

Welcome
to **Cara**

Making Active Support sustainable at Cara

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**Community
Accommodation
& Respite Agency**

Cara

- **Is one of the South Australia's leading providers of accommodation and respite services**
- **We support over 500 children and adults, operating across metropolitan and regional sites in South Australia.**



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What is important?

- Strategic Direction
- Board and Senior Management
- Commitment-long term
- Resources
 - Budget considerations
 - Personnel

Roll out of PCAS

- 2007 start - roll out to 26 Accommodation services
- July 2009 - July 2010 roll out to 9 Respite services
- 306 Staff attended training
- Theory and interactive training



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What is important?

- Continuous
- Collecting Evidence
- Commitment
- Maintenance



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What makes it successful?

- Strong leadership
- Ongoing support to clients and staff by Developmental Educators



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Processes in place

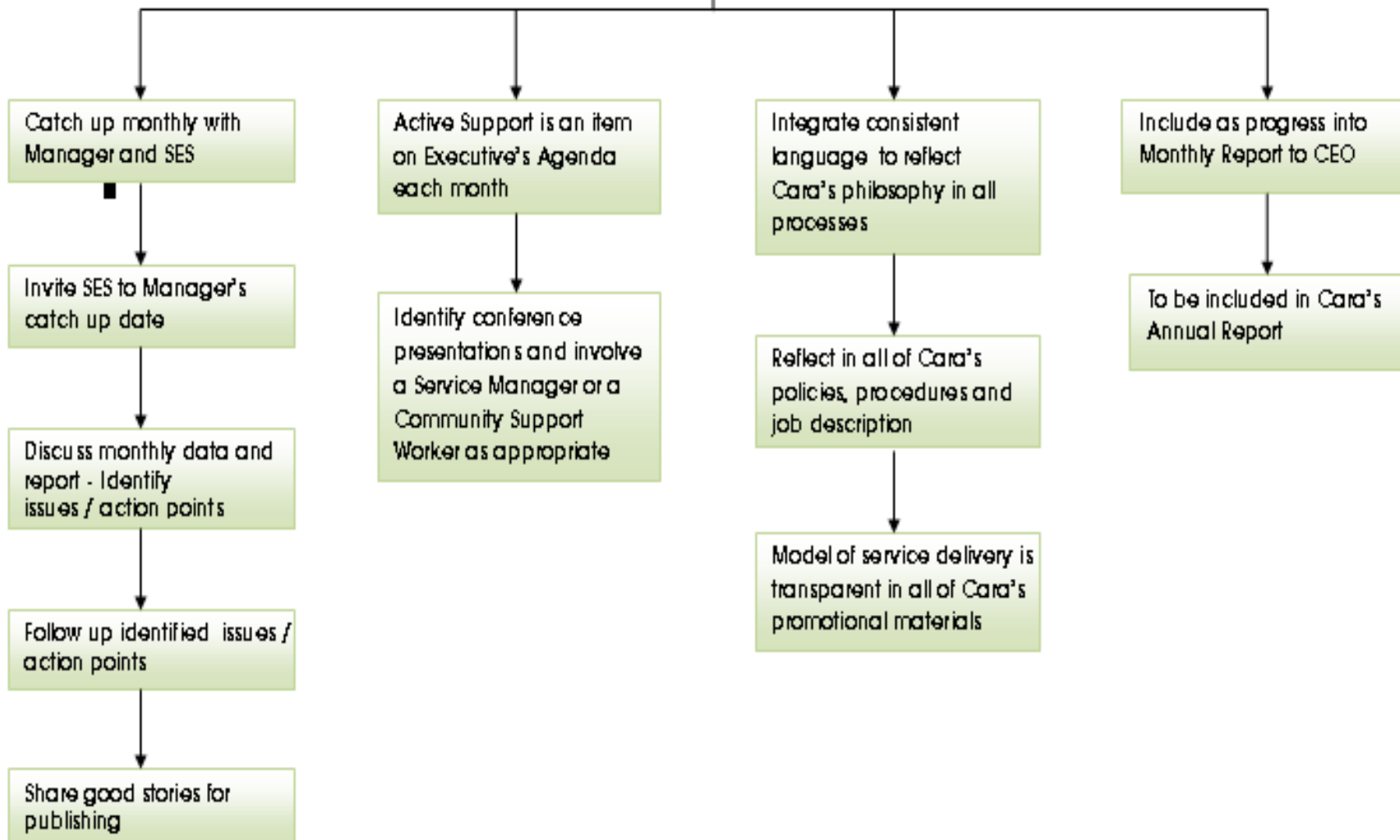
- Organisational Flowchart of commitment and responsibilities for each job role
 - Executive, including CEO
 - Managers
 - Community Support Workers
 - Skills Trainers

