

# Office of Health & Community Complaints Commissioner

日本弁護士連合会  
第58回人権擁護大会シン  
ポジウム第2分科会  
資料2-01



## **FINAL WORKSHOP for Trainee Facilitators of the SA Training Model of Supported Decision Making**

May 2016

Cher Nicholson

Supported Decision Making Training Officer

# Welcome



## South Australian enactment of:

- United Nations Convention
- Article 12
- Theory to Practise
- SA Model of Supported Decision Making



# Overview of SA Models

- Overview of SA Practise Model of Supported Decision Making
- Overview of the SA Training Model of Supported Decision Making
- Supported Decision Making



**At first glance, all is not what it seems!**



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# S.A. Model of Supported Decision Making



- 1.** Training model for Supported Decision making
- 2.** Overview of the practise model
- 3.** Roles & people involved in the practise model

# Community Development Training Model



Builds on the developed SDM model produced by OPA

Components of the SDM Training Model:

- Uses community development principles
- Works with formal and informal networks
- Honours the role of the facilitator
- Within the model, the Decision Makers' network acts as a team for the expressed wishes of the Decision Maker, further enhancing desired outcomes

# Community Development Training Model cont.



- Higher chance of success through working with systems rather than just Decision Maker and Supporter
- Works with the belief that it is possible for systems to change
- Introduce supporters – STAR volunteers (mutual pairing)
- Worker participants/trainees selected from key disability organisations that have previously experienced SDM through clients in OPA trial
- Independently evaluated – realist evaluation (Gill Westhorpe)

