

Disability Resource Hub Disclaimer

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action plans

There is no set way to record actions. However, if we are not clear about who is going to do what, and if we don't pin people down to specific dates, plans don't create action. There are some simple ways of recording actions.

Make sure you avoid vague statements and vague dates that no one has to act on. For example: Maintain communication skills – ongoing. If the person's communication skills are likely to decrease we should see specific actions in place to address this. If the person's communication skills are likely to stay the same, we don't need to see this on an action plan; it is filling space that could be used for something meaningful.

If a paid staff person is responsible for completing an action it is helpful to write their role as well as their name. If the plan says that Julie will do something but then Julie leaves, no one is responsible for the task. However if it says, Julie (key worker), even if Julie leaves, we know that the person filling her role should follow up on this action. Action Plans should keep people accountable.

Questions to consider when writing actions

Would someone who was not involved in developing the plan know exactly what needs to be done and why?

Is the date specific?

Does the action plan reflect a good balance of what is Important To and Important For the person? (will it help create a balance between being happy and staying healthy and safe)

Does it include ways to address unresolved issues?

If all the actions are likely to be completed in a short period of time, does the action plan clearly state when the plan will next be reviewed and new actions set?

If there are several actions that relate to maintaining a current situation, are there also actions that will support the person to try new opportunities and find new connections?

Does the plan 'stretch' people to investigate options outside of the service system?

Are a range of people signed up to work on actions or is it all falling to one or two people? Can you encourage a broader range of people to become involved?

Are the actions informed by what's working and not working for the person/ people in their life right now?

Do the actions help the person to move towards a future hope/dream/goal?

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.

Actions from meeting Meeting date.....

Who was present at the meeting?

.....

Facilitator

Who	Will do what	By when

Review date

Person responsible for following up on actions



Actions from *Beth's* meeting Meeting date *20/8/10*

Who was present at the meeting?

Facilitator

Who	Will do what	By when
DES and Michelle	Will make sure all the information in Beth's file clearly documents her hearing impairment.	By 3rd September 2010
DES	Will create an agenda item for next team meeting about what would help staff feel enthusiastic about taking Beth to see Bea.	For staff meeting on 15th September 2010
DES	Will check in with the OT about doing a risk assessment on staff taking Beth to Bea's home.	By 23rd August 2010
DES and Jenny	Will have a look at the house and in archives for the information about Beth's history that Analise wrote.	By 28/8/10
DES and Jenny	Also try to find the movie Beth was in for a new advocacy service years ago.	By 28/8/10
DES	Will make a speech pathology referral for Beth.	28/8/10
DES	Will email Michelle asking her to phone the recreation team at Parramatta about contact detail & opportunities for Beth to go to Sailability.	
DES	Will follow up about Beth's clothes - see what she has, check her finances for possibilities for new clothes.	

Review date

Person responsible for following up on actions

