






## Getting the Things I Need Done in the Way That I Like

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### About FirstBase

Adult day program in Box Hill

Supports people with multiple physical, intellectual and sensory disabilities

Aims to help people achieve their individual goals within a group setting

### Influences






Disability Act 2006

“The new law will support you to ask for disability services that you want or need”

“The new law says that you should be in charge of making decisions about your life”

“Disability services providers should support you to make choices about what you want to do in your life”

Disability Act 2006 - Information Sheets Easy Read






### Influences

Person centred thinking and planning

Planning has typically been about what the person WANTS (important to the person)

These principals also need to be applied to what people NEED (important for the person)






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### Influences

Desire to make paperwork

- user friendly
- meaningful and reflective of practice
- effective
- engaging

### The new procedures

Developed by disability support workers and therapists, in conjunction with the people we support

An impact on attitude and approach

Information posters to provide ideas on when a review could be required

A readily accessible form used to highlight the need for review and guide problem solving of the issue

### Hints on When to Review Moving and Bathroom Profiles:

My perspective	Your perspective
I tell you I would like a review	My equipment looks wrong – too big, small or inappropriate
I show you I am uncomfortable, in pain or scared	It is hard to assist me or use my equipment
I avoid going to the bathroom or being moved	You think of a better way I could move or use the bathroom
Something about my body or posture changes	You think you might hurt me
I have surgery, get sick, or can't move in the same way anymore	You feel unsafe or think you could hurt yourself

If my profile needs to be reviewed, please fill in Part 1 of the 'Review of Support' form and give to the coordinator at your site. They will work out the actions and people needed to resolve any issues, so I can continue to be assisted in the best possible way.


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### Hints on When to Review Eating and Drinking Profiles:

My perspective	Your perspective
I tell you I would like a review	My equipment looks wrong or is hard to use
I refuse or don't like the food or drink I am having	You think I look worried, or misbehave at mealtimes
I cough or appear to choke when eating or drinking	It looks hard for me to chew or swallow
I loose weight when I am not trying to	You think of a better way I could be assisted to eat and drink
I have surgery, get sick (especially more than two chest infections), or can't move my mouth in the same way anymore	You feel unsafe or concerned about assisting me


If my profile needs to be reviewed, please fill in Part 1 of the 'Review of Support' form and give to the coordinator at your site. They will work out the actions and people needed to resolve any issues, so I can continue to be assisted in the best possible way.

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Review document

[..\Profiles ProjectDS 09.0 Task Profiles request R3.doc](#)




Changes to how we do things

Altering the language we use to describe


- The people we support
- How we assist people
- The tasks people do

Use of first person language




Outcomes

- Self advocating by people at our service
- Staff actively engaged in reviewing support needs
- Formal consultation and inclusion of knowledge from all involved parties
- Fluidity in task profiles
- Acknowledgment that support is offered in the way the person wants it





Rights and responsibilities

- Opening the possibility of differing opinions or conflict
- The balance between the rights of the person versus rights and concerns of the service, staff or family
- Use of a 'Yes, but....!' perspective
- Considering the risk of lost opportunity




**Case study - Chrissy**


**What Chrissy wanted to do**

- Raised during support plan review at home
- Change the way she went to the toilet
- Coordinator assisted Chrissy to fill out the 'Request for Review' form



**How it happened**

- The 'Request for Review' triggered a referral to therapy
- Standing hoist trialed and assessed by the occupational therapist with the help of other staff
- An alternative sling was purchased to make the transfer safer for Chrissy and staff
- A new task profile was developed, staff received training in how to support Chrissy with the new equipment
- Follow up with Chrissy to make sure she is happy with how she is being supported



**References**

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**Disability Act 2006 - Information Sheets Easy Read**  
 Release date: August 2007 by Disability Services Division  
[http://www.dss.gov.au/education\\_and\\_disability\\_act\\_2006\\_information\\_sheets\\_easy\\_read](http://www.dss.gov.au/education_and_disability_act_2006_information_sheets_easy_read)

**Person Centred Practice concepts**  
 Helen Sanderson and Associates  
[www.helensandersonassociates.com.au/about\\_us/index.html](http://www.helensandersonassociates.com.au/about_us/index.html)



**Questions**