

Disability Resource Hub Disclaimer

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ACTIVE SUPPORT MATURITY MODEL MATRIX

		UNAWARE	EMERGING	MANAGED	GROWING
Organisation	Culture	<ul style="list-style-type: none"> Focus on the maintenance of service delivery systems rather than meeting individual needs 	<ul style="list-style-type: none"> The organisation understands the need to implement person centred approaches Supports a change in the culture and direction 	<ul style="list-style-type: none"> The implementation of person centred practices including Active Support is supported and represented in the organisation's values 	<ul style="list-style-type: none"> Leadership is inclusive and supportive Active Support is implemented Customer is at the centre of the organisation
	Operations	<ul style="list-style-type: none"> Policy and procedures focus on people's support needs and managing risks. Person centred approaches may be encouraged but implementation is not measured or monitored. 	<ul style="list-style-type: none"> Person centred approaches are included in policy and procedures. No changes made to organisational structure or systems to support Active Support implementation 	<ul style="list-style-type: none"> Organisational systems and structures are in place to facilitate Active Support implementation Senior Management and the Board support the implementation of Active Support 	<ul style="list-style-type: none"> Staff Roles defined to support implementation of Active Support Practice leaders identified and trained Line managers and direct staff trained Continuous improvement measured and monitored
	Goals	<ul style="list-style-type: none"> The need to implement Active Support across the organisation has not been identified 	<ul style="list-style-type: none"> Implementation of Active Support is included in strategic plan. The need for staff training is identified and supported 	<ul style="list-style-type: none"> A person centred plan is the organisation's strategic focus Staff training in Active Support is a priority 	<ul style="list-style-type: none"> The organisation's mission statement indicate active support as their core business Continually adjusts strategic direction and structure according to person centred approaches best practices
Team Leader	Culture	<ul style="list-style-type: none"> Focus on, completing tasks and documentation in a timely manner Does not encourage staff to go beyond mandate Does not encourage involvement of the person with disability in day to day activities 	<ul style="list-style-type: none"> Encourages cultural change Listen to staff and supports learning, Considers ways to implement person centred approaches without compromising the completion of 'tasks'. 	<ul style="list-style-type: none"> Demonstrates interest to implement Active Support. Improves staff performance through good practice, observation and performance feedback Staff seen as colleagues/partners 	<ul style="list-style-type: none"> Team is motivated and strive for best practice Leading by example Builds staff capability and involve staff in customer vision Sets individual and collective goals for staff and monitors progress
	Operations	<ul style="list-style-type: none"> Focused on safety and completing tasks No systems in place to document progress Limited access to induction and training Limited or no supervision/ feedback on performance Site visits made when a complaint or issue arise 	<ul style="list-style-type: none"> Person centred support approaches are discussed with team Staff roles and training needs are revised The review of current operational systems and practices commences 	<ul style="list-style-type: none"> Introduces Activity Learning Logs and Opportunity Plans Models, teaches and coaches staff Conducts occasional reviews Support and feedback provided to team Induction and training become a priority 	<ul style="list-style-type: none"> Formal active support training rolled out Activity Learning Logs and Opportunity Plans are used consistently Active Support implementation is monitored Motivates and rewards staff for enabling the people they support
	Goals	<ul style="list-style-type: none"> Deliver supports in a safe and efficient manner No goals related to person centred support 	<ul style="list-style-type: none"> Train staff on person centred practices including Active Support Develop systems to document and monitoring person centred practices Provide people with disability with opportunities for participation and inclusion 	<ul style="list-style-type: none"> Implement person centre practices including Active Support in the day to day operations Use Activity Learning Logs and Opportunity Plans to document and monitor Active Support implementation 	<ul style="list-style-type: none"> Involve staff in optimising active support practices Assist team in coordinating choice and opportunities for the people they support
Disability Support Worker	Culture	<ul style="list-style-type: none"> Performs all tasks for the person and does not involve them in decision-making 'hotel model'. Does not set goals with the person they are supporting Feels powerless and unsupported about contributing to cultural change 	<ul style="list-style-type: none"> Explores ways of meaningfully involving the people they are supporting into daily routines of the house Assists people to identify their own goals Feels somewhat supported but is restricted by the need to complete tasks in a certain way and timeframe. 	<ul style="list-style-type: none"> Demonstrates broader understanding of the person's strengths and personal qualities Seeks to actively engage people in daily activities Collaborates with team to improve service/outcome 	<ul style="list-style-type: none"> Participates in training and implements learning Continually encourages new challenges for the people they support and involves them to the extent possible in decision-making Feels fully supported to implement Active Support
