep contacting someone else"

- Lack of information around the process, from what happens initially, to options available to individuals to plan with people they want involved, timelines not being clearly spelt out, the implications of choosing one option over another. Options of what is possible are not spelt out and it is too much to come into our home and say “if you have a wish list what would be on it”
- Examples of workers advising ISP recipients that they shouldn’t ask for specific items they require based on past experience or lack of knowledge as to how to incorporate these into the person’s goals. However, pursuing this option and having it granted proved frustrating and diminishes confidence in the worker.
- Some participants have had experience of requesting to change planning agency but were informed this was not possible – or were not given a choice of planning agency.
- Frustration was expressed with the need to describe every goal/ need in a ‘worst case scenario’, In writing the plan you almost have to sound desperate or fear your plan might be rejected, as well as having to justify the need for non disability related items or services.

“Please, less emails and brochures, more face to face to help us understand.”

“Being locked in to wording on the plan that does not allow for flexibility. We need to be quite broad in our association of our requirements.

Example: John will enjoy bowling to the value of \$500.00

TRUE Example Goal: John will enjoy sporting activities in his community to the value of \$500.00;

OUTCOME; If John no longer likes bowling, he can easily use his funds for something else with in his goal.”

- John’s mother talking about her experience in planning for her son.

How could we ‘do’ planning better?

Communication/ information provision

There were two distinct views when it came to communication and information provision in relation to planning. One view expressed satisfaction with the level and content of information regarding planning, the other expressed concern that too much information was sent via post, or email without any further explanation, making it confusing and overwhelming. Both groups/ views expressed concern over being able to easily access information independent of a facilitator/ case manager that provided accurate up to date information.

Suggestions were made around the use of a peer support or mentoring group meeting regularly as an alternative to individual contact - to provide the information and communication at a level that was meaningful with the added benefit of being able to discuss and share these experiences with other services users.

Resources and Information

There was an overwhelming call for accessible information, particularly ‘images of possibility’, easy to read resources, checklists and guides to make planning for yourself (or even *with* assistance) more manageable. This would need to include information in varying formats for a range of circumstances such as transition times, moving to independent living, employment etc. Some identified areas include:

- stories of what others have planned for and achieved through planning
- how to plan, what to do at each stage with a check list or prompts
- what can and can't be funded
- provider information: not just who they are – The service they provide, to whom and at what cost

Language

Consistency of language used to describe processes would certainly lessen the confusion that arises when individuals are in contact with a range of disability professionals. One in particular that causes confusion is the use of planner vs. facilitator. Consumers were less concerned with the definition of case management vs. Facilitation roles. Perhaps a glossary of terms in plain English would be useful. This could be established with a working group of service users accessing a range of supports, service providers and key stakeholders. In addition to this strategy, the use of language at networks and that used within teams, and in orientation for new staff, could be standardised, so there is consistency across service providers.

Many participants felt strongly about how they were labeled by the professionals and service providers they were in contact with. Most were in favor of service user or consumer.

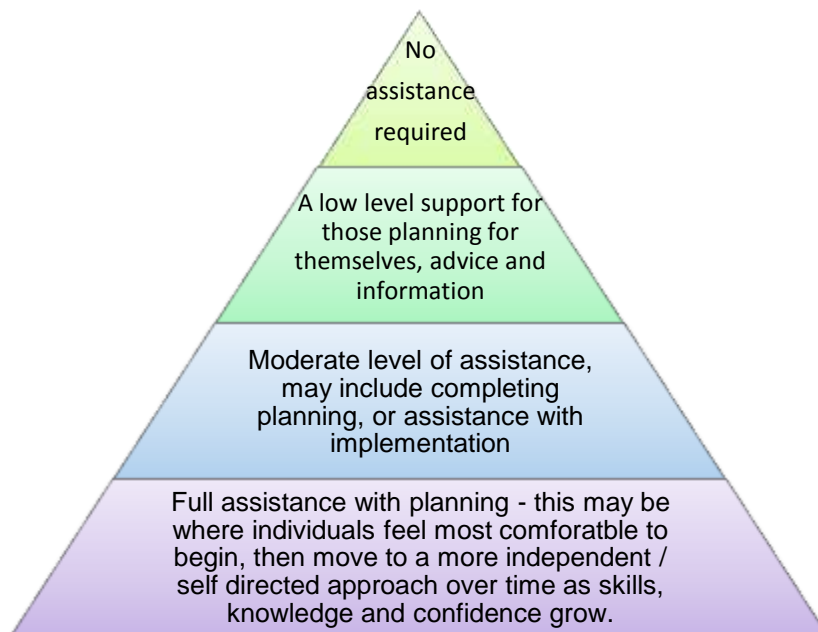
“STOP CALLING US CLIENTS ... We are service users or consumers”

Support, Skills and Knowledge

Whilst it is generally agreed that planning involves a range of tasks and activities, it is evident there is often no clear and defined boundary. In their report⁵, Demos states that people commonly need three kinds of support:

- i) Advice to create their plan – informally through family and friends, and formally through professionals;
- ii) Personal and general support from those in a trusted role (case manager/ support worker); and
- iii) Specialist skills.

