

Time Off and Planning (TOP) Family Support Services

Perth Home Care Services has received funding from the WA Disability Services Commission and the Australian Government to provide a new service to older carers of people with disabilities through till June 2008.

The mission of the **Time Off and Planning (TOP) Family Support Services** is to provide time off for carers and opportunities to plan future arrangements for their family.

The target group for the service is **family carers of people with permanent neurological, intellectual, physical, sensory, or cognitive disabilities.**

Priority is given to carers who are over 65 years or in the case of Indigenous carers, 45 years and over.

Families eligible for TOP services live in the local government areas of :

- North: Wanneroo, Joondalup, Cambridge, Vincent, Subiaco, Perth, Stirling, Nedlands, Claremont, Peppermint Grove, Mosman Park
- South west: Melville, East Fremantle, Fremantle, Cockburn, Kwinana, Rockingham, Peel/Mandurah,
- South east: Canning, Gosnells, Armadale & Serpentine – Jarrahdale
- East: South Perth, Victoria Park, Belmont

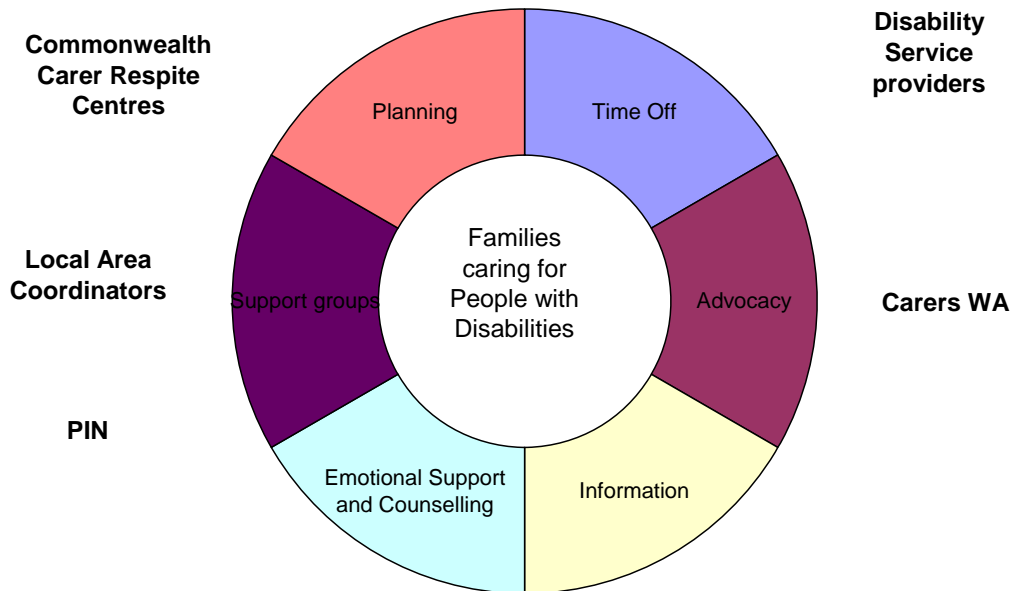
Families are also eligible for the service if they live in the Wheatbelt.

The process for providing the service includes:

- Referrals for the program will be received by the Perth Individual Options teams or the Wheatbelt team
- CSOs will check with the family carer if they are eligible for the service.
 - **If they are not eligible** they will redirect the carer to the Commonwealth Carer Respite Centres or Local Area Coordinators.
 - **If they are eligible** the carers details will be taken and:-
 - If an emergency intervention refer to Crisis Care
 - If family is known to PHCS, refer to current Zone Coordinator to follow through¹.
 - If family receiving services from another agency refer to SDO who will refer to current agency coordinator and may broker services and also discuss contingency and long term planning needs.
 - If no other appropriate agency intervention and family not known to PHCS refer to appropriate Individual Options Coordinator for an appointment.
 - refer to SDO for brokerage to another agency and /or for contingency and long term planning.
- Coordinators will meet with the carer to:
 - talk about the service further,
 - undertake an assessment of the carer's needs and
 - develop a Family Support Plan.

