

The Homes West Experience – Clarity about Authority and Responsibility in Everyday Life

Family Business	The shared dance in between		Service Business
Aspects over which the person, family and trusted friends maintain the authority and responsibility and lead the dance	Aspects that could be negotiated and delegated to a trusted worker	Aspects where responsibility is shared between the person, family and trusted friends and people employed by the service	Aspects over which the service maintains the authority and responsibility and leads the dance
<ul style="list-style-type: none"> ▪ Daring to dream the seemingly impossible ▪ Holding onto the dream about what life could be like ▪ Developing a practical vision of a home of ones own and being an active and valued member of the community ▪ Imagining what a good life would actually look like with and for the person ▪ Ensuring that committed people are there now and into the future ▪ Planning for a financially secure future in a home of their own ▪ Ensuring that support will be there in the future ▪ Considering how the person’s future health and well being will be catered for well in later years ▪ Having a high degree of influence on matters that affect the person’s life without having to expend a lot of energy to achieve this ▪ Deciding where the person lives and with whom ▪ Naming the nature of supports the person needs ▪ Selecting or approving who comes into the person’s life to provide paid support ▪ Rejecting who comes into the person’s life to provide paid support ▪ Allocating supports in ways that reflect the vision for the person’s life and well being 	<ul style="list-style-type: none"> ▪ Providing aspects of personalised care ▪ Preparing healthy food ▪ Maintaining the person’s home, pets and garden ▪ Maintaining personal clothing ▪ Maintaining a fashionable wardrobe ▪ Compiling calendars and diaries ▪ Organising daily activities ▪ Organising daily personal administration, budgeting and travel ▪ Providing transport ▪ Arranging holidays ▪ Supporting other aspects of daily life that are highly relevant to what the person needs the most ▪ Suggesting changes to everyday lifestyle in relation to how supports are arranged 	<ul style="list-style-type: none"> ▪ Working in right relationship with one another involving mutual respect, humanness, individuality, honesty, trust, modesty and a sense of ‘witness’ ▪ Respecting the personal dreams of and for the person as well as their plans, history, values and customs and the vision for their life ▪ Supporting the vision of life as a valued member of the community to become a reality ▪ Ensuring that the person’s fundamental needs are met ▪ Ensuring that the person’s needs are addressed in a responsive and personally relevant manner ▪ Upholding the customs important to the person’s life ▪ Espousing the person’s humanity, beauty, talents and gifts ▪ Ensuring positive imagery of the person ▪ Ensuring protection in relation to vulnerabilities ▪ Ensuring safety while carrying out daily tasks ▪ Remaining loyal to the person over time ▪ Defending privacy and integrity 	<ul style="list-style-type: none"> ▪ Developing the vision and planning for the organisation and its work through its board ▪ Acknowledging the importance of friends and family in the life of the person ▪ Ensuring processes are family friendly ▪ Working respectfully alongside others building on supports that are already there ▪ Providing the paid support to each person to pursue their unique daily life ▪ Providing support around delegated aspects of daily life so that the person is included in the life of the local community ▪ Knowing each person’s situation well and being respectful of their culture of home life ▪ Ensuring relevant and respectful response to each person’s aspirations and needs ▪ Thinking creatively about how things can be done rather than putting up barriers to the support of ordinary life ▪ Managing the paid element of a person’s life ▪ Managing the work of staff in line with organisational vision and values ▪ Fulfilling expectations that lead to positive outcomes for each person ▪ Maintaining separate individual accounting records of funds received and expended, with allocation to budget available to families or trusted friends ▪ Employing workers ▪ Developing and supporting staff teams ▪ Organising staff development and training ▪ Supervising and appraising staff ▪ Paying wages

<ul style="list-style-type: none"> ▪ Making decisions about health, general nutrition, exercise and well being ▪ Making decisions about personal finances ▪ Having the authority to influence, decide, negotiate, refuse, imagine better, change mind, or counter propose with better ideas ▪ Giving unconditional love and friendship and expecting reciprocity and intimacy ▪ Thinking lovingly, passionately, intuitively and at times irrationally about the person ▪ Holding the story and understanding of the person's life ▪ Holding the knowledge and practice of the culture of family life ▪ Holding knowledge of the person's medical history ▪ Holding knowledge of the person's skills and abilities, likes and dislikes, gifts and concerns ▪ Giving time and energy freely ▪ Contributing talents and relationships in pursuit of a good life ▪ Fostering natural networks in the person's life ▪ Maintaining a valued role in family life ▪ Keeping important dates such as birthdays, anniversaries etc ▪ Celebrating significant rights of passage and events ▪ Advocating on the person's behalf ▪ Guiding the service to interpret the wants and needs of the person ▪ Monitoring to ensure that the expectations of the culture of daily life are maintained ▪ Monitoring health, well being and quality of life ▪ Monitoring personal spending 	<p><i>Family and friends may seek or need support for facilitation of planning external to the service</i></p> <p><i>The service may become involved in support of family business of:</i></p> <ul style="list-style-type: none"> ▪ <i>Naming the level of support the person needs</i> ▪ <i>Directing resources where they are most wanted and needed</i> ▪ <i>Developing a strategy for emergency supports</i> ▪ <i>Developing informal relationships and intentional friendships</i> 	<ul style="list-style-type: none"> ▪ Being moral and ethical ▪ Ensuring confidentiality and fidelity ▪ Recruiting support workers ▪ Working as a team ▪ Inducting new support workers ▪ Ensuring that the person is not 'done to' ▪ Supporting living and lifestyle arrangements that are typical and socially inclusive ▪ Ensuring institutional practices are avoided ▪ Encouraging provision of better service ▪ Helping the person to decide what is negotiable and non-negotiable, acceptable and non-acceptable within the culture, beliefs and traditions of family life ▪ Supporting daily life in ways that do not restrict the person to segregated settings with others who have disabilities ▪ Ensuring that no expenses are incurred beyond the capacity to meet payments ▪ Raising issues without fear of retribution ▪ Considering the dismissal of unsuitable support workers ▪ Valuing the involvement of family and friends in the person's life ▪ Supporting hospitality with family and friends ▪ Facilitating connections between formal and informal supports ▪ Understanding that family and friends will at times need to be supported and renewed 	<ul style="list-style-type: none"> ▪ Attending to the legal requirements of employing workers ▪ Keeping staff time sheets ▪ Attending to worker entitlements ▪ Maintaining legally required employee records ▪ Paying employer based superannuation contributions ▪ Maintaining public liability and other insurances ▪ Being liable for the actions of employees in accordance with prevailing laws ▪ Receiving public funding as an accredited disability service ▪ Writing organisational policy and procedures ▪ Keeping accurate accounts ▪ Ensuring disability service standards are met ▪ Dealing with bureaucratic expectations of standardised responses, regulations and tedious management processes ▪ Being a buffer between the lives of the people supported and the expectations and demands of funding bureaucracies ▪ Overriding decisions which would place the organisation in breach of its legal obligations ▪ Being efficient and effective ▪ Charging agreed overheads to cover service provision and other bureaucratic and legal requirements ▪ Being accountable for the work done ▪ Ensuring good work ethics and practices ▪ Paying expenses which are specific to meeting the person's support needs ▪ Dealing with complaints ▪ Dealing with dismissal of workers ▪ Arranging formal external evaluation of the service ▪ Participating in government reviews. <p><i>The service may write or support families to seek funds via submissions to funding bodies.</i></p>
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