Participants commented on the benefit of having a skilled planner involved to provide assistance with planning - there is a degree of flexibility in the role to 'fill the gap' when and how it is required. Therefore it would seem some value may be lost if we too clearly define the range of assistance and support associated with the planning role. It is crucial to maintain the role of planning. People commented that regardless of their confidence in undertaking their own planning, they felt it was advantageous to have the support of someone in a planning role. Whilst many participants are able and willing to take on their own planning, most comment that they still require a level of assistance whether it be:



It may be worthwhile developing a list (or guidance resource) outlining in plain English common activities those in planning roles may find it necessary to undertake, for example:

⁵ Making it Personal. Leadbetter, Bartlett and Gallager 2008. DEMOS. <http://www.demos.co.uk>

- completing an application for funding (Disability Support Register etc)
- understanding the resource allocated
- creating a (person centred) plan
- developing a funding plan
- exploration of existing supports within the local community
- assisting in development of networks, new responses and links
- devise a plan for implementation
- liaise with a range of service providers
- record keeping

These common activities may not act only as clarification of a professional's role in assistance with planning, but may assist individuals make an informed decision about performing the planning function themselves. This list could also help inform basic training required to support a self-directed approach.

Positive experiences with planning as well as skills and knowledge appreciated by individuals are noted as:

- open to new ideas (not restricted by their past experience)
- listening
- clear about timelines, what is and isn't possible
- flexibility
- compassion
- knowledge of the service system
- a practice of empowerment
- sharing knowledge and resources

It was highlighted that local area knowledge was of high importance to many and that seemed to be lacking in their experience of planning. Participants expressed the need to work, learn and live in their local community, outlining benefits of getting to know neighbors, shopkeepers and a feeling of belonging.

On being asked: 'If you had some advice for Service Providers to improve their planning and support what would it be?'

“Don't treat people like they don't know what they are doing.

I never thought I could be in control of my life - that I didn't know enough.. now that I have been in the drivers seat, I know what I'm doing and should have done it sooner.

My advice to others not happy: You don't have to wait until it is miserable.”

Questions raised

The notion of being totally self-directed raises many questions around what is and isn't possible for example:

- to be able to roll Home and Community Care funding allocation into individual support package/ other allocation in one direct payment.

“The look on her face when she knows the knock on the door is some one she knows instead of the anxiety of not knowing who the next new carer sent from the agency is...The carers are now a part of our family”

1.6 Support

What’s worked well for you?

Participants reported a range of positive and negative experiences with sourcing supports, whether these be disability specific or generic community based supports. Common experiences highlighted in ‘*What makes a good support experience*’ were:

- personality
- ability to see things that need to be done, not just wait to be told
- they read the support plan
- experience (supporting people with a disability)
- come up with ideas and think outside the square
- connect with me on a personal level.
- they (take the time to) know me,
- they understand me,
- they’re like my family
- they listen to me - and let me take control of what goes on and when,
- they don’t tell me what to do OR yell at me (they have feelings),
- they label me as Joanna*, not 'Client'

“They connect with me on a personal level, how do I know this? - Well they took me out for my birthday, signed a card, rang and said ‘Happy Birthday’ - with out me even asking! That means so much to me”

Some participants commented that they are happy with the formal support arrangements they have in place as they believed asking family members or friends to assist with their (often personal) support needs puts strain on relationships. Others preferred family support, saying “it feels natural”. Supporting such programs as the Cerebral Palsy Support Network’s (CPSN) respite brokerage where a family member can be employed to work with the individual. “Know(ing) they are receiving money for their time removes the guilt”

This range of ‘levels of support’ required highlights the need to continue making a variety of support options - from informal, community options to, more formal specialist services - available to those we support with planning. Participants reported having choice about what level of support as well as who provides it has meant:

- feeling included (community, decisions)
- being in control
- keeping the family/ relationships together
- being seen as an individual – not another ‘client’

*“We are on our way to becoming self directed- this means us asking people **we** want to be involved and taking the lead instead of waiting for some one else to do it.*

Now I do direct payments and direct employment I can do things when I want and be more responsive to my son and the service providers (for example I’m not waiting to hear back from a case manager, who has to call a service coordinator, who has to call a direct care worker, to hear if a shift can be filled... I simply text the workers myself and have shifts filled within a couple of hours (instead of days))”

