

EMR Legislation Implementation Working Group (Planning)
Information Session - 8th April 2008
Close of session evaluation

Participants were each given two post it notes and asked to write one thing they still need in relation to Individual Planning and Support and one thing they optimistic about. Feedback (taken directly from post it notes) is as follows:

Things people state they still need:

- The vision is still missing.
- Respite options available.
- Sharing of information and resources from all agencies.
- More literature to families about available services.
- Assistance with planning.
- Role of case managers and planners.
- Lack of motivation of people with a disability: difficult to work with them and encourage to set some goals: usually because they have never been asked what they want to do and have any responsibility for their own life.
- Opportunities to reflect training against trials in practice.
- Are there picture resources already developed that can be shared? Everyone reinvents the wheel. Therapy is not an episodic occurrence for many people particularly with multiple disability.
- Concern that individual outcome areas of the quality framework may be misinterpreted all being prescriptive.
- More community education. More support staff.
- Time to do the job well. \$
- Getting older staff to accept the changes in attitude.
- Assistance with planning.
- People being prepared for change within the organisation.
- Access to resources. Staff recruiting a respect through schools to attract the people who can show compassion for working with people of all abilities.
- Practice.
- Lack of resources and funds. Long waiting lists.
- More gatherings, open forums with other professionals to discuss different ways of approaching plans and learning from others.

- More resources when offering programs. We need more staff to follow up with the whole process.
- We need more staff to help with the process of planning.
- Funding / statutory bodies stepping up and taking action with organisations that aren't "up to scratch" and have shown they can't / won't move towards new approaches e.g defunding etc. How to make sure organisations are REALLY "walking the talk".
- That discussion will stop. Time, time, time. \$\$\$\$\$\$
- Vision of direct care staff and family support?
- People with high support needs providing support with \$\$\$\$.
- Short term vision.
- A web space to share good practice including policies, procedures, questions, top tips, tools and stories.
- Getting funding to establish the person centred process.
- Limited funding for community program centred planning for all (1 size fits all).
- Getting a case worker.
- More collaboration re: planning between more than 1 service provider i.e if a person has case management and day program.
- Maybe better info for people accessing services so they know that they can ask for 1 plan.
- Better info / more accessible info for families about assistance with planning.
- ISP funding to not be so limited. Organisational policies and procedures not moving with the times. Issues around duty of care limiting others.
- Resources... lack of to implement.
- The standards and the "law" will drive the behaviour of providers vs what is really the best for the person.
- Structural change within the system (beurocracies, resources).
- A worry that a lack of accountability between those who do the plan could mean people wait longer and may pay more for a planning service.
- Concerned that the families who asked questions were dismissed.
- Difficulty setting up supports with uncooperative CSO's (who have little knowledge of ISP packages) and support agencies.
- These organisations require a better understanding of planning principles in particular ISP funding packages (would help out us planners a lot).

- How PCP will be seen / measured through the new quality framework.
- That the majority are looked after but we must not forget the minority

Things people said they are optimistic about:

- Dynamic people can enhance change.
- More input increases more ideas.
- Things are slowly improving and there are a few more examples of people living good lives.
- Acknowledging and growing from what is working and building on it.
- Bright ideas page from today. I really liked it.
- Really do well: working with families.
- Passionate staff at workplace committed to the right of people with a disability to live their own life and also committed to continuous skill development.
- Having access to new planning websites will assist me in being creative when planning with people and access to training. New facilitation skills.
- Organisational change towards individual outcomes.
- Our organisation attracts huge numbers of clients (too many for our resources).
- Services and the Department are talking about the future.
- Lots of positive partnerships are happening.
- Feel well supported by EMR / DHS in embracing knowledge at such sessions.
- Good info on resource list... keep these coming.
- Can we have hand outs on trainers available to meet training needs around planning and ongoing process.
- I think we are moving in the right direction.
- Have carers, staff, person with the disability and anybody else involved in the persons life involved in the planning of support plans.
- That I feel willing / ready to speak out more about what I believe... training has paid off!
- Information for people with disabilities and families on IP&S.
- People achieving their dreams. People really being acknowledged as people rather than people who have limitations and disabilities.
- Person centred approach to planning.
- Support for the person who supports the person with the disability.

- Networks with organisations trying to do the same.
- Long term vision.
- Assisting people who have complex needs is one of the things we do well. We look at their individual needs and their individuality.
- Looking forward to the 8 courses.
- Enjoyed the two stories. Clear message to the audience today.
- Delivering quality and innovative services under the current financial restraints,
- Bron Jones (Yooralla): Can the Regional Communication service help in preparing some generic pictographic planning tools?
- Respite: will / could this be involved?
- Involvement of family in planning process.
- More responsive services.
- Some great work is being done. Some good resources. These forums assist.
- About any new way of thinking about IP and looking forward to seeing positive outcomes with clients in day to day work.
- Having seen some great plans in CSOS.
- Some organisations living and breathing PCT throughout whole organisation.
- Successful planning with clients.
- Some great show and tell stories.
- We are on the right page.
- Families are very supportive with the planning.
- Process.