# Overview of SDM Facilitation Training August 2014 - June 2015



**Trainer – Cher Nicholson HCSCC**

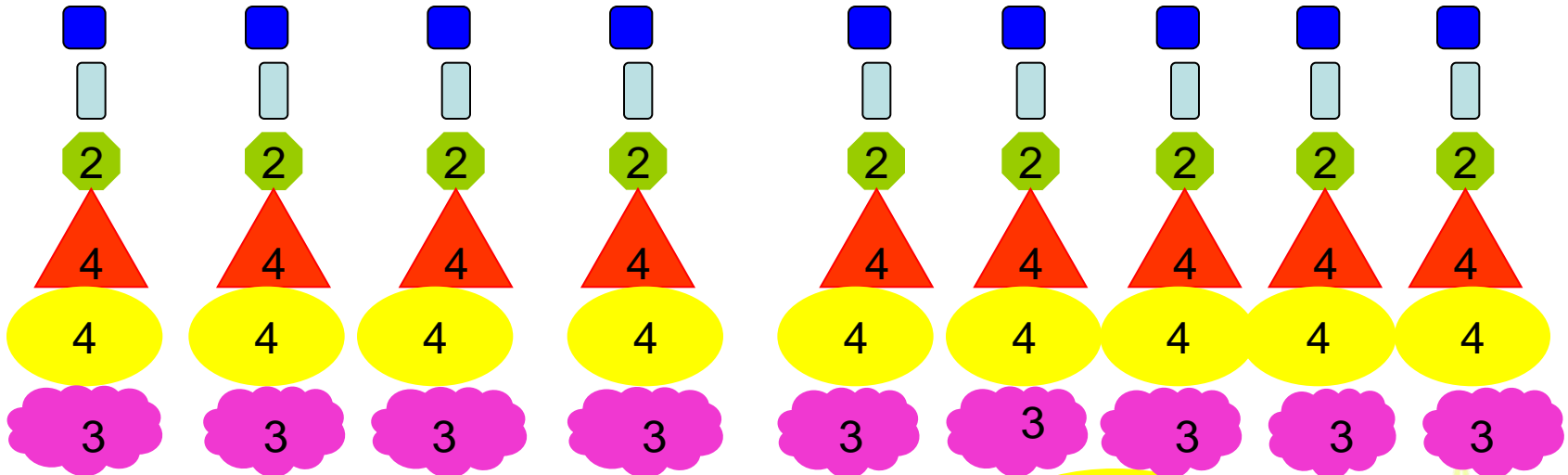
**Organisational Internal Support - 3**

Strathmont - 2  
Deanne & Jack

CARA - 1  
Debbie

**Strathmont - DCSI**

**CARA**



Internal Support 3

Decision  
Makers/  
Clients  
9

Supporters  
18

Informal  
Networks  
36

Service  
Providers  
36

Community  
27

**TOTAL  
139**

Trainer  
1

Trainees  
9



# Aims of the SDM Training program



1. Replicate the S.A. Model of SDM
2. Maintain the integrity of the model
3. Experiential training with coaching & mentoring with own clients in own workplace
4. Setting up the SDM structure – teams to facilitate decisions that will promote community connections that are not dependant on funding or disability specific agencies
5. Explore application of SDM model with other person centred programs
6. Spread the South Australian model of SDM - gain more skilled facilitators in the model
7. Build a Community of Practise with skilled practitioners sharing their knowledge, skills & experiences
8. SDM model invites Services to view client numbers as whole networks rather than individuals with disabilities

# Safety Measures

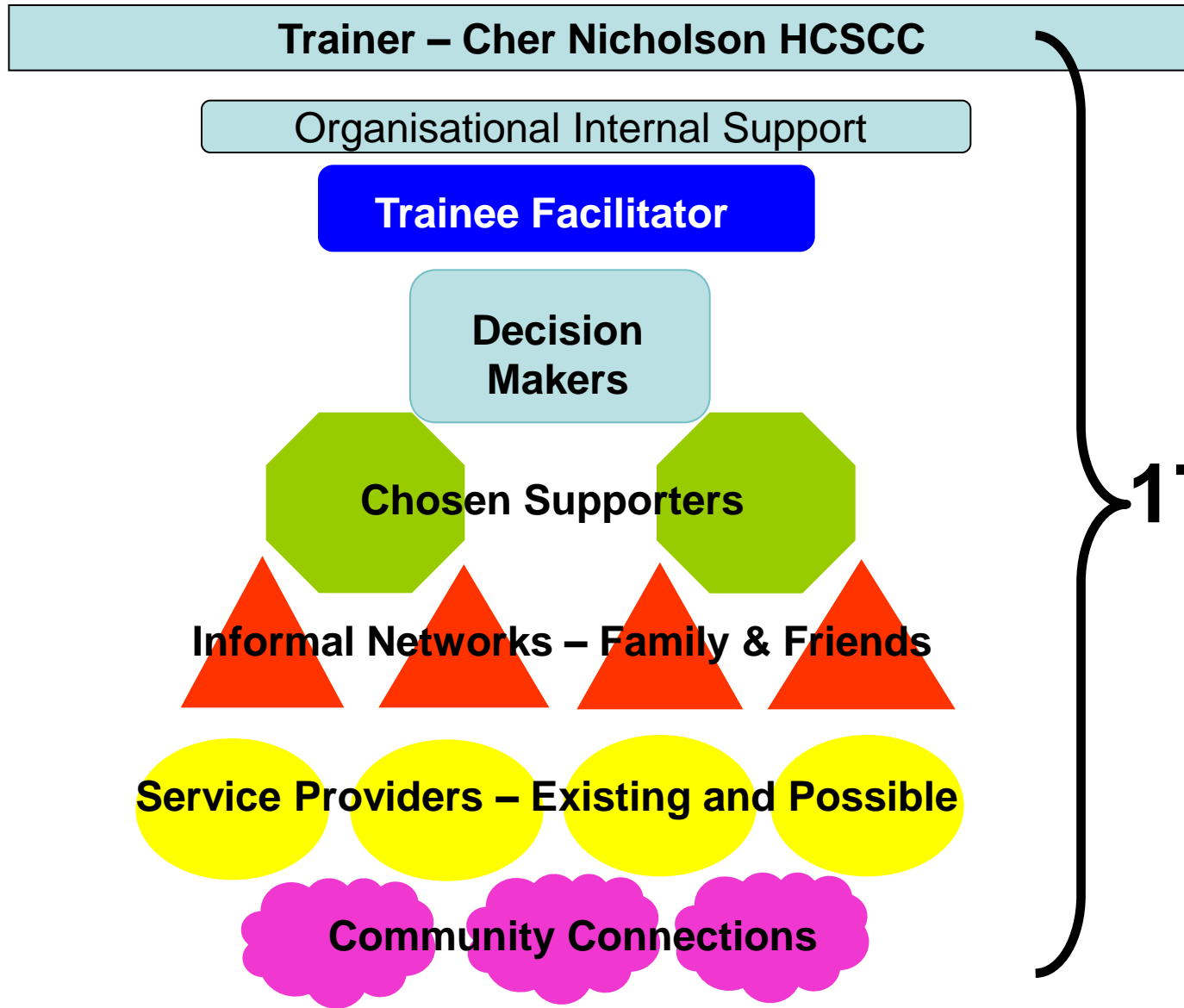
- Training and mentoring by Trainer
- Police Check as warranted
- Supervision discussion
- Clarity of roles
- Regular review by Facilitator
- Managing Conflict
- Involving Decision Makers networks
- Maintaining and enhancing relationships
- Connecting to Services and Local Community
- Adherence to service providers policies and procedures