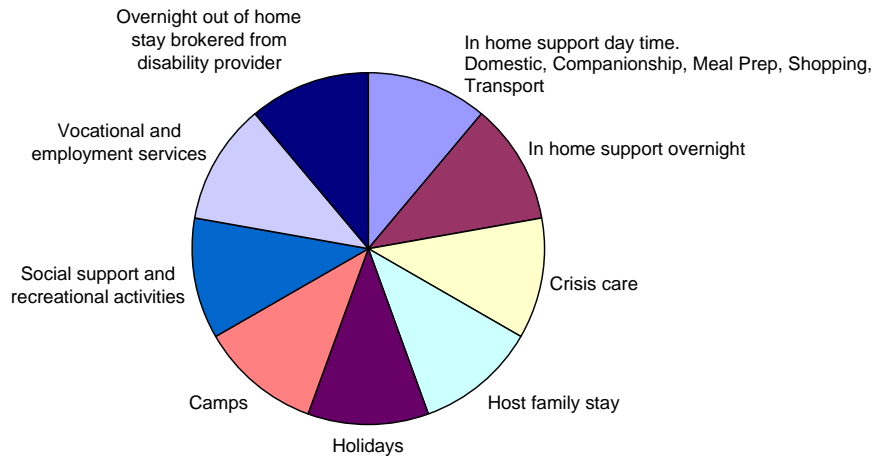
Services that may be considered by the family carer for their service plan are illustrated below.

¹ If contingency and long-term planning need identified following the short term intervention arrangements SDO and PHCS Coordinator may visit family together as a strategy to develop trust.



- The Coordinator will discuss with the family carer **their needs in relation to time off, planning, emotional support, information and advocacy**. Carers will be encouraged and supported to plan for the future.
- The Coordinator will refer the carer to the PHCS Service Development Officer when they require assistance with planning for the future or
- Refer to Carers WA to provide further information, planning, support and advocacy. The SDO will work in partnership with Carers WA, CCRC, LAC, PIN and other disability service providers.
- If a carer requires **time off** then plans are made to care for the person with a disability either by PHCS or another service provider. Some of the Time Off options PHCS can offer are illustrated below:
 - If services that are provided by PHCS (eg in home respite, crisis respite or host family) then the Coordinator will liaise with the appropriate team to provide this service eg Crisis Team providing crisis care or a Community Zone Team to provide social support to the person with a disability.
 - This team will be responsible for developing the Care Recipient's Service Plan.
 - If a carer requires services that PHCS does not offer then the Service Development Officer will broker that service from another agency.

Time Off Options



Time off and Planning- Anna and Samantha

Older mum and carer *Anna (age 70) cares for and supports her 33 year old daughter *Samantha, in their family home. Our Coordinator became known to this family about 3.5 years ago when the Local Area Coordinator (LAC) from Disability Services called me and explained briefly the family circumstances and requested our involvement.

The Coordinator liaised with the LAC and met over many months to get to know Anna and Samantha-and it was through the series of discussions that PHCS was able to determine what their needs were in terms of time off as well as planning for the future.

Anna had not had a break in her caring role for many years and one was much needed. Anna decided she really would like some time for herself and requested for her daughter, Samantha to have the opportunity to meet with potential host family carers¹ (HFC) who could care and support her daughter whilst she went away or just had some time off. This took some time and a few interviews of potential HFC and eventually both Anna and Samantha were happy with one HFC. This HFC arrangement went ahead on two occasions and was successful. Currently there is planning around the HFC arrangement to be more regular in the future.

Anna also thought a break away- a weekend- with her daughter and another family would be beneficial to her and her friend who was also a carer of her own daughter. They reported a wonderful break ---they plan to do this again. In this instance, TOP (Time off and Planning program) had supported this arrangement by contributing some funds towards their accommodation and holiday related travel expenses.

