



# **Building Capacity for Family Carers in Self Management**

Carers Victoria

# Population

Australia – 23.6 million

Victoria – 5.88million

# Caring

# Population

Australia – 2.86 million

Victoria – 770,000



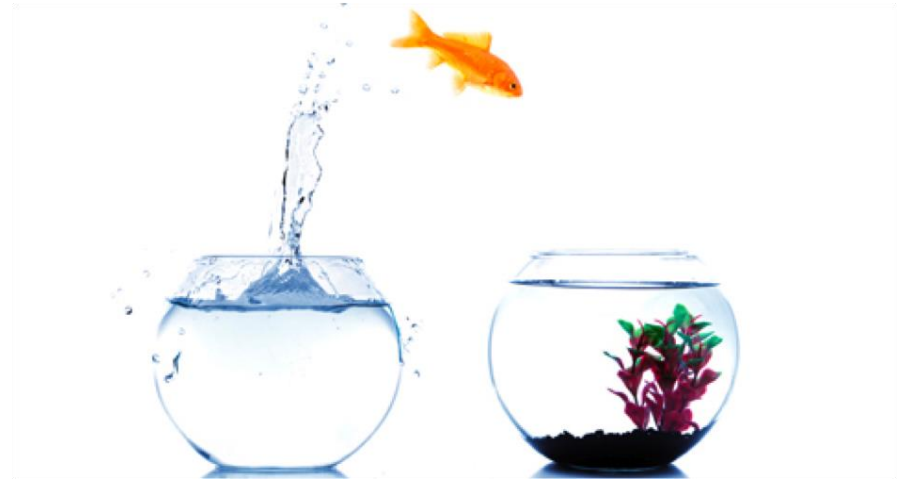
**More than 1 in 8  
Australians is in a  
caring role**

