

# DAME PATTIE MENZIES CENTRE

## Thursday Morning

### Participation and Service Management

#### PRESENTATION:

#### Looking Back Then Moving Forward: Day Programs Support Plans

The Issue: Looking back then moving forward to a total individual client centred support service, based around the individual's Day Program Support Plan. Our 30 year history is as a small independent day service that has always catered for the individual needs of our clients.

We draw on this history to move forward in the present climate of DHS-imposed individual-attached funding and individualised planning.

#### What Did We Do?

- \* We empowered clients to re-assess their support needs (in the light of individualised funding and individualised planning).
- \* We empowered staff to move beyond traditional group day program formats to cater for clients who also wanted to make that move.
- \* We utilised some of our historical strengths i.e. individual planning and support of the individual.
- \* We replaced our format-based IPP's with Support Plans that are driven by the client in co-operation with open-minded, well-educated, experienced staff.

#### What Did We Achieve?

- \* Clients produce attractive, colourful, meaningful Support Plans that reflect their interests, needs and wants.
- \* Staff are re-inspired by the process and the service is re-invigorated by the quest of clients and staff to achieve the Support Plan goals.
- \* Support Plans form the basis of service provision. Each Support Plan is a living document that is treasured by its owner.
- \* DPMC is very efficiently meeting the administrative challenges that come with individual-attached funding and individual planning.

#### What Should Other Services Do?

- i. Look at your past.
- ii. Identify the best and most appropriate aspects of your history.
- iii. Build on these strengths in the light of individualised funding and individualised planning.
- iv. Use these current fashions to purge your service of previous inappropriate work practices and philosophies that do not serve the best interests of individual clients.