Anna has numerous medical and health issues. As her health continues to deteriorate, her ability to maintain support for Samantha is taking its toll which consequently impacts her daughter. Recent discussions with Anna have highlighted that should the situation arise when Anna is not available to assist and support Samantha with routine supports, additional support will be required. This requires assisting and supporting Anna to think and plan for the future. This has been a very sensitive and difficult area for discussion. TOP has provided opportunities to Anna for discussions (1-1) and planning resources such as the Safe and Secure resource book to guide her through her thinking, as well as presented options to attend other planning opportunities such as those through PIN (Planned Individual Networks) and Carers WA. The planning for families is a long term issue that will continue to have input from TOP and other PHCS staff including a coordinator and resource coordinator and other staff as required. As Anna's own health continues to deteriorate, some additional supports through PHCS (Home and Community Care) HACC program have also now been supporting Anna in her role of caring for Samantha.

¹ Host family carers are people who invite people with disabilities into their own home and provide care for short periods of time. Families have a break from their caring role, whilst the person with a disability is cared for by a host family carer. Whilst the person with a disability stays with a host family, they are included in the every day life of the family and are provided with opportunities to do new things and meet new people.

As Anna's circumstances are urgent and critical we are very supportive of her application for Intensive Family Support

In discussions with Anna, she had decided she would also benefit in having funds to have a support person that Samantha gets on with to be available to enable Anna flexibility to go out in an evening and thus have someone to support Samantha when she went out. For this to occur, the TOP program offered a short term grant for the family to engage their own person. This has worked out very well.

In summary then, TOP has provided financial support to enable the family to have a break, provided a grant to enable families to "grow" their network of supports, to think about other options of supports including host family care, to think about the future and provide tangible and relevant resources to enable this to happen.

**Report on MORE [More Options for REspite] Project
for period January – October 2010
Respite for older carers of people with disability program**

The MORE [More Options for REspite] project is based on the view of PHCS that essentially respite is a break or time off for the family or carer that gives them relief. For the time off to be effective, the family or carer needs to know that the person they care for is doing things they want to do and is supported and cared for by people they trust. Many families talk about the benefits of sharing the care of their family member with others, to enable them to continue to care for their family member and be more confident about the future. The MORE project has given us the opportunity to develop and deliver training to people interested in supporting others so that families can experience respite. It has also given PHCS the chance to develop a new approach to respite and build up skills, experience and infrastructure to support families.

Project Management

The project involves many staff at Perth Home Care Services (PHCS) with direction provided by the MORE Steering Committee:

Marita Walker	PHCS CEO & Project sponsor
Sue Nye	Client Services Manager (North)
Rosie Lawn	Client Services Manager (Regional Home Care Services)
Wendy Francis	Acting Manager – Client Services (South Metro)
Camille Wakefield	Assistant Manager – Client Services (North Metro)
Gaby Slade	Assistant Manager - – Client Services (South Metro)
Sheryl Stewart	HR Manager
Thim Lee	Finance
Melissa Young	Manager, Systems & Business Development
Sarah Nickson	Management Support Officer
Heather Simmons	Learning Consultant
Kylie Thompson	Team leader, MORE Training and Recruitment
Lorraine Dockerill	Consultant, Individual Planning & Family Support
Noni Walker	MORE Project Manager

The More project Steering Committee had 8 meetings between January and October 2010. A sub-committee for the Partners in Practice component of the project had 10 meetings in this period.

GOAL: to build our capacity to work in partnership with families to plan and manage the resources they need to support their family member to lead a “good” life and for the family to get the respite they need to continue in their caring

The **Partners in Practice** project is designed to meet this goal through a number of objectives:

- prototype ways of working alongside people and their families to develop family and PHCS capacity (a learning journey to influence values and attitudes and build knowledge, skills and confidence)
- develop PHCS staff capacity to facilitate a range of person-centred **planning** formats and trial different planning methods
- develop resources for families who want to **manage their own supports** and services
- develop a framework and methodology to define and **measure outcomes** for families and individuals to assess whether their involvement in the project made a difference

The **Big Plan** builds on the developmental work to achieve the objectives of prototyping ways of working alongside people and their families and building PHCS capacity to facilitate person-centred planning.

The Big Plan process is a format whereby people and families come together over a number of sessions to explore the question of: “What it would take for the person to have an interesting, fullfulfilling life where they can get to know people who would become their friends and are able to make their contribution to their local community?”

