

# NORTHCOTT PERSON CENTRED UPDATE AUGUST 2011



## THE FAMILY CENTRED VISUAL SUPPORT PLAN: LANDSCAPE PLANS

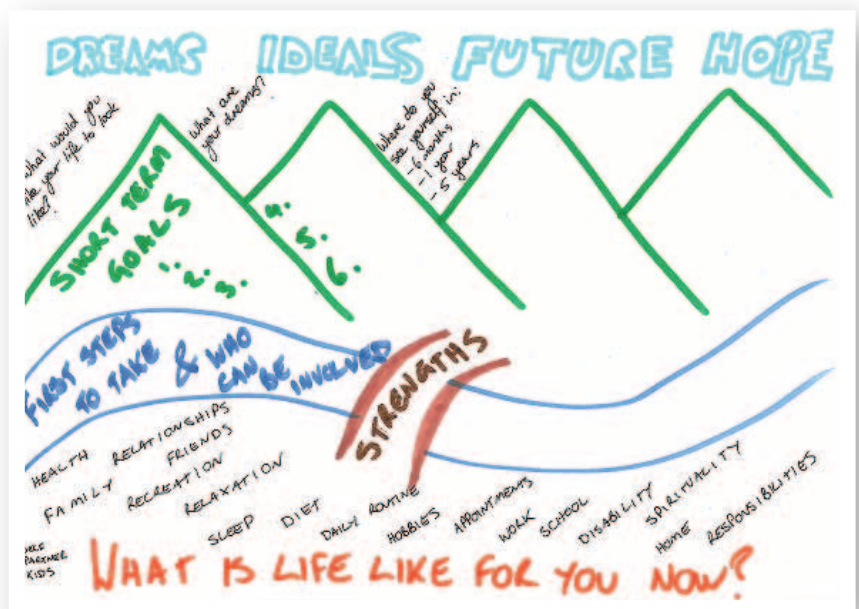
**PROBLEM:** The Northcott Intensive Family Support (NIFS) team had realised that client support documents and processes were difficult for families to engage with which made them a necessary yet increasingly difficult aspect of working with families.

**SOLUTION:** In an attempt to support families to set their own goals (whilst meeting the formal requirements of the service provider) it was decided to use landscape, or 'blue sky', visual plans. Such plans allow the client to reflect on their hopes and dreams, what their life is like at present, to set short term goals, to plot their first steps and to recognise the strengths that will get them there all in one fun session. NIFS Family Therapists then redeveloped formal Support Plan documentation around person centred principals. This has been a successful process: families have reported finding the visual planning an extremely meaningful experience and workers feel they have really got to know their families better.

This has been an exciting development in the rejuvenation of the humble service/support plan which can be tailored to the needs of any individual or family, feel free to contact NIFS for more information on 4720 4420.

**Amanda Horton-Hallett - Northcott Intensive Family Support**

### TEMPLATE



### EXAMPLE





## HOME SWEET HOME PATH CREATED WITH ACCOMMODATION SERVICES PLANNING DAY 20/07/11:

"Considering the volume of work that was covered and the limited timeframe it was one of the most productive meetings I've been to. I'm sure those that attended share my 'renewed vigour' that was instilled on the day and look forward to following our PATH". Michael Merrylees, Western NSW Regional Manager

The following teams and offices now have a PATH created on their planning day:

- Accommodation Services
- Hornsby Office
- Metropolitan Family Support
- Macarthur Office
- Planning & Development Unit

*If you are interested in person centred planning, contact Miguel Lane-Mullins, Person Centred Development Worker, on 9472 5204*



“Following the person-centred training I feel empowered and confident in being able to develop appropriate plans for my son which will allow service providers to provide services for him which will meet his needs as an individual; and will not simply be provided because it’s what everyone else gets.”  
**Michelle Ferris – Client Person Centred Champion.**

## CLIENT CHAMPION TRAINING & BEYOND:

13 Northcott clients completed four days of training in person centred skills. They learnt a range of listening, facilitation and planning skills. Some of the highlights for clients were:

- “Learning about being more person centred for me and others;”
- “ It helped me realise that my wildest dreams are possible”
- “The tools provided filled in a lot of unanswered questions”

### Next steps:

The client and staff Champions gave Kerry a four page list of possible person centred initiatives. So look out on NIGEL and Northcott website for further information.



## NSW PERSON CENTRED APPROACHES SUMMIT AT SYDNEY OLYMPIC PARK IN JULY :

Attended by Client Champions Ben Keyte, Shirley Wong & Gretta Serov. **SHIRLEY WROTE** ↓



“I attended a two day Person Centred Approaches Summit with Ben, Gretta and Hannah. It was a great opportunity to get together with parents, carers, service providers to discuss the issues around person centred approaches and individual funding packages.

I thought the main message from the two day Summit was a person with a disability, their families and carers should be supported to make choices about their own lives, and to be respected and heard!”



## THE YARNING CIRCLE SNAKE TOOL:

The Family Resource Links Program have now developed a person centred snake tool for their Yarning Circle to mark the "nightmares" and "dreams" of being a carer.

### PERSON CENTRED APPROACHES IN ACTION ↓



*"A family I was working with were having trouble understanding what all the different services involved were doing for their child and they were frustrated by the limited communication. The family decided to call a case conference. I showed them a person centred case conference example (Look on NIGEL under Person Centred Approaches) and we decided to use it. This format helped give the parents a clear picture of what was going to happen at the meeting so they could be the facilitators of the meeting. The one page profile included in the minutes helped everyone to focus on the positives of the client and how we could best support him as a team. Using this format the parents were empowered and the service providers felt there was a clear direction".*

**Lauren Rennie** - Family Support Worker - Northcott EarlyStart Diagnosis Support

"The tail shows the past and the bad experiences and as you move closer to the head it shows the good as well as looking at what carers would like to reach in the future".

**Leanne Franklin**, Team Leader - Family Resource Links Program, Macarthur



**AFTER ATTENDING A NORTHCOTT PERSON CENTRED TOOLS WORKSHOP SVETLANA AND JULIE MADE THEIR 1 PAGE PROFILES ↓**

*"You can see our pictures attached and that we really enjoyed making them. We have them pinned up at our desks and are hoping the rest of the office will get creative with us. We decided to use Velcro spots so that we could change them as we pleased".*

**Svetlana Presilska - Family Support Worker - Early Start Early Intervention - Illawarra Office at Oak Flats**