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# S.A Practise model of Supported Decision Making - Putting theory to Practise.



**Numerous connections occur outside the SDM structure**

# Phases of the SA SDM Model



- Recruitment of Decision Maker and Supporters
- Agreement and Commitment
- Establishing the team
- Exit strategies and sustainability

# Key Principals of the S.A. Practise Model of Supported Decision Making



- **Work in Expressed wish/will & preference**
- Ensure that support is of their choosing and is delivered as PWD finds meaningful. Freedom to not have support or to cease the existing support arrangement.
- That SDM practise looks at the meaning of PWD's story/decisions rather than get caught in the story details that are unable to be changed
- The practise concentrates on team efforts rather than working in silo's or on the ability of the PWD
- Measures success in a different way – has the support, response to the decisions, and has the same opportunities as others in the community – Article 16 equal opportunity.
- Dignity of Risk is upheld

# Key Principles of SDM (cont.)

- SDM comes from a position of PWD having Capacity.
- SDM Supports, not Rescues
- SDM offers liberation outside service provision
- Every adult has the right to make decisions that effects their lives and for them to be respected
- SDM should reflect the intension of UNCRPD and Article 12.
- PWD should have the right to safety and freedom of abuse (Article 6) in decision making.

# People & Roles within the model

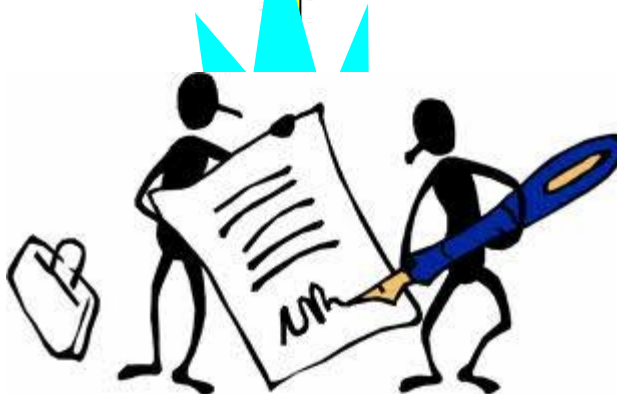


Internal  
Organisational  
Support

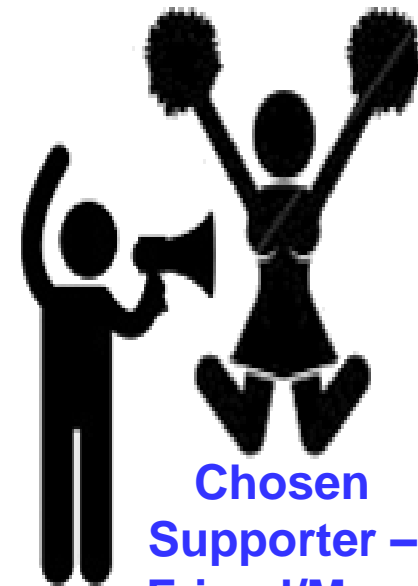


Facilitator

Decision Maker



AGREEMENT/  
COMMITMENT



Chosen  
Supporter –  
Friend/Mum

Gathering the team for community connection specific to  
the Decision Makers decisions



Service



Providers



# People & Roles within the model



- Trainer
  - Organisational Internal Support
  - Trainee Facilitator
  - Decision Maker
  - Supporter/s – chosen/unpaid
  - Agreement/Commitment (What people are involved)
- 