In the period January – October 2010 the concept of planning was discussed and information sessions conducted to inform people of the option of participating in the Big Plan process.

Big Plan sessions were conducted in:

Northam (December 2009 / January 2010)

Perth Metropolitan (April 2010)

Perth Metropolitan (July 2010)

attended by 18 people (people with a disability, mental illness and their families) and follow-up continues to facilitate implementation of the plans developed.

Also in July 2010 a follow-up event brought together people from Big Plan sessions completed in September 2009, November 2009 and April 2010 to share their experiences of implementing their plans.

Activities towards the objective of developing resources for families who want to **manage their own supports** and services in the period January – October 2010 included consultation with families and other agencies on the resource, “Managing Your Own Support Handbook” through two **Celebrate Connect Share** events held in Perth on 3rd March and in the Wheatbelt on 16th June. Feedback from people attending was very useful in shaping the handbook along with feedback from other stakeholders.

The handbook was uploaded onto the PHCS website in June 2010. PHCS has also initiated a Facebook Shared Management Group Page for families interested in sharing their experiences and the intention is for this tool to be directed by the interest of families with the role of PHCS to work alongside and support the group.

Managing Your Own Supports

Click [here](#) to learn about the benefits of Shared Management and Managing Your Own Supports.

Want to know more about managing your own support?

Managing Your Own Support Handbook


This handbook is a helpful guide that will take you through the details and considerations.

Celebrate, Share and Connect

Regional Home Care Services (RHCS) hosted a gathering of families who manage their own supports in the Wheatbelt on the 16th of June 2010. At the gathering we **Celebrated** the work that families do, **Connected** people who manage their own support and provided an opportunity to **Share** information, knowledge and resources.

Click [here](#) for more information about this recent event.

Click [here](#) for feedback from the Group Session Questions.

Please feel free to check out our Facebook Shared Management Group Page: 

A ‘responsibility guide’ that will work across the disability, mental health and aged care sectors is a work in progress.

To meet the objective, develop a framework and methodology to define and **measure outcomes** for families and individuals to assess whether their involvement in the project made a difference, PHCS is continuing to progress work using the survey tools: *Most Important Changes*, and *Family Outcomes Survey* in collaboration with Professor Erin Wilson of Deakin University.

Staff development in outcomes measurement is continuing with individual training and workshops within PHCS.

GOAL: to develop and deliver training to people interested in supporting others so families can experience respite

The *Partners in Change: Skills for Support Workers* training program explores contemporary values, attitudes and models of service focusing on community inclusion and recovery. PHCS in consultation with DSC, committed to explore ways to achieve positive outcomes for Aboriginal people in the Wheatbelt using the Partners in Change training.

Extensive stakeholder consultations have covered two aspects of Partners in Change:

- content of the course, delivery and training materials

This elicited strong support for the package (the intent and the specific components) with no recommendations for changes. Suggestions were made about tailoring the delivery of the training in general as well with specific activities to make it relevant to Aboriginal people.

- community connections to engage with Aboriginal people and develop interest in the training

Feedback included recommendations to build relationships with Aboriginal people, networking and a community information forum prior to the course. Suggestions were that this forum should not only promote the training and the potential for work at its conclusion but also 'what is community care and support work and what is the value of doing this type of work?'

PHCS considered the strong recommendation to allow time for relationships to be built with the Aboriginal communities and networking with local agencies to be done prior to the community forum and the delivery of the training and following discussion with Ms Roberta West (DSC) proposed to re-schedule the training for March 2011.