# Aged Care

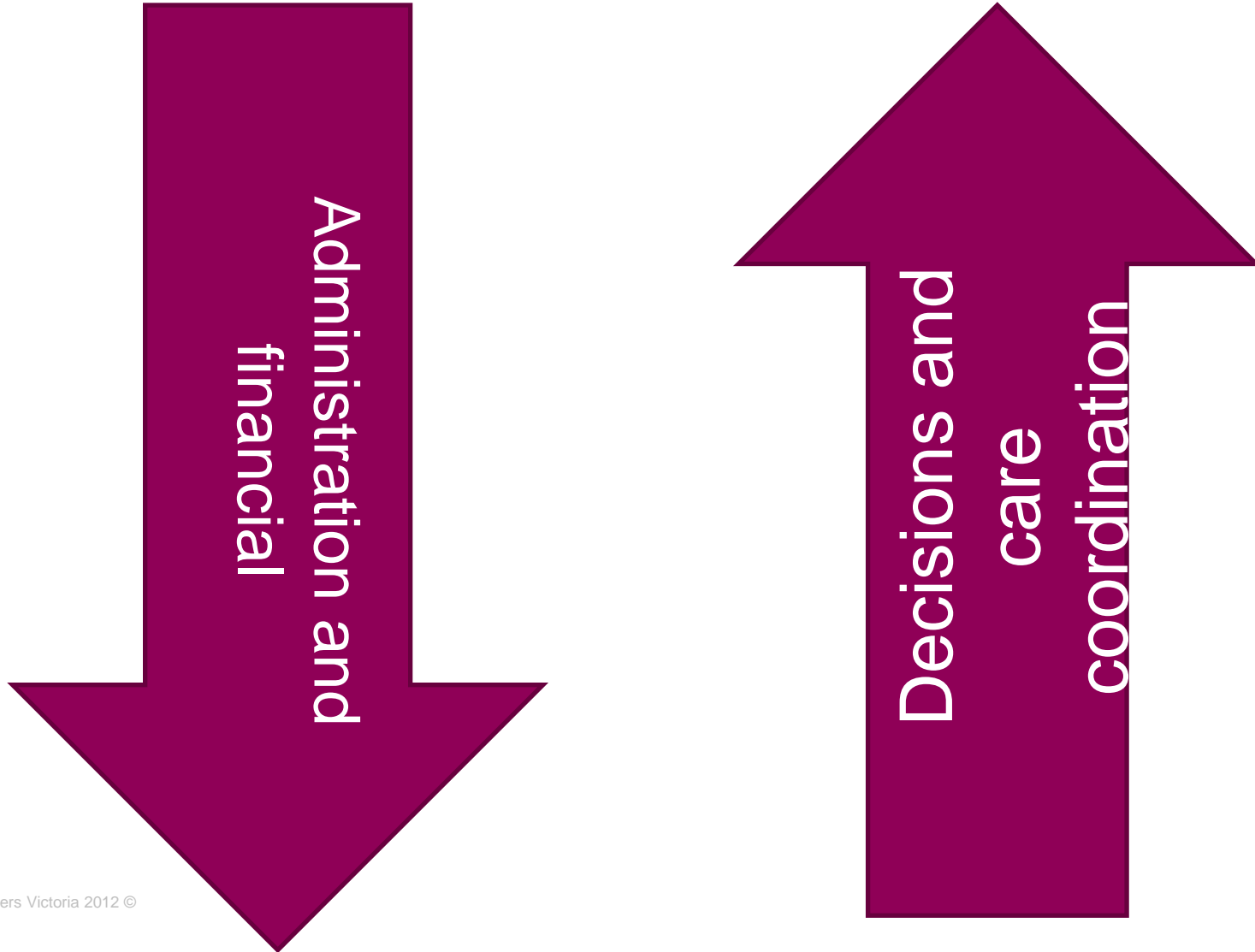
# Consumer Directed Care

# Disability Care

# National Disability Insurance Scheme



# What did carers want to be able to control?



CONFIDENT  
CONNECTED

*Carers*

Is your family  
involved in the  
NDIS?

We can help you  
build skills

CONFIDENT CONNECTED CARERS ARE FREE INTERACTIVE  
WORKSHOPS FOR FAMILIES AND CARERS OF NDIS PARTICIPANTS

- Selecting service providers
- Negotiating an agreement
- Monitoring service provision
- Problem Solving

# Video Monitoring

## **Topic 1 - Managing stress in a Changing Environment**

- identifying stressors related to the caring role
- Understanding of the cumulative effects of stress
- Warning signs and symptoms of stress overload
- Practical strategies to manage stress
- Ways to build self care into daily life to support wellbeing.

## **Topic 2 – Advocating on Behalf of your Family Member**

- What is advocacy and the various forms of advocacy
- Advocacy in the NDIS context
- Key advocacy skills that produce better outcomes
- How to become a confident advocate

## **Topic 3 – Confidently Communicating with Professionals**

- Identification of issues in communicating with service providers
- How to clearly state what they need to support the NDIS plan
- How to tell their story succinctly
- Active listening
- Assertive communication
- How to confidently raise issues and resolve problems with service providers

## **Topic 4 – Introduction to Self Managing a Funding Package**

- Funding options
- What is a self managed package?
- Advantages of self managing
- Things to be aware of when self managing
- Accommodating times of change



## 5 Questions to ask service providers

To compare and choose service providers, you might want to observe whether the service philosophy matches your own, and take your registration and qualifications, services, staff, costs, policies and procedures.

|  |
|--|
| <b>Service Philosophy</b>  |
| <ul style="list-style-type: none"> <li>Do your observations confirm that:             <ul style="list-style-type: none"> <li>Service providers respect the rights of the person with a disability</li> <li>The service provider works with you and your family to develop a plan</li> <li>The service provider keeps you informed about what is happening</li> <li>The service provider communicates with you in a way that you understand</li> <li>The service provider is clear about their aims and goals</li> <li>The service provider's vision and mission is in line with our own beliefs</li> </ul> </li> </ul> |
| <b>Registration, qualifications and training</b>   |
| <ul style="list-style-type: none"> <li>Is the organisation a registered disability support provider with the Department of Human Services and the National Disability Insurance Agency?</li> <li>What training will the staff support workers receive to support you and your family with physical/personal care, behaviour/other needs?</li> </ul>  |
| <b>Services</b>  |
| <ul style="list-style-type: none"> <li>Can the service provider do what we want them to do?</li> <li>How much choice will we have in the provision of services and supports?</li> <li>Is there a minimum number of hours/units per week/shift?</li> <li>Is there any flexibility in the program if the person receiving care does not want to participate in their activities?</li> </ul>  |
| <b>Care</b>  |
| <ul style="list-style-type: none"> <li>What are the care involved?</li> <li>Are your care the same as the NDIS funded care?</li> <li>Are there any care not included?</li> <li>Are there penalties for weekend and evening shifts?</li> <li>Compare the care involved with other providers</li> </ul>  |
| <b>Support workers</b>   |
| <ul style="list-style-type: none"> <li>Can we choose or be involved in recruiting our support worker?</li> <li>What happens if the person receiving care does not get along with the support worker?</li> <li>Can we choose a voluntary support worker?</li> </ul>   |
| <b>Policies and procedures</b>   |
| <ul style="list-style-type: none"> <li>Do you have Policies and Procedures written in plain easy English?</li> <li>What are your grievance or complaint procedures?</li> <li>What are the notification periods if we want to stop services?</li> </ul>   |