Issues Faced

Issues faced	Possible Responses
No standard rate of pay equal to qualification across council, agency or directly employed staff.	<ul style="list-style-type: none"> ○ More accessible information on the rules and regulations about employing your own staff, ○ Templates ○ Checklists ○ How to guides ○ Sample contracts, rosters, sign in out sheets
Having no choice of who supports me (specific workers being sent without any introduction/ shadow shift/ knowledge of the person)	<ul style="list-style-type: none"> ○ Having the skills to advertise, interview employ own staff ○ Create a skills bank with people who receive services to help others decide what is important to them ○ Online register of support workers willing to be directly employed
There seems to be a skills shortage (support staff)	<ul style="list-style-type: none"> ○ Ongoing training for workers in: person centred practices, personal care, shadow shifted before the worker can commence ○ More matching staff skill ability with PWD ability/ disability.
Needing general support after the planning episode has been completed (but not enough to warrant a review)	<ul style="list-style-type: none"> ○ Having a contact in the local area that would assist with one-off issues, make connections, with empowerment education focus
Knowing what options are available outside of traditional supports (Using already existing services within the community)	<ul style="list-style-type: none"> ○ An online resource – a one-stop shop for information with public access – and great marketing to let everyone know it’s there. ○ Group planning, (for example Planning Live!) ○ Empowering the individual, parent carer through peer mentoring and leadership groups ○ More specialised planners and case managers with specific knowledge.
The consumers choice of supports required is questioned (when within allocation) <ul style="list-style-type: none"> ○ Transport 	<ul style="list-style-type: none"> ○ Adhere to guidelines and allow flexibility and individual choice.

On being asked, 'how could we do it better? (support)

“Having access to regular catch ups with a person in my community that could inform me of new and different way to do things - a link.”

“There could be a one stop information 'hub' with local accessibility and GREAT marketing so we actually find out about it.”

“If there was more communication from the DHS or service providers, like if you could be linked to a person who just called in to see if you were traveling ok - someone to run ideas through with. They would have to have a strong sense of my area to be able to really help me out though.”

“If people are to access the community more, one of the ways to do that is through public transport, (it) doesn't make sense.” (that requested funding is declined)

1.7 Funding

Participants reported feeling empowered and independent with the flexibility that direct payments brings them, the ability to pay for things at point of sale like everyone else, to self manage and arrange funds across agencies with ease rated well with the group. Many made comment on having access to transparent and guaranteed funds every year and the benefits it brought– security, less stress and worry about what the future will/ won't bring.

Issues faced	Possible responses
<ul style="list-style-type: none"> ○ Lack of flexibility in monthly installments, 	<ul style="list-style-type: none"> ○ Make option of 1 or 3 monthly installments to ensure flexibility is maintained
<ul style="list-style-type: none"> ○ Timeframes - receiving clear and accurate information ○ Planner/ case manager lack of knowledge around funding arrangements- financial planning 	<ul style="list-style-type: none"> ○ Series of training sessions available for professionals, consumers, supports
<ul style="list-style-type: none"> ○ Availability of other funds, trusts, philanthropic, once off etc often depends on individual case manager/ facilitator knowledge. 	<ul style="list-style-type: none"> ○ Training around how to access funds, ○ How to write successful funding applications ○ Online resource (on line information 'hub')
<ul style="list-style-type: none"> ○ Difficulty in obtaining, reading and understanding statements .Financial Intermediary (FI) 	<ul style="list-style-type: none"> ○ Regular training around the 'How to' for new and existing ISP recipients. ○ Balances provided regularly ○ Create online – live statements to save paper, cut down on time spent chasing up/ waiting on statements to arrive
<p>Lack of clarity in funds/hours to be rolled over</p>	<ul style="list-style-type: none"> ○ Training aimed at both professionals, and consumers
<p>Needs not being adequately met through funds allocation</p>	<ul style="list-style-type: none"> ○ Having a Needs based system ○ Bring in a self assessment ○ More planning at the (DSR) phase to accurately gain picture ○ Reduce frequency of DSR applications being completed over the phone
<p>Lack of variety of services 'allowed' to get funding for. Seems to be a barrier to living life in a meaningful way.</p>	<ul style="list-style-type: none"> ○ Peer support groups ○ A panel that has someone with a disability

“A government that treated disabled people like the rest of our society. No adult or child should go without what they NEED in a western world country. A&EP only part paying for wheelchairs or continence support having a cap on it - it's crazy!!”

1.8 Knowledge Skills, Ability

Participants identified a range of skills and abilities associated with Planning, Support and Funding they have found useful, or wish to obtain.

Self Directed Approach	Person assisting with planning, (case manager, facilitator, individual, circle of support)	Resources/Training
Planning	<ul style="list-style-type: none"> • Motivation, thinking outside the square • Time management • Consistent information from disability professionals about what is possible • Local knowledge • Planning techniques: <ul style="list-style-type: none"> - Getting people together, - Knowledge of tools and resources available, - 	<ul style="list-style-type: none"> • Images of possibility – real stories • ‘How to’ guide or checklist, templates • Contingency planning – what if things go wrong? • Managing time effectively • Person Centred Planning training – Helen Sanderson and Associates etc • Interactive training sessions aimed to consumers • Life planning (for various life stages) • Holding meetings- Positive and Productive meetings • Media training: digital stories, movie maker etc
Support	<ul style="list-style-type: none"> • First hand advice • Finding the right supports • Knowledge around direct employment: • Insurance options (workplace vehicle and in the community) • Work safe, fair work, superannuation, sick/ annual/ maternity leave, police checks and Working with Children checks • Advertising and recruiting for the right worker • Unit costs, penalty rates, minimum shift • Professional development / training of employees • Ensuring adherence to minimum standards and quality framework 	<ul style="list-style-type: none"> • A panel of people with disabilities to give advice/ consult with about making decisions, interviewing • A group of people planning for the one person – so the decision is shared • Sample Templates: contracts/ agreements, rosters, timesheets, in/ out sheets • How to guides and checklists ‘my rights, your rights’ • Support groups • Peer mentoring • Interviewing skills basic legal obligations • Negotiation and mediation skills – such as David Cherry’s managing difficult situations • Resource guide – standards and quality for direct employment
Funding	<ul style="list-style-type: none"> • Financial planning • True knowledge of the range of funding options and an 	<ul style="list-style-type: none"> • Record/ book keeping • Interactive sessions

