

Disability Resource Hub Disclaimer

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working/ Not working

The way that we see things in life really depends on how it affects us, and how we're involved in it. What makes sense to one person can seem ridiculous to another. It's not that one person is right and another is wrong – how you see something will depend on where you're looking from, acknowledging these different perspectives is a crucial part of the What's Working/What's not working tool.

In services, different people involved in the person's life, often hold a lot of different opinions – there can be differences between what the person wants, what their family wants, & what paid staff want. Sometimes these differences are easily resolved, but often people stick to what they think is right, and don't listen well to each other in trying to resolve disagreements. The What's Working/What's not working tool helps people find solutions more easily, because once everyone feels listened to by recording their own view, there's no longer a need to 'win' the argument.

This tool supports action planning that is based on the current reality, and helps the person to move towards the life that they want.

The What's Working/What's Not Working tool helps us to figure out:

- **What everyone agrees needs to stay the same.**
- **What everyone agrees needs to be different.**
- **What things people disagree on that will need to be discussed.**

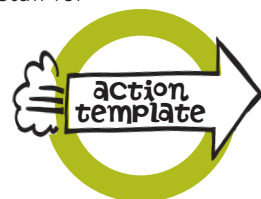
When setting actions, looking at the upside as well as the downside helps to think about whether those things that are working need actions in order to maintain or enhance them, as well as those things that need changing.

Joan didn't like where she was living. She didn't get along with the other 4 people she lived with, and only liked a couple of her staff. She seemed to get in trouble every day, and her family and her staff were struggling to make things improve for her. One thing that was working well was that a couple of times a week she did gardening with a staff member. When that staff member left Joan had no one to garden with and was even unhappier than she had been before, and clearly told people with her behaviour. No one had thought to find different ways that Joan could be around flowers and garden so that it didn't depend on the presence of just one staff member. Looking at what is working as well as what is not going well, helps us to avoid these types of situations.

If the person can't tell you with words what is working and not working in their life, record your best guess based on what they are telling you with their behaviour – e.g.. Josef is always calm and does not hurt himself for at least 3 hours after his massage – a best guess could be that massage is working well for Josef at the moment. If after massage is the only time that people see Josef calm and not hurting himself, but he only gets massage once a month, another best guess could be that people don't understand why he hurts himself/don't know what to do about it, or simply not having massages often enough is not working for him.

This information was developed by Helen Sanderson Associates (Australia) in 2011, for Ageing Disability and Home Care, Department of Human Services NSW, as a resource to support the Lifestyle Planning Practice Guide and Tools. Most of these tools are Person Centred Thinking tools, and were either developed by The Learning Community for Person Centred Practices, or Helen Sanderson Associates. They are used here with permission. We would like to thank the residents, family members and staff for their time and support in developing examples.

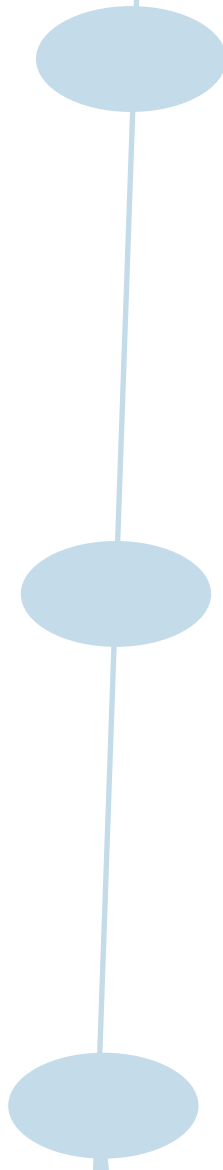
These instructions are not intended as a substitute for training. If you are using these tools for the first time and have not attended a Person Centred Thinking course, please seek support from a colleague or manager who has attended training.



Working



Not working



tips

To help people record specific information you can provide specific headings to write what's working or not working under – eg. time at home, mealtimes, time through the day, relationships, communication, health.



Working



Not working



Going off Epilim

Not 'going off' at staff

Understanding staff cant always drop everything to be there for me

Able to be flexible

Learning how to use local bus service

Losing 2 kilos

Dr W. is helping with meds...choosing which staff to go to appts with

Coming up to 12 months out of gaol

Jade View

Having my meds 'dosed' out

Feeling 'like a kid' when getting my tabs

Having the OPC controlling my \$

Dr F's rudeness

Family View

When I get angry with my sisters and 'going off'

Staff View

Staying out of gaol

Maintaining friendships

Cooking

Working with Donna

Dr F.

Managing weight

Support given by staff

Time...how spent with staff

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