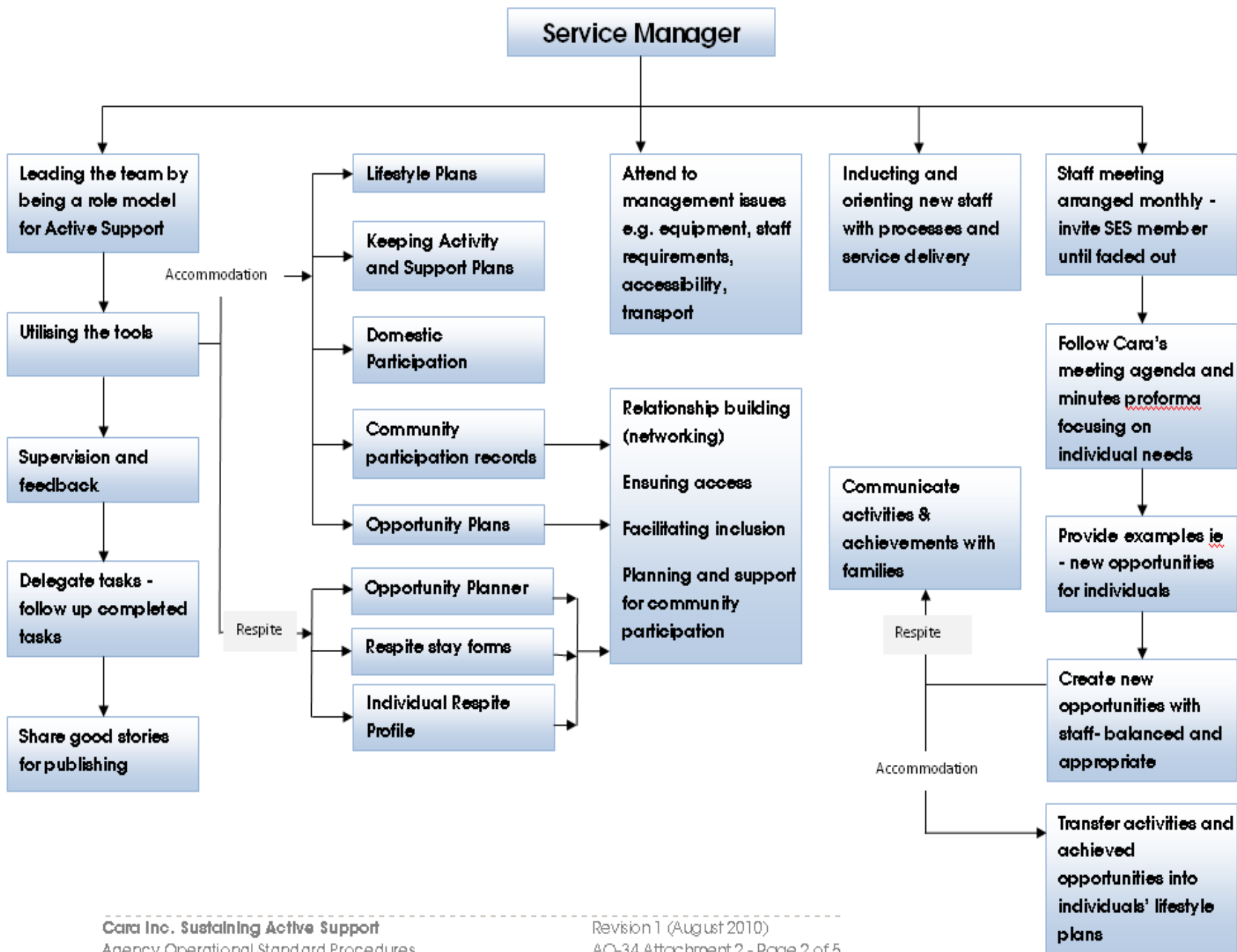


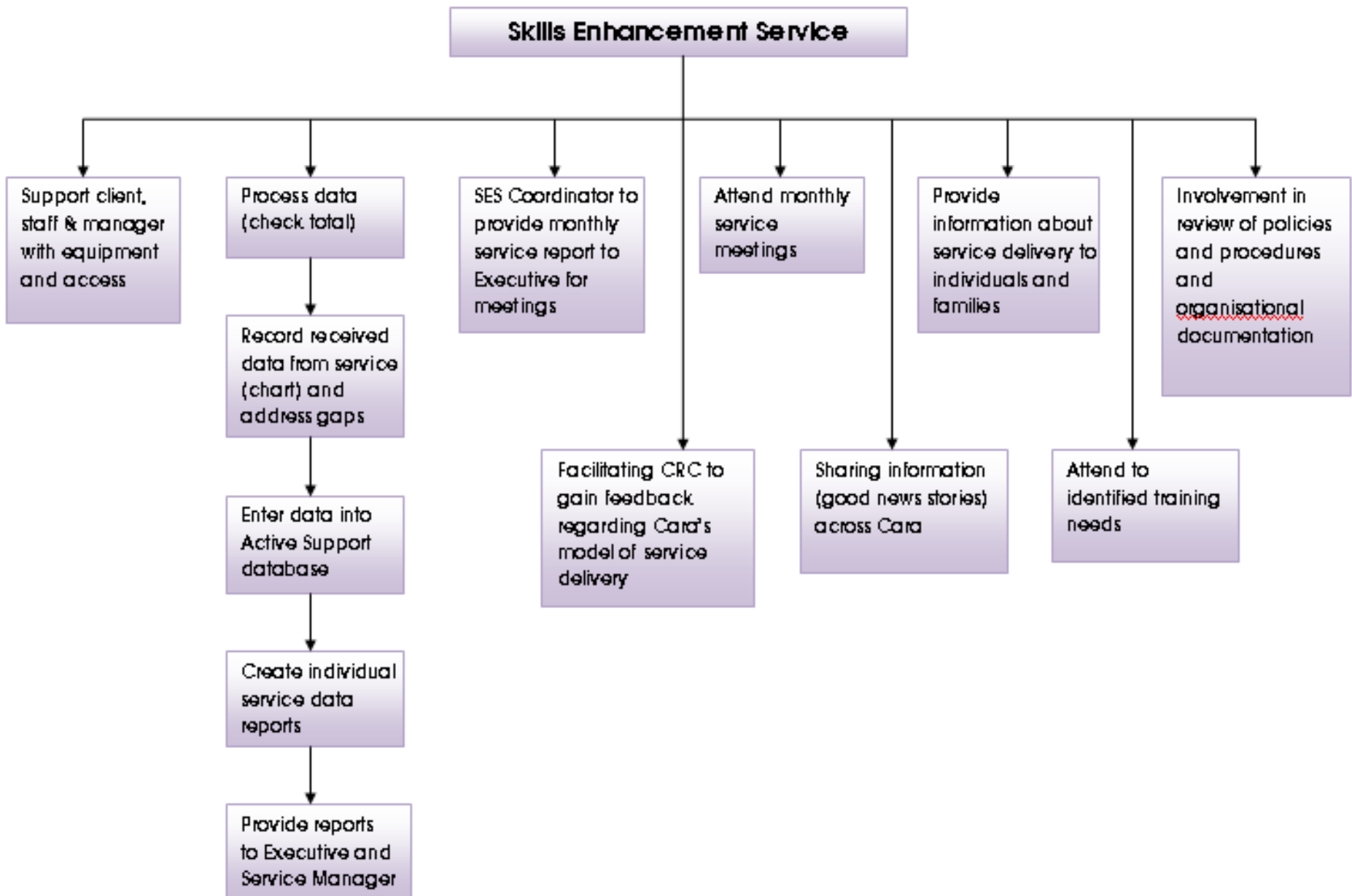