	<p>in depth understanding of each</p> <ul style="list-style-type: none"> • The risks/ benefits of choosing one option over another • Writing a funding proposal • Applying for funds 	<ul style="list-style-type: none"> • Real life examples • Checklists, how to guides and information sheets • Templates • Excel spreadsheets • Computer software for SDA • Basics of financial planning – budgets • Access to data base of philanthropic, trust and other community funds • Letter writing
General	<p>Education/Information provision: Consideration of broadening this audience to Attendant Care Agencies, Adult Training and Support Services, Respite, Community and other interested groups- Held in the community.</p> <p>Consideration of speaking with/ to TAFE,</p> <p>Opportunity to speak with other community members</p>	<ul style="list-style-type: none"> • Advocacy – speaking up for myself • Easily accessible up to date list of resources • Knowledge of the process (planning, funding and support) broken into simple steps • Interactive information sessions aimed at up skilling professionals AND consumers • Support networks

1.9 Recommendations based on consumer feedback

1. A communication strategy be established consulting with consumer group on how to effectively communicate change and opportunity
 - delivered in a range of formats,
 - delivered to a range of audiences i.e. professionals, people with a disability, broader community
 - using plain English at all times
 - being cognisant that every change in 'jargon' creates a barrier
2. Increase availability and frequency of interactive information sessions /awareness raising.
3. Encourage consumer participation in VALID training - Self- directed Support – Keys to Success.
4. Encourage consumer participation in 'Becoming the Boss' course through Disability Rights Victoria.
5. Establishment of an online hub of information (perhaps building on Disability Online website)
6. Development of local area knowledge. This should be done in collaboration with Metro Access, local council, IP&S, CMAG, consumers residing in and using local services, neighborhood renewal, neighborhood services and other local services and stakeholders.
7. Trialing of Local Area Coordination model in areas of greatest disadvantage.
8. Develop and resource the establishment of locally based peer support groups focusing on the How To's of Self-directed approaches
 - develop a partnership with existing parent support groups.
9. Consider further work required in the area of self- directed planning and support aimed at the population of people with a disability who are aging.
10. Consider further work required in the area of self- directed planning and support functions for aging carers.
11. Development of a suite of 'How to', checklists, de- identified plans and funding proposals, samples (giving consideration to 'translating' or commissioning successful tools used internationally)

12. Development of a suite of skill development sessions to be designed and delivered to those in planning roles and;
- delivered in a range of formats i.e. on line, self directed learning, group and one on one
 - delivered recurrently throughout the year to ensure those new to planning/ those wanting refresher information easy access
 - for a sample training program see **appendix 9**

Self Directed Approaches

Focus Group



Michelle Harmer & Deb Whitecross

Focus Group



Do you direct your own planning and support?



Do you want to share your experiences about:

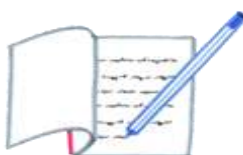
- What works well?



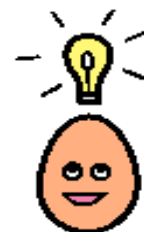
- What doesn't work well?



- Skills and resources?



- Ideas you have to make improvements?



You will receive a **\$30** voucher for your time.





When: First week in March 2010

Where: Melbourne Citymission
230 Normanby Ave,
Thornbury



How long: About 2 hours

Morning tea will be provided.



If you are interested please call:



Michelle Harmer 9487 9213



mharmer@mcm.org.au



Self-Directed Planning & Support.



Do you live in the North and West Region? Do you have an ISP, currently direct or are interested in directing your own supports? Your opinion is important to us!

Cant make the session but still want to be involved?

We also have a survey that can be emailed/posted out or alternatively someone can visit you to complete it together.

Call Michelle Harmer on 9487 9213 or email mharmer@mcm.org.au

Come and join a consumer focus group session to talk about your experiences and needs around directing your own supports.

- ◆ Tell us what works well and what doesn't.
- ◆ Identify skills and resources needed to become self directed.
- ◆ Help improve services support individuals to be more in control.
- ◆ Participants will receive a \$30 voucher

Let us know you want to be part of the focus group before Feb 24th!