Gathering the team

Informal networks - Family/Friends/Work mates

Formal networks - Service providers (current or potential)

COMMUNITY CONNECTIONS



# Trainer role - Cher Nicholson



- Uphold the memorandum of understanding
- Key role is to maintain the integrity of the SA model of SDM
- Train & mentor/coach all trainee's
- Oversee the Community of Practise
- Oversee the use of peer consultants/educators
- Write and design all written materials for the SA model of SDM
- Be involved with all formal education re the SDM model
- Design and deliver the initial intensive training for trainee facilitators
- Involvement in all the SDM teams, demonstrate and influence trainee skill development
- Aid in building & maintenance of all relationships within the HCSCC training model and practise
- Influence the building of pathways with other existing programs & practises

# Organisational Internal Support

This role within CARA:

Debbie Knowles



These roles within STRATHMONT:

Deanne Bain

Jack Chakkaravardha

# The Organisational Internal Support Role



- Support trainer by utilizing their previous experiences of SDM practises
- Maintaining the integrity of the model - becoming custodians of the SA model of SDM
- Liaison with other staff within their organisation, be the link between each organisational area
- Bring to the trainers attention issues of concern or celebration
- Give time and attention to individual trainees needs - motivate, discuss triumphs & challenges.
- Assisting practically with the needs of the trainee facilitators – distribute and provide access to information that each individual trainee facilitator may need

# The Organisational Internal Support Role (Cont.)



- This role will draw on the strengths of the trainee facilitators. The Internal Organisational Support person will develop and further any areas identified by the trainees.
- This role will require support to be delivered in the same way that the model demands of supporters in the SDM model.
- Support will be offered for visits, phone calls and approaching community connections to co-opt relationships

# The Trainee Facilitators Role

- Pivotal to the outcomes of the SA Model of SDM
- See memorandum document for expectations of role.
- Outcomes for SDM is dependant on the skills, experience and knowledge of the trainee and their willingness to apply themselves to further the expressed wishes and will and preference of the decision maker
- Consultation with trainer re timelines and phases of the SDM Model
- Responsible for alerting trainer to enquiries, or when difficulties arise
- Advice trainer if more information or further skill development is needed for any of the parties

# The Trainee Facilitators Role

- Sets up the framework and process
- Builds and maintains relationships
- To be aware of all decisions made and how support is provided
- To provide assistance to the decision maker and supporter in undertaking the SDM process.
- To act as a resource for the other parties when a matter is difficult to resolve
- To take necessary action with consultation if the facilitator believes that the supported decision making agreement has broken down

