

# **A person centred approach: Servicing the CALD community**

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## LIVING LIFE MY WAY: Framework: Transitioning NSW to the National Disability Insurance Scheme Choice, flexibility and control

- There will be expanded opportunities for people to exercise choice, flexibility and control over their supports, to build the skills necessary to plan and negotiate how their supports are delivered, and to use and manage their supports through individualised funding arrangements as we transition to the National Disability Insurance Scheme.
- Individualized funding arrangements

# The background

## **My Choice Matters, the NSW Consumer Development Fund, is supporting initiatives that will:**

- raise awareness of opportunities to enable people with disability realise their goals and participate in their communities
- build the skills and confidence of individuals and their families to strengthen partnerships and networks
- enhance the practical capabilities of people with disability, their families and carers to use and benefit from individualised funding arrangements
- include strategies for reaching Aboriginal and culturally and linguistically diverse communities

- The service system will require significant reform during transition to the NDIS to ensure that people can access the supports they need and exercise meaningful choice and control.
- Alongside the move to individual funding arrangements and self-directed supports, there will be a significant expansion in the number of people receiving support in NSW. With full implementation of the NDIS from July 2018 it is anticipated that around 140,000 people will be receiving support. To meet demand, the workforce will potentially need to double.
- In response, service providers will need systems that identify and respond to changing client demands, enable service flexibility, account for individuals' funding, and link to community and mainstream supports.

## **Disability service providers**

## Significant and positive changes to the lives of people with a disability are more likely to come about when:

- Specialist disability services are willing to review their own practices and focus on the future, not the past: Offering beyond current practices and tailoring supports to meet the needs of individuals, instead of fitting the person into what they have done in the past.
- There is strong leadership driving the service to change its values and the way it thinks about bringing individuals and families to the centre of decision making about their own lives and futures.
- There is knowledge and information available about person centred approaches. This ensures that there is not just a superficial adoption of person centred approaches but provides everyone in the organisation with the skills needed to change the way they have traditionally responded to people with a disability.
- There is a genuine partnership with people with a disability and families. The service encourages individuals and/or families to own their futures and goals and the service works to make sure that the person's plans for their future are translated into action.
- There is a commitment to change the ways that funding is used, to seek different forms of funding that provide greater opportunity to implement person centred approaches, and to work to transform block funding into flexible individualised funding.

# What does it take?

The term “person-centred approach” is best explained by looking at what it means for both people living with a disability and what it means for the organisations providing services to them and their families.

**Person-centred approaches give people with a disability:**

- valued roles
- participation and belonging in the community
- freely given relationships
- greater authority over decisions about the way they live
- genuine partnership between the service, themselves and/or their family and allies
- individualised and personalised support arrangements.

**Person-centred approaches require that organisations:**

- have a committed leadership that actively instils the vision of a person-centred approach at all levels
- have a culture that is open to continual learning about how to implement a person-centred approach
- consciously hold positive beliefs about people with a disability and their potential
- develop equal and ethical partnerships with people with a disability and their families
- work with people to individually meet each person’s needs so that they can be in valued roles in valued settings
- develop appropriate organisational structures and processes

# What is a person centred Approach?

# CALD communities and a person centred approach: Issues

## What works

- Considering whether a person will have needs relating to their disability e.g. mobility if they have cerebral palsy.
- Considering whether a person might have needs stemming from past experiences, e.g. a need for acceptance stemming from past rejection, language barriers, racism and stereotypes
- Considering whether a person has needs arising from their vulnerabilities, for example vulnerable to abuse, rejection, isolation, refugee experiences, trauma, stigma.
- Considering whether a person has needs arising from their cultural or linguistic background.
- Making sure the person and their friends and family are central to identifying needs.
- Focusing on the future e.g. identifying that a person will need to cook in their own home.

## What does not work

- Thinking about the person mainly in terms of what they cannot do. Listing the deficits e.g. inability to read, walk or eat independently.
- Accepting that the person has identified all their needs. They may define their wants but be unable to articulate fundamental needs.
- Focusing on the present e.g. identifying that a person "must learn to cook".

- How can you discover the barriers affecting a person's ability to control their own life?
- How can you learn about their past experiences and the effect of such experiences on the way they express their needs?
- What weight should you give to cultural differences which could affect how a person might like to control their life?
- What cultural barriers may your service need to overcome to provide an inclusive a culturally sensitive service?
- How can you ensure that you focus on the person, listen carefully to them and assist them to make decisions which will bring them positive roles in the community?
- To what extent do you involve family, friends and others close to the person in decision-making?

## **Questions for reflection**