Regional Planning Framework Project – Self Directed Approaches

This survey/ focus group is being conducted by the Case Management Action Group at Melbourne Citymission to consult with people with a disability and their supports living in the North and West Region about their experiences and needs with respect to directing their own planning and supports. Your views *are really important and they will help service providers support individuals in directing their own planning process.*

If you choose to take part, you will be asked some general background questions (for example your age, where you live) as well as some questions about your experiences and needs in relation to directing your own support. You will also be given the opportunity to tell your story and to provide any information that you think will be relevant.

The survey is **completely confidential**. Your real name will not be used and we may change other details to ensure that your identity is protected.

Taking part is voluntary - whether you choose to take part or not is completely up to you. The answers you give will have **no effect** on any assistance you may receive.

If you have any concerns about the interview, please discuss them with the interviewer. If at any stage during the interview you decide you no longer wish to participate, please tell the interviewer and the interview will end.

We will be using the learning's from the survey and focus group to write a report about the experiences and needs of people with a disability in the North and West region in directing their own supports.

If you have any further questions regarding this research or how the findings will be used please contact:

Michelle Harmer
Project Worker
Case Management Action Group
Melbourne Citymission
230 Normanby Ave
Thornbury 3071
9487 9213
mharmer@mcm.org.au



Self Directed Planning and Support Consumer Focus Group.

Do you have an Individualised Support Package? currently direct or are interested in directing your own supports? Your opinion is important to us!

The Regional Planning Framework Project will be holding a consumer focus group around self directed approaches. Come and talk about your experiences and needs around directing your own supports.

This is a great opportunity to tell us:

- What works well for you and what doesn't,
- Identify skills and resources needed to become self directed, and
- Help us learn how to support individuals to be more in control.

When: First Week in March (date to be confirmed)
Where: Melbourne Citymission 230 Normanby Avenue Thornbury
Duration: 2 hours & will include a light morning tea

Participants will receive a \$30 voucher for their time.

To register your interest in attending or to find out more about the focus group contact Michelle Harmer, project worker mharmer@mcm.org.au or 9487 9213.

Please see attached flyer



Part One

1. Information about you

Please tick one of the boxes below that best describes your current situation:

Service User

Carer/ Friend/ Family Member

2. Age group (Tick one box)

Under 25

25-35

35- 45

45- 55

55-65

65 -75

75 years and over

3. Gender

Male

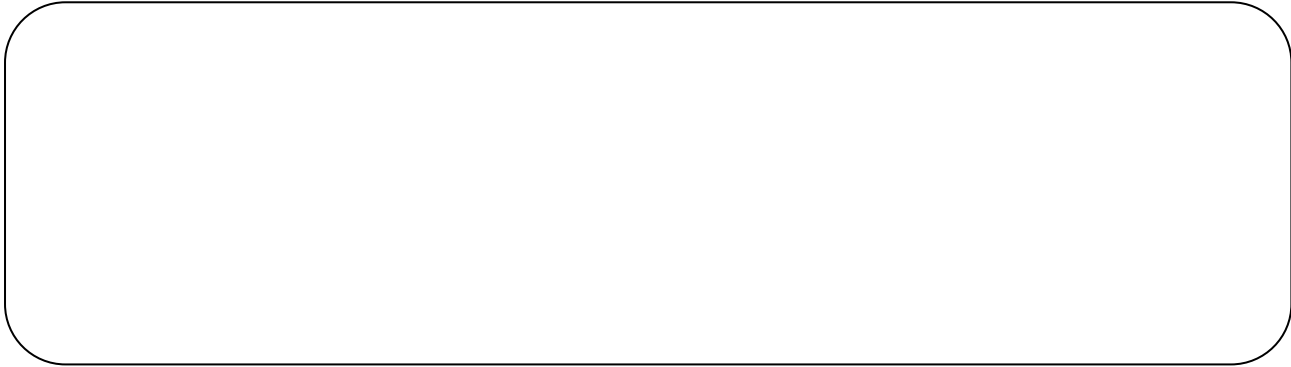
Female

Please provide us with your name, address and telephone number if you would like to be involved in any further workshops or forums around the implementation of self directed approaches.

Part Two - Planning

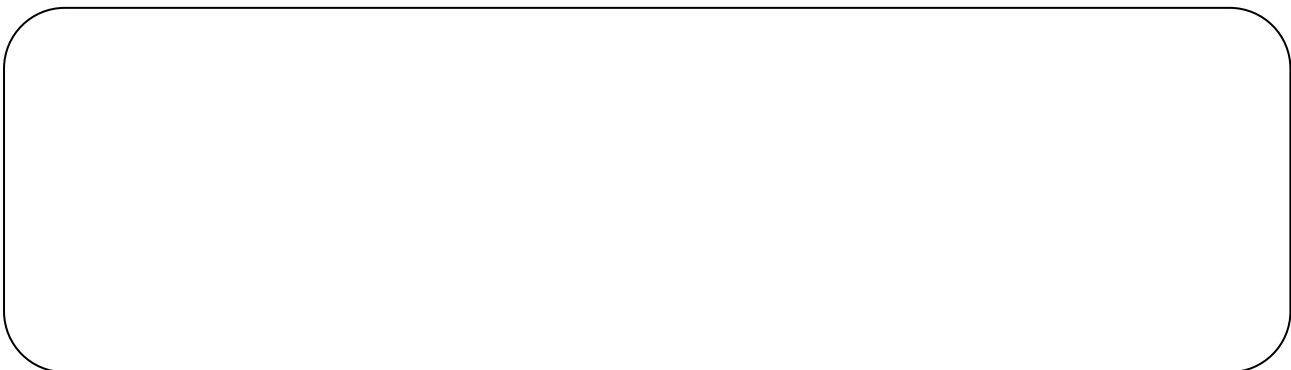
4. What has worked well for you?