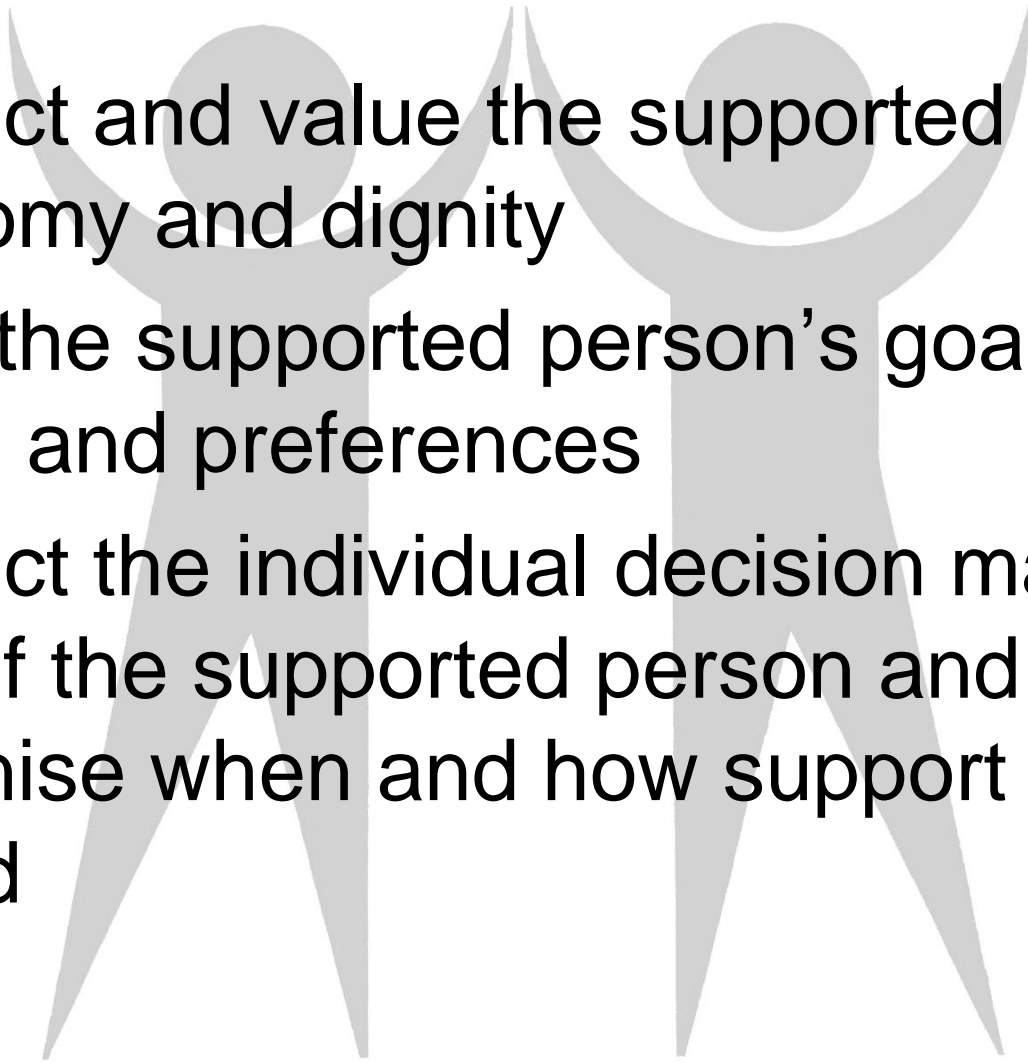
# The Decision Maker (person with disability) Role

A supported person will need to be able:

- To express a wish to receive support
- To form a trusting relationship with another person/s (supporter)
- To indicate what decisions they may need support for
- To indicate who they wish to receive support from for which decision
- To express a wish to end support if that time comes
- To be aware that the decision they are making is their responsibility. The final decision is theirs, not their supporter or any one else's.
- Must agree to use the model before action is taken on their decision

# The Supporter/s Role

- Respect and value the supported person's autonomy and dignity
- Know the supported person's goals, values and preferences
- Respect the individual decision making style of the supported person and recognise when and how support may be offered





## The Supporter/s Role (cont.)

- To form a trusting relationship with the supported person
- Be willing in the role of supporter, to fulfil their duty to the supported person, and not use this role as a way of advancing their own interests or any other person's interests
- To be able to spend as much time as is required to support a person to make each decision

## The Supporter/s Role (cont.)

- To explain the pros and cons of the decision
- To aid in access of information to make decisions in a format that the Decision Maker can understand
- To help the Decision Maker express their wishes
- To assist the Decision Maker to access resources within the community

## The Supporter/s Role (cont.)

- To understand that the Decision Maker makes the final decision
- Acknowledges when they are interacting in best interest rather than the Decision Makers expressed wish
- Seeks guidance from Trainee Facilitator Trainer when they require extra assistance in their role

# Introduce Supporters



- STAR volunteers will be utilised for Decision Makers that have no identifiable or desired supporters
- STAR volunteers will remain connected to STAR, as well as the facilitator
- These volunteers have completed a police check and are undertaking ongoing training appropriate for their volunteer role
- The contract will be between the Decision Maker and the Volunteer
- CARA and DCSI may choose to use their own volunteer pool under the same criteria as above

# STAR Volunteers

## Skill Teaching and Resources Inc. (STAR)



- STAR is a not for profit community organisation that provides a teaching service for adults with disabilities who wish to live in their own home and require assistance to do this successfully
- The STAR Volunteer programme aims to link people with disabilities with a volunteer for social support and offers opportunities for all, regardless of ability to volunteer in the community.
- STAR is committed to providing quality teaching, support, advocacy and volunteer services to our clients and to continue to do so we require appropriately skilled and motivated staff/volunteers
- Previous experiences of SDM with OPA trial

