

HCSCC RESPONSES TO RECOMMENDATIONS IN THE HCSCC SUPPORTED DECISION MAKING, INTERIM EVALUATION REPORT, AUGUST 2014 BY DR GILLIAN WESTHORP.

HCSCC general response to the recommendations

HCSCC welcomes the recommendations as they independently validate our internal assessments of the August 2013 to May 2014 phase of the Supported Decision Making (SDM) project. HCSCC had already planned and acted on a number of the issues in the recommendations as is demonstrated below.

HCSCC notes and agrees with the evaluator's following comment:

'While these recommendations are intended to be addressed in the next iteration of the program, other considerations are also necessary for the longer term.'

Recommendation 1

That participatory processes be used to develop resource materials that differentiate between SDM and other models of person-centred planning and person-centred decision-making. The resource materials should acknowledge the variety of models already in use and the differences in the balance between expressed wish and best interests decision-making across agencies.

HCSCC response: in the next phase of the project HCSCC will extend exploration of how the HCSCC SDM model fits with person centred planning and person centred decision making models and concepts. This will include development of resource materials and discussions during training and mentoring sessions.

Recommendation 2

That the program recognises the need for and value of tailoring promotion and recruitment processes to individual agencies. Principles for recruitment rather than methods of recruitment should be emphasised within materials and in training and support.

HCSCC response: in August 2014 HCSCC completed recruitment processes with the two agencies participating in the next stage of the project. This included developing and signing off on a memorandum of understanding with each agency and with each trainee facilitator. Promotional material to recruit within each agency provided information about the HCSCC SDM model and principles to select staff.

Recommendation 3

That clear eligibility criteria for the program be developed and documented. Written criteria should be available to agencies, facilitators, families/supporters and decision-makers. The eligibility criteria should include the program being voluntary (that is, 'opting in' should be one of the criteria).

HCSCC response: HCSCC has drafted documents as outlined above to present to and/or discuss with various participants.

Recommendation 4

That processes for selection of decision-makers should be documented and should be available to all parties.

HCSCC response: HCSCC has drafted the selection process to present to and/or discuss with decision makers.

Recommendation 5

That the program model be described as comprising multiple phases, including recruitment and selection, implementation and 'winding up'.

HCSCC response: HCSCC has developed the next stage of the SDM project to include the following phases:

1. Recruitment of trainee facilitators
2. Recruitment of Decision Makers and choosing supporters
3. Commitment and Agreement
4. Establishing, building and co-opting a support team with informal and formal networks
5. Exit strategy & sustainability

Recommendation 6

That a range of alternatives to full 'team meetings' be explored and developed, to ensure that the forward momentum of agreements is maintained.

HCSCC response: HCSCC will make more transparent that there will be the option to continue with the SDM agreement process if everyone is not able to participate in meetings.

Recommendation 7

That the program recognises that the capacities of supporters will vary and that trainee facilitators be supported to negotiate the boundaries of supporter and facilitator roles as required.

HCSCC response: HCSCC will make more transparent the need for trainee facilitators' roles to take into account the availability and capacity of supporters to be involved.

Recommendation 8

That the development of resource materials be a priority for the next phase of the program. Separate resources may be required for facilitators, program managers, decision-makers, and supporters.

HCSCC response: HCSCC has drafted a range of resource materials as outline above.

Recommendation 9

That all trainee facilitators in the next round be required to keep timesheets recording tasks undertaken and time required for the SDM program. That these time records be collected and analysed to inform refinements to the model to improve efficiency.

HCSCC response: HCSCC has drafted a timesheet for trainee facilitators to use as described above.

Recommendation 10

That consideration be given to structuring the training program to allow greater extension of skills for experienced workers.

HCSCC response: HCSCC has reviewed the training program and incorporated different learning experiences. HCSCC will implement an internal review and evaluation process to capture trainee facilitator views at the end of each day's training to understand if participants' needs are being met.

Recommendation 11

That the processes used for mentoring of trainees be reviewed with a view to establishing a more sustainable model, with greater flexibility for negotiating mentoring strategies in response to the needs of individual trainees.

HCSCC response: HCSCC will refine the mentoring process to address the above recommendation.

Recommendation 12

That a managers' training workshop be developed, providing greater depth of understanding than existing information sessions.

HCSCC response: This had been scheduled to occur within one week of the trainee facilitators completing the six day training course. Another session will be offered mid-way through the project.