E.g.: What parts of the planning did you feel you directed if any?



5. What hasn't worked so well for you?

E.g.: Did it turn out as you wanted it to?



6. How do you think it could be done better?

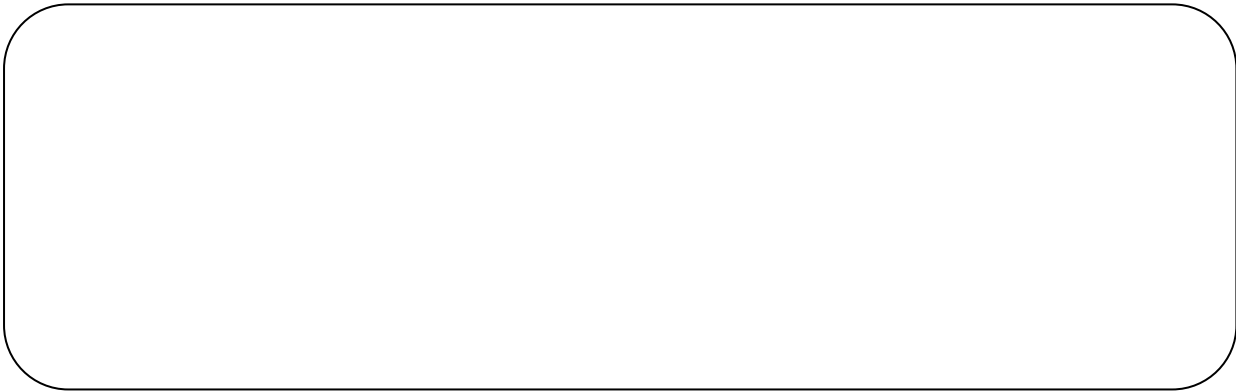
E.g.: Were there parts you could have, or wanted to do yourself?



Part Three – Support

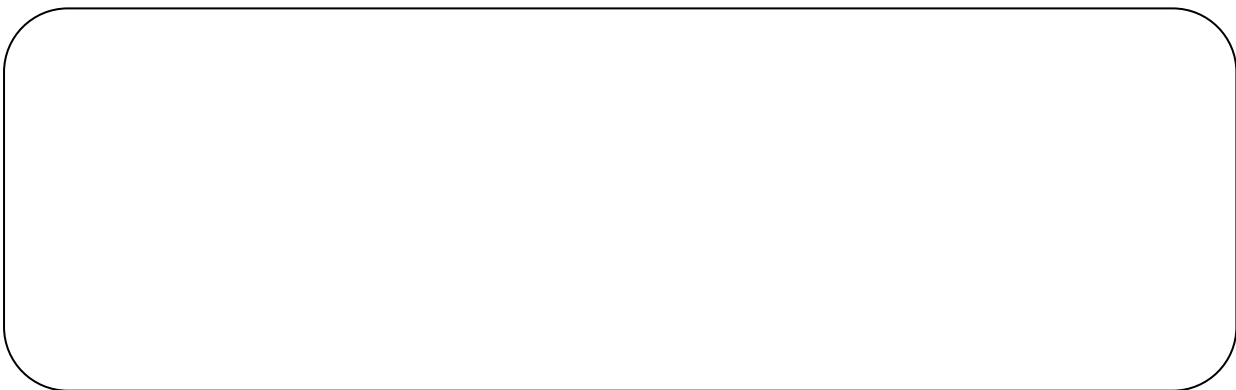
7. What is currently working well?

E.g.: Having a mix of formal and informal supports for example family and friends, community services or specialist services