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## 6 Negotiating with a Service Provider

Negotiating is the process of talking with another person to come to an agreed matter. Negotiation usually occurs when there is more than one possible solution to the needs of all. We negotiate with others every day. We negotiate to access services, our services and ourselves.

When accessing a new service provider we need to negotiate and come to an agreed solution such as frequency of the service, the location of the service, and make communication.

### Negotiating skills

**Preparation** – before you can negotiate you need to have an idea of what you want, you want to achieve, an idea of alternatives, and to what extent you are committed. It is also important to know what has been negotiated in the past, the time for future outcomes.

**Active listening** – to negotiate is to read the body language of the other person and understanding the verbal communication.

**Emotional control** – to negotiate is to keep emotions in check during negotiations.

**Verbal communication** – to negotiate is to communicate effectively and clearly in most situations.

**Teamwork** – to negotiate is to work effectively as a team.

**Problem solving** – to negotiate is to seek a variety of solutions to a problem.

**Decision making ability** – knowing when to communicate and negotiate down or keep negotiating a solution.

### Agreements

Agreements can vary but a good agreement will clearly identify:

- The services or services that will be provided, by whom, when and how
- The duration of services to be provided
- Cost of the services
- The rights and responsibilities of both parties
- When and how an agreement will be reviewed
- A procedure to make any grievances or concerns and cost effective
- A clear understanding of what needs to end the agreement
- The resolution of confidential information
- Any special arrangements

The agreement should be written in a manner that is understandable by both parties.

## Where's the problem?

| Where is the problem?  | What can I do about it?  |
|--|--|
| <b>Is it time?</b>   |  |
| <p><b>eg.</b></p> <ul style="list-style-type: none"> <li>Am I giving mixed messages?</li> <li>Have I understood the meaning of 'choice and control' and 'reasonable and necessary'?</li> <li>Have my goals changed?</li> </ul>   | <p><b>eg.</b></p> <ul style="list-style-type: none"> <li>Check the messages I am giving out:             <ul style="list-style-type: none"> <li>Am I clearly saying what I need?</li> <li>Am I saying them at the right time?</li> <li>Am I saying them at the right time?</li> <li>Am I using language and concepts with the system?</li> </ul> </li> <li>Discuss new goals and how to review the plan with my local Area Coordinator.</li> </ul> |
| <b>Is it the service/plan?</b>   |  |
| <p><b>eg.</b></p> <ul style="list-style-type: none"> <li>Does what is being delivered fall in line with the service agreement?</li> </ul>  | <p><b>eg.</b></p> <ul style="list-style-type: none"> <li>Is the service meeting us to address a failure of service?</li> </ul>   |
| <b>Is it the interaction between me and the service/plan?</b>  |  |
| <p><b>eg.</b></p> <ul style="list-style-type: none"> <li>Who is involved? Does it involve someone who has another professional role?</li> <li>Is there an unmet need between what's needed and the service agreement?</li> </ul> | <p><b>eg.</b></p> <ul style="list-style-type: none"> <li>Is the service meeting us to address communication or other issues?</li> <li>Discuss gaps in plan and how to meet them with my local Area Coordinator.</li> </ul>   |

# What is important to carers?

- Being the best they can be in supporting the person they care for
- Getting the support, advice and information they need
- To be acknowledged as a critical part of the planning process for the person they support for
- That self direction doesn't mean more work, pressure and stress



# Thank you

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