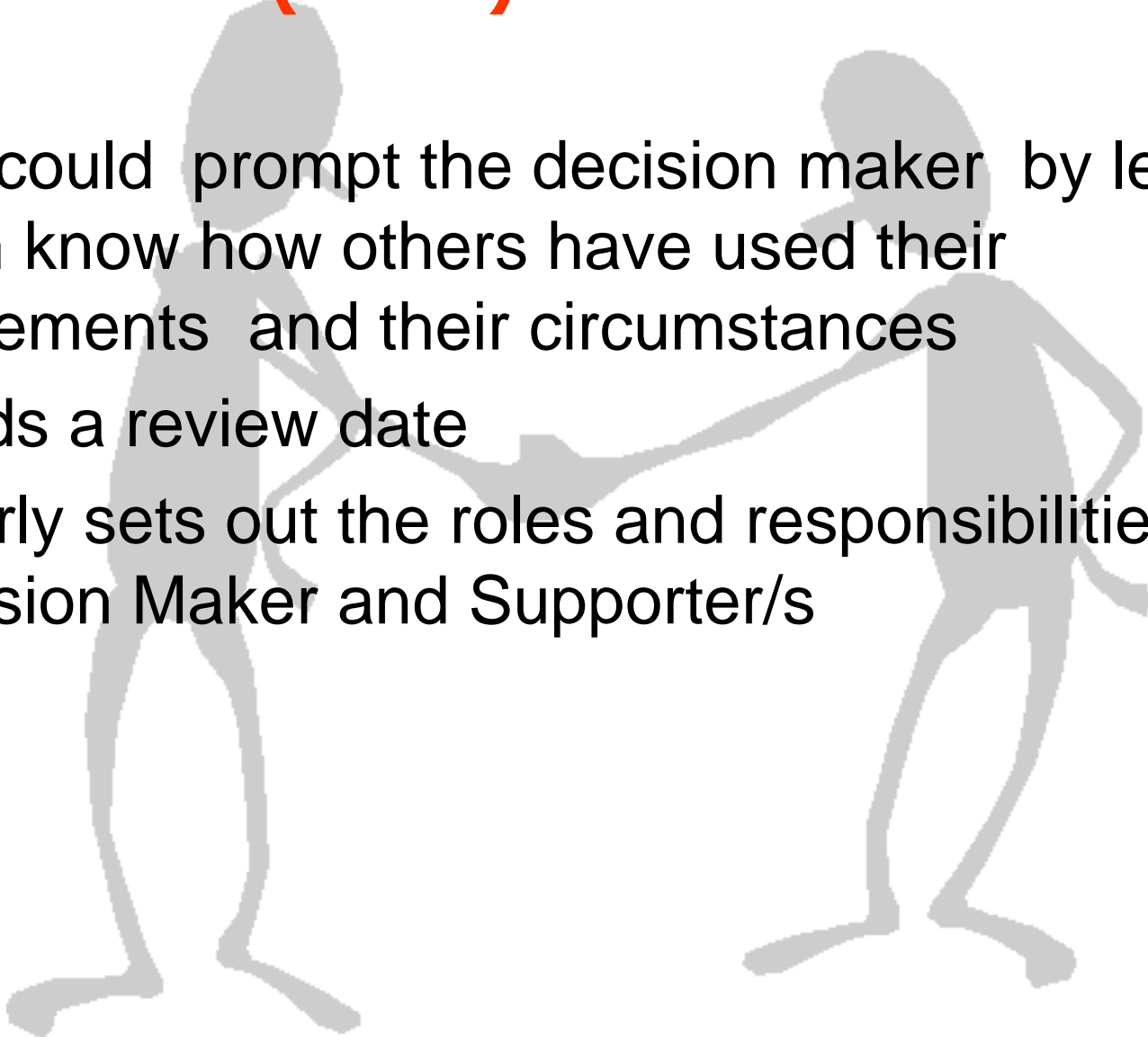
# Agreements

Occurs once all roles & responsibilities are defined

- The document itself - needs deliberate wording
- Consent / Agreement by all parties
- Non-Statutory agreement (Informal Contract)
- People can specifically add what they want to make decisions about
- Decision Maker can add whatever kind of support they specifically want and how they want it delivered
- Each organisation can choose to add their logo and endorsement