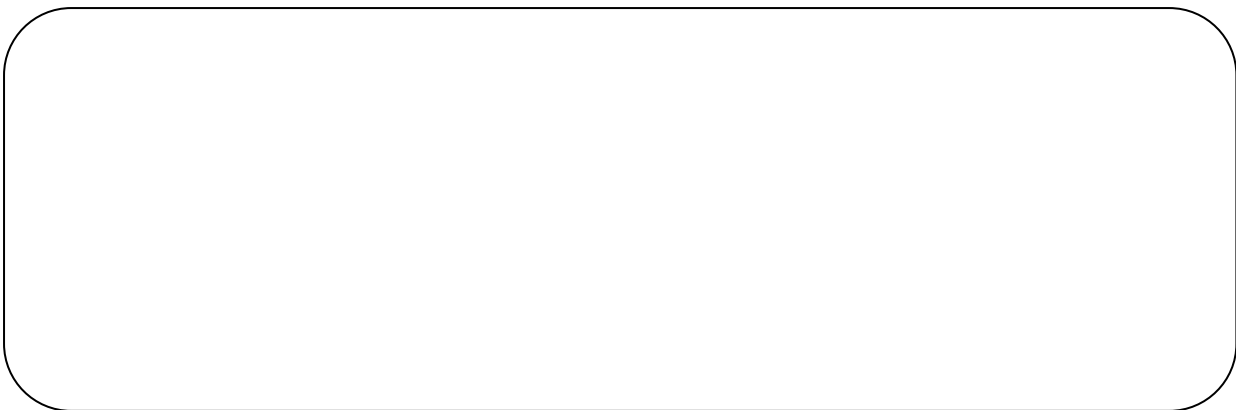


8. What is not working so well?

E.g.: Choice you have over who provides supports.



9. It would be great if....



Part Four – Funding

10. What is working well for you?



11. What doesn't work so well?



12. It would be great if I could.....



Part Five- Know how

13. What skills or training do you think you might need to be self directed?

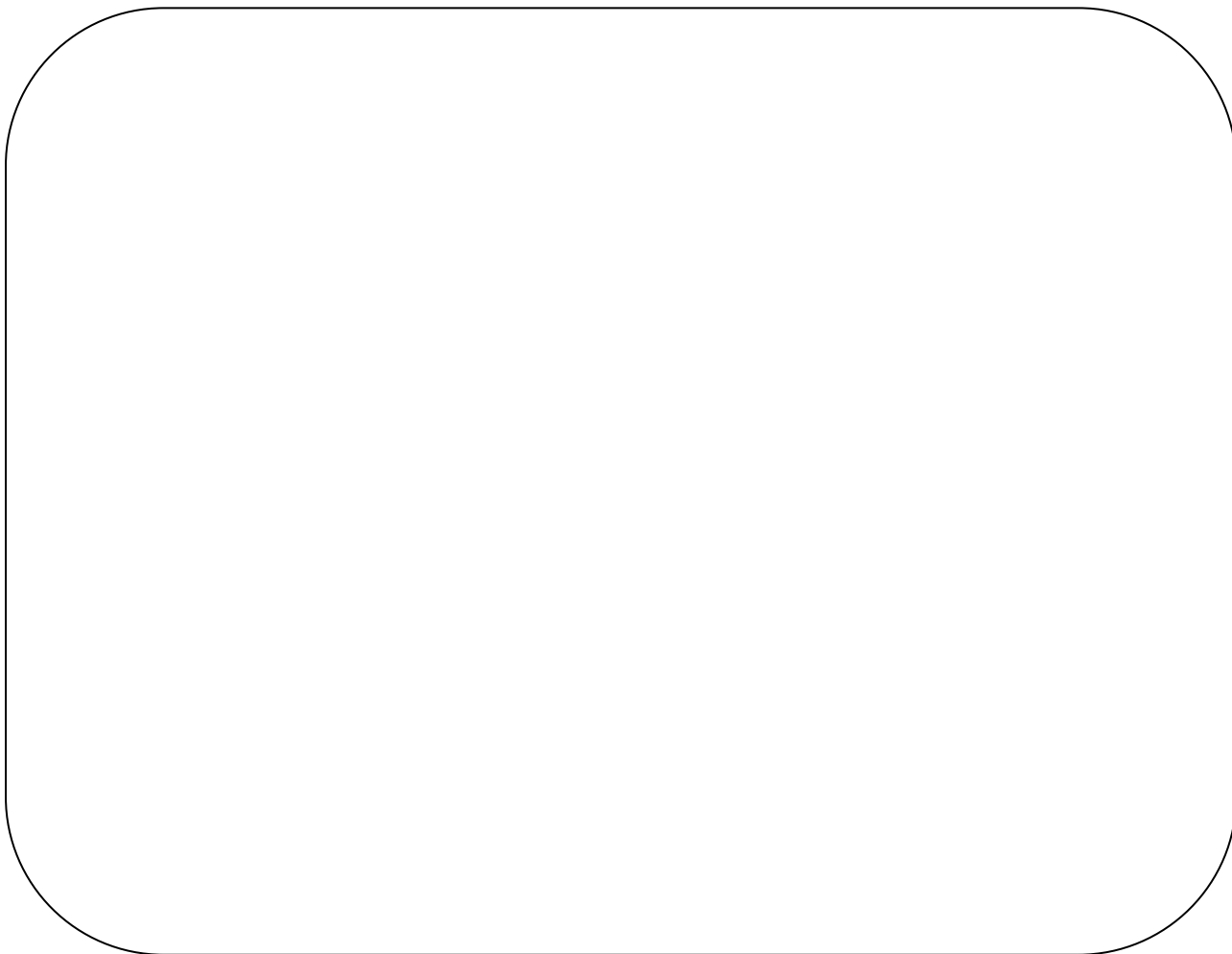
E.g. what are some of the skills your case manager or facilitator have that you would like to learn?