During October 2010 there were extensive community consultation including:

- Maurice Embley (Regional Manager – Midlands region, Country Community Support)

- Attila Mencshelyi (Regional manager- Dept of Housing & Works)
- Wheatbelt Senior Managers Forum
- Suzanne Taylor from Wheatbelt Aboriginal Health
- through Suzanne connection to many Aboriginal communities
- Rod Garlett (Aboriginal NRM Facilitator – W/belt Natural Resource Management Inc)
- Sandra Reardon (Indigenous Employment program officer – KEEDAC employment service)
- Maxine Gossland (Aboriginal Liaison Officer with CY O'Connor TAFE)

Consultations will continue through November, December and January leading to a Community Information Forum on February 16th 2011 (potentially on an Aboriginal Reserve with catering done by a group of Aboriginal women)

Partners in Change course dates 2011: March 2, 8-10, 15-17

In the Perth Metropolitan area, three Partners in Change courses were conducted between January and October 2010 – summary table below:

Partners in Change training courses conducted January – June 2010 in metro Perth

COURSE	Number in course	Employer	New	people ATSI background	people CaLD background	Applied to PHCS	People interviewed	Outcome
Joondalup Feb 10	30 started 23 completed	4 PHCS 4 Community Vision 2 Senses 1 ChrysalisCATA 1 Lekhoun Homecare 1 family carer	17/30 Starts 12/23 finish	0	9	4	?	1 employed, 3 unsuccessful (no car)
Bentley March 10	29 started 25 completed	5 PHCS 1 Brightwater 1 People Who Care 2 Community Vision 1 Good Samaritan Ind.	19/29 Starts 16/25 finish	1	18	11	?	1 employed 10 no suitable work avail.
Mahogany Creek May 10	29 started 21 completed	6 PHCS 1 DSC 1 DPC 3 Whiteoak Bluecare Nth Qld (relocated)	17/29 starts 12/21 finish	0	2	1 ?	?	1 employed
TOTAL	88 start 69 compl 78%		53	1	29	16 (?)	?	3 = employed

Enquiries on this report to:

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The Big Plan

Background:

The Big Plan was developed by Heather Simmons and Stephen Coulson and originated in the UK. It has been used extensively throughout Scotland and parts of England as well as Western Australia. For a list of participating agencies please see appendix 1.

The Question:

The Big Plan is built on the strong belief that people disadvantaged by labels of disability and difference can have an interesting, fulfilling life. At the heart of the Big Plan is a very simply stated but intricate question:

“What would it take for this man or woman to have an interesting, fulfilling life where they can meet people who would become their friends and make their contribution to their community?”

As the participants and their supporters engage with the question they are led through a series of exercises that lead them to imagine possibilities for their lives and take practical steps to make those possibilities a reality.

How it works:

In 5 sessions, running over 10 weeks, the Big Plan uses the principles of person centred planning to support participants to explore their dreams and aspirations to live a good life. The sessions are typically around two to three hours each. Participants come along bringing with them a team of people they would like to help them think and plan for the future. Typically, these teams are very small, often comprised only of one or two people reflecting the social isolation experienced by people with labels of difference.

Our experience and learning:

Perth Home Care Services has been running the Big Plan since 2009. We have run a total of 6 Big Plans both in regional and metro areas, with mixed groups from both the disability and mental health sectors. Some of our learning thus far is:-

- Planning is the start of a longer journey that is rarely a smooth, straightforward process.
- Creative ongoing support is vital if people are to successfully implement their individual plans.
- The Big Plan is only one form of planning that we offer, it suits some people really well. Matching the type of planning to suit the individual is ongoing learning for us.
- Although it is a relaxed process, the Big Plan requires focussed organisation and preparation, this can be time consuming and resource intensive.

Summary:

Person centred thinking, working and planning is fundamental to our vision of “People living at home with dignity”. “Living” is so much more than existing. It is about having a life, making choices, feeling in control, feeling able to act, having friends, being part of something, growing, developing, learning and contributing. The Big Plan is one of the tools we offer individuals in order to help them plan for a good life. There is no “one size fits all” approach; we continue to work one person at a time.

Appendix 1

Local Authorities and Organisations who have commissioned The Big Plan in Australia and the UK

Redcar and Cleveland Council

Dumfries and Galloway

City of Glasgow Council

City of Edinburgh

Enable Scotland

Borders Council

Department of Education Western Australia

Kenwick School

Sir David Brand School

Metropolitan and Country Services LAC

Warnbro Community High School Education Support Centre

Newcastle City Council

Perth Home Care Services

Disability Services Commission Western Australia – Metropolitan and
Country Services

House With No Steps, NSW

Holland Street School, Geraldton