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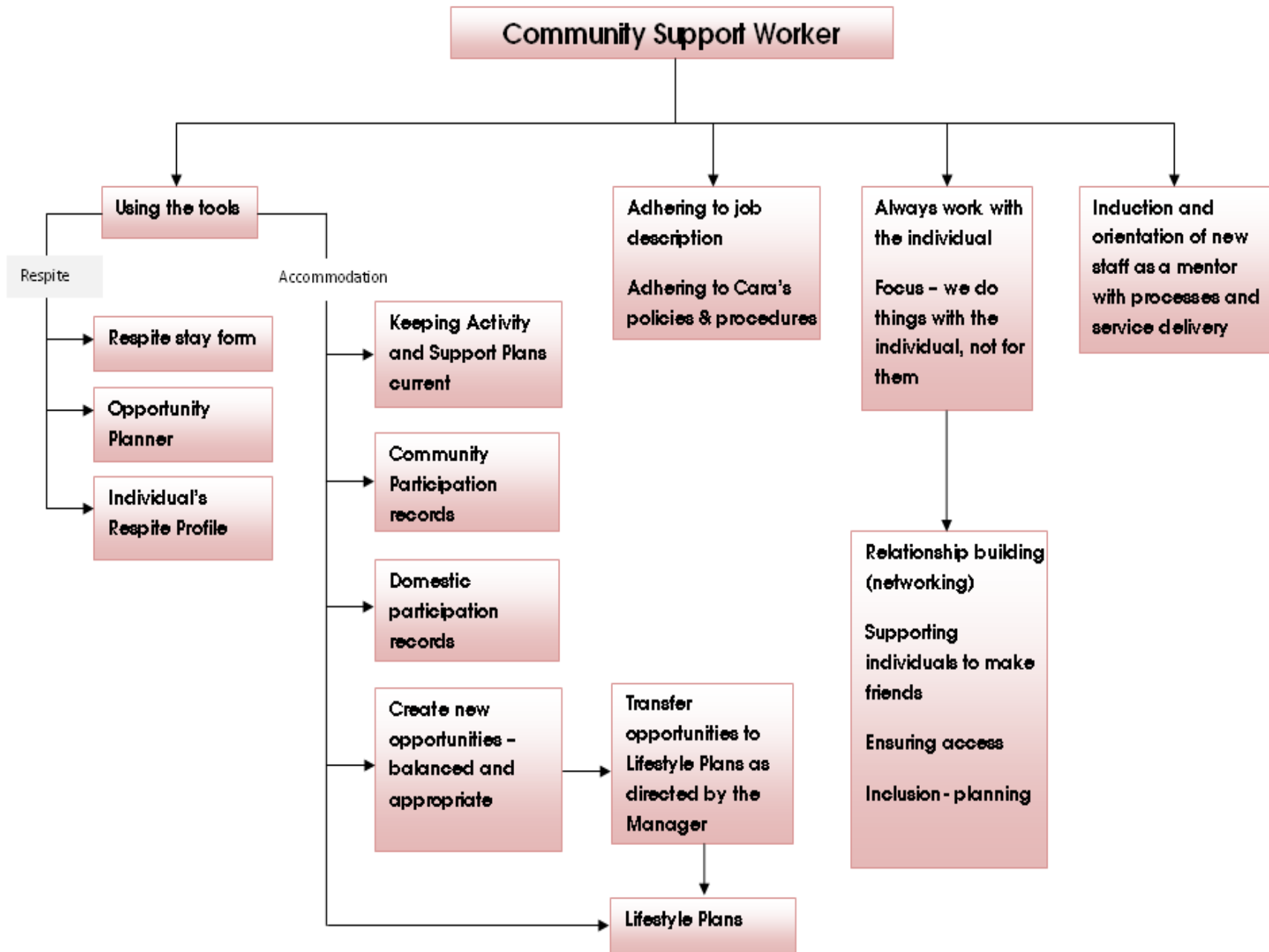
Sustaining Active Support- Executive Manager's Responsibilities

Executive Manager









What else needs to be done?

