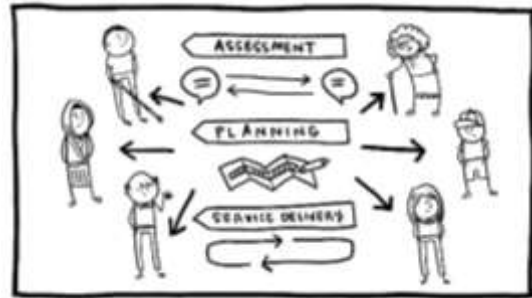


## Discussion Topic 3



### Working with people

Flexibility and responsiveness is fundamental to supporting independence and engaging people in activities and relationships that are important to them. So how do we support independence while maintaining a consistent approach to our service delivery model?

For most people independence is “the quality of life that a person can have, irrespective of the support they need to achieve it”. Everyone’s definition of independence will be different.

We need to create and nurture an organisational culture where independence is valued. We can do this by ensuring that our systems, processes and practices provide opportunities to empower staff and the people we work with. We need to build in ways to promote and model behaviours that enable choice, ensure shared responsibility for decision-making and support the achievement of goals while optimising people’s ability to do things for themselves. The questions below may help to reflect on the way our organisation works with people.

#### Reflective questions - assessment

- What does independence mean to you?
- What do you think it means for the clients you work with?
- What are some examples of strategies you have used to find out what’s important to, and for the client?
- What might be some of the barriers we create for people at assessment and how might we address these?
- What do you think it means by “looking at the whole person”?
- What are some of the ways we take into account people’s unique diverse characteristics at assessment? Can you share any specific examples?
- Do our interactions and relationships with others (people and service providers) make the most of opportunities to reduce duplication? How could we improve this?



## Reflective questions - planning

- Do we engage clients in all aspects of planning?
- How could we enhance their involvement?
- What approaches have worked well when engaging clients in the planning process?
- What are some of the barriers to a client's involvement in planning and how could we address these?
- Thinking about a client; what was their (and your) experience of goal setting? What worked well, what didn't?
- How do we/could we measure outcomes for clients accessing or exiting our services? What do you think this information could tell us about the way we work with people?

## Reflective questions - service delivery

- Do we provide opportunities for people to participate as fully as they can at all levels of the service?
- Do we make the best use of information obtained about the client to guide the way services are delivered?
- Thinking about a client, what are some of the ways you have been able to support a person's diversity and preferences within service delivery?
- Can we identify any areas where people's independence is being undermined? What could we do to redress the balance?
- Does the physical, cultural and psychosocial environment of our service support person-centred care?
- If we could change one aspect of our service delivery model what would it be and why?
- How do we check in with the client and/or their carer to understand how they are progressing and whether their needs continue to be met?
- How do we find out about people's experience of our service? Why do you think this is important and how could the information add value to our program? Are there other ways we can collect this information?

