

# The Specialist Homelessness Sector Transition Plan (2018-2022)

## Embed person centred models of practice

The Specialist Homelessness Sector Transition Plan (2018-2022) outlines 15 goals.

Action tables have been developed to provide more specific detail on what each goal means, why it is important, future vision, relevant literature, good practice examples and helpful resources.

The action tables are designed to be a useful reference and a good starting point for organisations or individuals wanting to action any of the 15 goals in the SHS Transition Plan.

All 15 action tables can be found at: [chp.org.au/shs-transitionplan18/](http://chp.org.au/shs-transitionplan18/).

1. Embed person centred models of practice	
<b>What we mean</b>	<p>Continue to embed person centred practices within the SHS, building on already well developed foundations. Helping consumers participate in key decision making about them and in the design and delivery of SHS services. Developing and documenting agreed person centred principles and practices for the SHS.</p> <p>Person-centred models of practice:</p> <ul style="list-style-type: none"> <li>• Locate consumers as experts about their own lives</li> <li>• Encourage consumers to lead key decision making about their life goals</li> <li>• Create unique, flexible and timely responses to each consumer’s needs</li> <li>• Provide holistic and integrated responses considering all important elements of the consumer’s life</li> <li>• Include consumers in system and service design.</li> </ul>
<b>Why is this important</b>	<ul style="list-style-type: none"> <li>• Prioritises what consumers identify as their goals and needs</li> <li>• Improves consumer engagement, motivation for change and participation in decision making</li> <li>• Recognises the unique and individual characteristics of consumers</li> <li>• Considers ‘whole of life’ in making decisions</li> <li>• Improves the accessibility of services for consumers.</li> </ul>
<b>Future Vision</b>	<ul style="list-style-type: none"> <li>• A workforce providing consistent, integrated person centred practice</li> <li>• Services which place consumers at the heart of all key decision making about them</li> <li>• Services which include consumers in system and service design.</li> </ul>

Literature	<p>Including consumers in key service delivery and design considerations originated in the <a href="#">intellectual disability sector</a><sup>1</sup> and has become popular since the 1990's more broadly across health and human services<sup>2</sup></p> <ul style="list-style-type: none"> <li>• A 2017 review of over 500 documents discussing person centred services identified seven core themes related to this approach<sup>3</sup>: <ul style="list-style-type: none"> <li>○ Honour the person</li> <li>○ Relationship</li> <li>○ Compassionate love</li> <li>○ Strengths / capacity focused</li> <li>○ Social inclusion / citizenship</li> <li>○ Participation and engagement</li> <li>○ Aligned organisational characteristics.</li> </ul> </li> <li>• Success factors identified via international studies<sup>4</sup>; early NDIS evaluations<sup>5</sup>; and consumer directed care<sup>6</sup>: <ul style="list-style-type: none"> <li>○ The person receives adequate funding for services</li> <li>○ Access to information and services is available, there is help to navigate the system</li> <li>○ People participate in decision making to their maximum ability</li> <li>○ There are good quality services available</li> <li>○ Practitioners use empowerment principles to share power, be responsive to goals and needs, and work to flexibly.</li> </ul> </li> <li>• Problems identified from early NDIS evaluations<sup>7</sup>: <ul style="list-style-type: none"> <li>○ Some people found it hard to advocate for themselves, this resulted in poorer outcomes</li> <li>○ Some people had supports reduced because group based services were removed, leading to increased isolation</li> <li>○ Carers received less support.</li> </ul> </li> </ul>
------------	--

<sup>1</sup> Future Social Service Institute. (2018). *Community Services of the Future – An Evidence Review* (2018) p. 24. Victorian Council of Social Services.

<sup>2</sup> Ramcharan, P, and Thompson, S. (2017). Cited in Future Social Service Institute. (2018). *Community Services of the Future – An Evidence Review* (2018). Victorian Council of Social Services.

<sup>3</sup> Waters, R. & Buchanan, A. (2017). An exploration of person-centred concepts in human services: A thematic analysis of the literature. *Health Policy*, 121, pp.1031 1039.

<sup>4</sup> Beresford, P., Fleming, J Glynn, M., Bewley, C, Croft, S Branfield, F & Postle, K. (2011). *Supporting People: Towards a person-centred approach*. Bristol: The Policy Press.

<sup>5</sup> Mavromaras, K., Moskos, M., & Mahuteau, S. (2016) *Evaluation of the NDIS, Intermediate Report*, Adelaide. Cited in Future Social Service Institute. (2018). *Community Services of the Future – An Evidence Review*. Victorian Council of Social Services.

<sup>6</sup> Laragy, C & Allen, J (2015). *Community aged care case managers transitioning to consumer directed care: more than procedural change required*. *Australian Social Work*

<sup>7</sup> Mavromaras, K, Moskos, M, & Mahuteau, S (2016). *Op. cit.*

<p>Good practice examples</p>	<ul style="list-style-type: none"> <li>• <a href="#">The SHS Private Rental Brokerage Program</a>– offering flexible funding to support consumers in private rentals</li> <li>• <a href="#">Launch Sites</a> – including consumers in the design of services and tools</li> <li>• <a href="#">Improving Victoria’s Congregate Crisis Supported Accommodation</a><sup>8</sup> project that has a number of objectives, including working with providers of congregate crisis supported accommodation ‘to implement a trauma informed service delivery model that offers choice, control and continuity of care to people seeking to create or rebuild a life, home and community that they value.</li> </ul>
<p>Helpful Resources</p>	<ul style="list-style-type: none"> <li>• <a href="#">NSW Department of Family and Community Services SHS Practice Guidelines</a> (in particular Module 1.3 Client centred approach)</li> <li>• The seven person centred themes outlined by Waters and Buchanan (2017)<sup>9</sup> provides a useful framework for providers when implementing person centred practice</li> <li>• <a href="#">Intentional Peer Support: Core Competencies self-assessment tool:</a> provides a useful set of competencies to consider when developing person centred practice.</li> </ul>

<sup>8</sup> Homelessness and Accommodation Support Unit (2017). Improving Victoria’s Congregate Crisis Accommodation. DHHS.

<sup>9</sup> Future Social Service Institute. (2018). Community Services of the Future – An Evidence Review. Victorian Council of Social Services. p.33