If only I knew how to.....

If only I had.....

E.g. A computer, access to the internet etc

14. Do you have any further ideas or comments about self directed approaches?



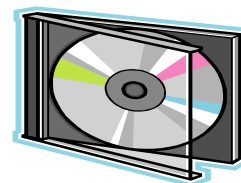
Thank you.

*online survey available at: <http://www.surveymonkey.com/s/M2MZTBK>



PHOTOGRAPHY PERMISSION FORM

We hope to make a DVD of today's focus group.



This DVD will be shared with consumers and workers.



We would like your permission to photograph you/your relative for possible inclusion in the DVD and report. This DVD may be uploaded to the projects website, and will be used for the designated purpose of promoting the consumer focus groups work in relation to Self Directed Approaches. It may also be included on the Melbourne Citymission website.

You/your relative's contact details will remain strictly confidential.



Name:

Address:.....

.....

Contact number:

*I permit Melbourne Citymission to use photographs of me/my relative in Melbourne Citymission publications as described in this document.

Signed:.....Date:.....

(Must be signed by parent/guardian if individual is under 16 years old)

For Melbourne Citymission internal use:

Photographer:

.....

Date:Location:.....

I want to know more!



Name	I want to know more about...	Please send the information to:
E.g.: <i>Jane Simms</i>	<i>How I can set up a group of people to help me plan for my daughter</i>	I prefer email: jane.simm@gmail.com

8 Contacts

The project worker disseminated the promotional material through the following pathways:

Group/ Network	Membership	Contact
Disability Connections Victoria (formerly WRDN)	A network of nearly 1000 people with disabilities, their carers/families, service providers, government and community. *Membership of 950	Helen Adams Executive Director Ph: 9687 7066 HelenDCV@annecto.org.au www.disabilityconnections.org.au
VALID	An advocacy group for adults with intellectual disabilities and their families	Ph: 03 9416 4003 kevin.stone@valid.org.au www.valid.org.au
Walk with Wheels Support Group	A support group for people with disabilities – social and recreational	Geoff Smith and Brian Rudd geoffchief@gmail.com
MS Support Group	A support group for people with MS	Sally Harris - Member sally@salwal.id.au
Lupus support Group (Lupus Melbourne)	A support group for people with lupus	Sally Harris sally@salwal.id.au
Thea Calzoni	Northern Parent Support Program Parents as Partners	Thea Calzoni Melbourne Citymission 123 Albion Street, Brunswick 3055 Phone: 9385 3235
Compass Clubhouse	Operated by and for adults who have experienced an ABI	Ph: 9489 4399 compassclubhouse@live.com.au
The Bridges Program	Community Based Adult Training and Support Services	Ph: 9304 1523
LaTrobe Lifeskills	Registered Training Organisation (RTO) providing a growing range of accredited courses.	www.life-skills.net.au
CMAG Project working and steering group - Requested members to disseminate information to consumer groups	Represented by case management and facilitation agencies in the North and West Metropolitan Region (NWMMR).	Michelle Harmer Project worker Ph: 94879213 mharmer@mcm.org.au www.cmag.org.au/about/project
Case Management Action Group - Weekly e bulletin - Website advertising	Case management and facilitation agencies in NWMMR *Membership of over 400	Coordinator Ph: 9487 9 cmag@mcm.org.au www.cmag.org.au
Individualised Planning and Support (ISP) Facilitators Network bimonthly	ISP, FFYA planners/ facilitators in the NWMMR *Membership of 120	Sascha Surgey Unit Manager Ph: Sascha.surgey@dhs.voc.gov.au
My Connected Community (MC2) ISP Facilitators Group	ISP, FFYA planners/ facilitators in the NWMMR *Membership of 111	Kellie Beasley Site Owner Kellie.Beasley@dhs.vic.gov.au

9 Sample Skill Development Program

1) Beginnings - Exploring your goals dreams and aspirations

Purpose: To create space participants can begin to think about what it is they want and need to live their lives. Once this has been defined participants can move in to other segments of the Program (not necessarily in order)

2) Planning, Funding and Support? – Why & how do I know if it's right for me

Purpose: To help participants explore their options in a group setting, to make informed choices.

3) I can have anything in the world? Give me a hint! - Templates checklists and resources

Purpose: Templates, checklists and resources

4) Staying in the loop - Networking, contacts and information

Purpose: Creating sustainable connections

- Setting up a circle of support

5) What if things go wrong? Contingency planning/ safety net

Purpose: Making connections and trouble shooting

6) I'm the boss?! -Hiring and firing

Purpose: Participants to learn skills and hear others talk about direct employment.

- taking up references, on paper and by telephone
- carrying out police checks
- staff induction and training
- probationary periods of employment
- staff meetings
- staff appraisals, (including disciplinary procedures)



11 Acknowledgements

Thankyou



Auspiced by