## Agreements (cont.)

- You could prompt the decision maker by letting them know how others have used their agreements and their circumstances
- Needs a review date
- Clearly sets out the roles and responsibilities of Decision Maker and Supporter/s

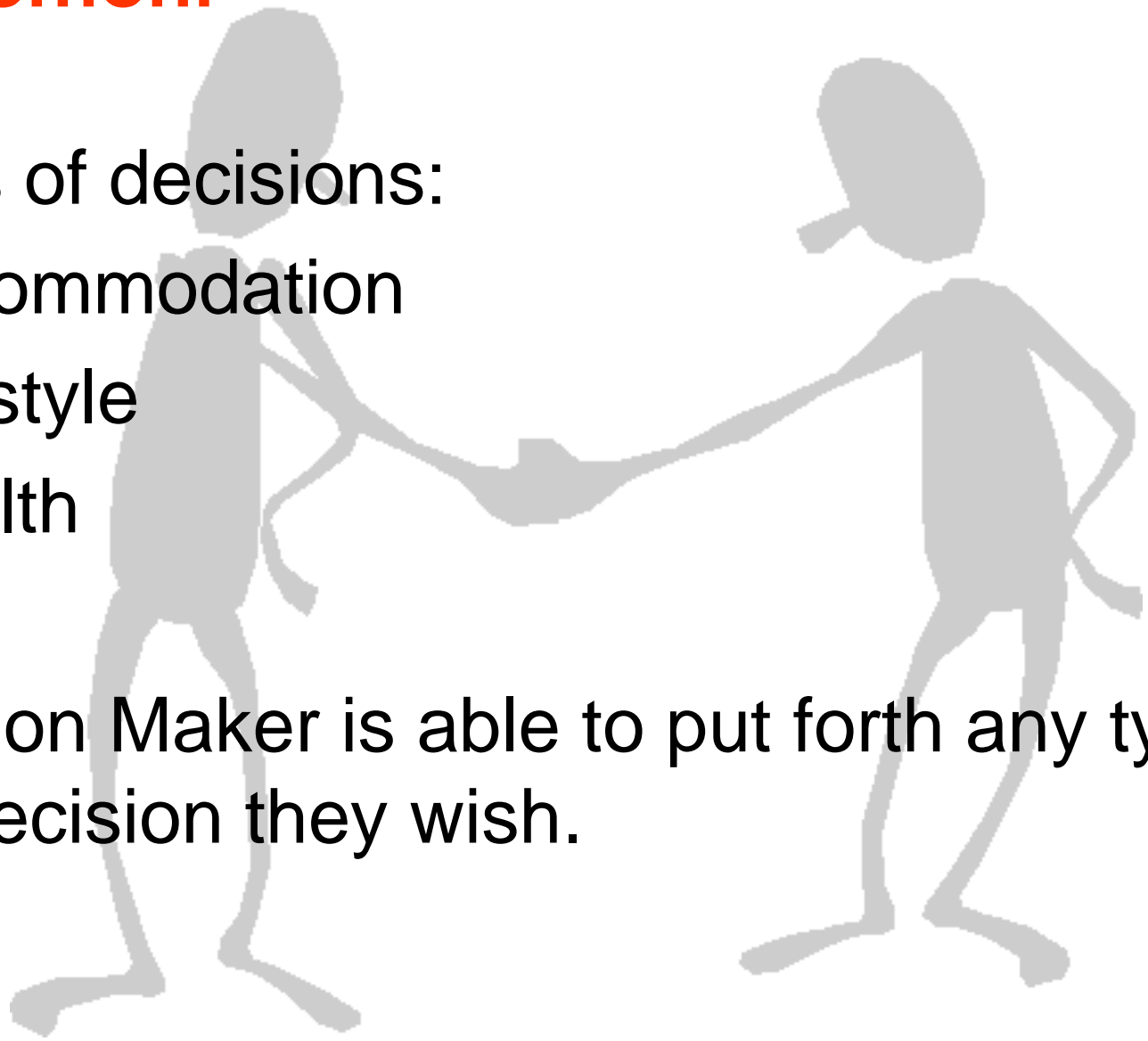


# Agreement

Types of decisions:

- Accommodation
- Lifestyle
- Health

Decision Maker is able to put forth any type of decision they wish.







# Gathering the team