- Review of:
 - Policies and Procedures
 - Role /Job descriptions
 - Performance Development Plans



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Recruitment

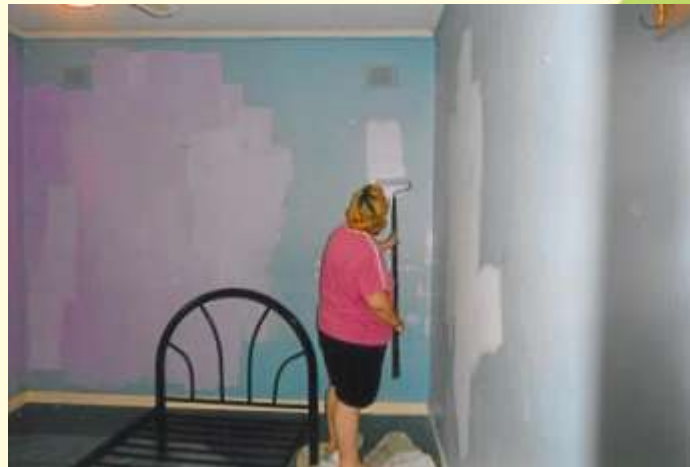
- Position Advertising
- Interview questions
- Induction & Orientation
 - Buddy shifts
 - Managers' checklist
 - Induction online
- New Employees AS Training



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Other training

- Positive Behaviour Support
- Advocacy
- Communication - Augmentative and Alternative
- Volunteer - information session
- Makaton
- Manual Handling



Other training

- Certificate 4 in Frontline Management
- Diploma of Management



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New tools

- Creation of an environmental checklist
- Creation of a staff meeting agenda template



Standard Team Meeting

Service Staff Meeting Agenda for:

Date:

1. Welcome and Apologies
2. Minutes of last meeting / Follow up actions
3. **Meeting individual needs**
 - Opportunities reviewed
 - Community participation reviewed
 - Domestic participation reviewed
 - Service planning / lifestyle goals reviewed
 - Health issues
 - Manual handling
 - Consumer finance
 - Household issues
4. Service Management Plan Goals
5. AO-3 Log Update / Continuous Improvement / AOK Awards
6. Staffing arrangements (e.g. paid leave, rosters, work experience, volunteers)
7. Service Staff Training Register
 - Mandatory once-off training
 - Health Support
 - Service Specific training
 - PDP's / training
 - ICT Training
 - Training Information (review seminars / training options)
8. OHS&W Issues / Annual & Quarterly Audit findings
9. Policy and Procedure update – discussion of most recent Management Tips (located in Staff Information Folder)
10. Managers Feedback
11. Cara newsletters – C- News (consumers and families), Inside Cara (Donors, supporters, broader public), Connect (Cara staff)
12. Cara events / organisational issues
13. Any other business?
14. Next Meeting

Individual Service Planning

- Individual's Service Plan
 - Link goals to opportunities
- Create a system to keep record of individual's achieved opportunities



Accountability/KPI's

- SES provides monthly data reports to all services and Executives
- SES provides monthly reports on all services to Executive
- Yearly Individual Service Reviews
- Yearly AS Audit
- Achievements being recognised



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Sharing the good stories

- Marketing and Fundraising
- News letters - family and staff
- Intranet
- www.cara.org.au
- Opportunity Pages (show)
- Word of mouth
- South Australian Community of Practice
- Cara's Annual Report



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Maintenance

- Yearly Service Review
- 2 yearly individual service update training



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Risks and Barriers

- Inconsistency of the use of PCAS tools across all services
- Lack of strong leadership
- Management style – Managers and Executive
- Poor recruitment and induction



Risks and Barriers

- Lack of accountability
- Resources for maintenance are no longer available (SES)
- High turnover of staff at a service
- Language barrier (NESB)
- Beliefs, Values, Attitudes (medical model)



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Risks and Barriers

- Client service delivery doesn't come first- very staff orientated
- Staff understanding and knowledge
- Recording can direct Staff thinking only for domestic and community participation
- Lost focus on the overall life of the individual i.e. not in the community



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Future planning

- Ongoing Maintenance
- Resources
- Person Centred Planning review
- Positive Behaviour Support
- Strategic Planning
- Client relationship building
- Children's development and play project
- New services



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