	Operations	<ul style="list-style-type: none"> Delivers supports with emphasis on safety, health, personal care, and behaviour management Focuses on tasks to be completed Plans are developed with little involvement of the person There is no system to document progress towards goals 	<ul style="list-style-type: none"> Supports the person to participate in some activities that may or may not be linked to the person's goals The focus is to complete tasks on time. May fill out activity logs sporadically but content is rarely reviewed 	<ul style="list-style-type: none"> Works with the person and their circle of support to identify longer term goals Implement appropriate activities Uses Activity Learning Logs and Opportunity Plans sporadically Considers greater community engagement for the person 	<ul style="list-style-type: none"> Activities are tailored to the person's interests and strengths Choice and control is maximised. Progress is documented and regularly reviewed High quality opportunity plans are developed.
	Goals	<ul style="list-style-type: none"> Complete tasks in the household Keep people safe 	<ul style="list-style-type: none"> Assist person with disability to participate in some tasks Learn more about person centred approaches including Active Support 	<ul style="list-style-type: none"> Establish strong rapport with the people they are supporting Empower them by encouraging community engagement and forming external relationships 	<ul style="list-style-type: none"> Involve people with disability in everyday activities of their choice Support them in their social engagement and own lives Provide maximum degree of choice and control
IMPACT ON Person With Disability	Response to the environment	<ul style="list-style-type: none"> Explores ways of meaningfully involving the people they are supporting into daily routines of the house May demonstrate self-stimulatory or challenging behaviour due to boredom or frustration at being disengaged 	<ul style="list-style-type: none"> Neutral or uninterested reaction towards support staff May demonstrate negative behaviours and/or self-stimulatory from time to time if not engaged 	<ul style="list-style-type: none"> Interacts well a few with support staff but lacks enthusiasm Responds positively to new tasks and being engaged. Negative behaviours decrease 	<ul style="list-style-type: none"> Strong rapport with a range of support staff Showing less reliance on self-stimulatory or negative behaviour Responds positively to inclusion and shows desire for greater engagement Takes full advantage of choices and control over the environment
	Decision making	<ul style="list-style-type: none"> Is not involved in daily decisions about what to do and when There is no assistance with goal setting Limited experiences reduce opportunities for choice and control Feel powerless 	<ul style="list-style-type: none"> Makes decisions about the same types of tasks and activities with little change or variation 	<ul style="list-style-type: none"> Makes some decisions about a number of different types of activities in and out of the house Identifies goals and participate in planning 	<ul style="list-style-type: none"> Continuously involved in planning most aspects of their life on what to do and when Consistently taking the lead in all aspects of their life from routine chores to social and/or employment opportunities Feel empowered to make choices about their own lives
	Typical day	<ul style="list-style-type: none"> Spends large amounts of time doing little or nothing between mealtimes and the occasions when personal care is necessary No involvement in daily activities May show little to no motivation for involvement in daily tasks Minimal presence in the community 	<ul style="list-style-type: none"> Spends most of the day waiting for activities to start Involved in limited activities and tasks around the home Some community presence Relationships are limited to immediate family and paid staff 	<ul style="list-style-type: none"> Participates in a variety of activities in and outside the home Has more frequent interactions with the broader community 	<ul style="list-style-type: none"> Spends most of their day participating in a range of activities in and out of the home Develops relationships with people beyond their home and paid staff Demonstrates an interest in greater community and social engagement Fully involved in their own lives

HOW TO INCREASE YOUR MATURITY LEVEL

	ACTIONS TO GET FROM UNAWARE TO EMERGING	ACTIONS TO GET FROM EMERGING TO MANAGED	ACTIONS TO GET FROM MANAGED TO GROWING
Organisation	<ul style="list-style-type: none"> Identify the need Create a change management strategy for introducing Active Support Seek support at executive and board level 	<ul style="list-style-type: none"> Implement change management strategy Revise staff roles Plan monitoring and continuous improvement strategy Provide staff training to implement changes 	<ul style="list-style-type: none"> Implement an ongoing Monitoring and review process Assess areas for business improvement Integrate new business functions Address policy successes and failures
Team Leader	<ul style="list-style-type: none"> Identify training needs and options Develop systems to monitor progress Support staff to learn and implement person centred practices 	<ul style="list-style-type: none"> Provide training in Active Support Enforce the completion of documentation to monitor implementation Support staff and monitor performance through coaching and supervision 	<ul style="list-style-type: none"> Lead by example Build staff capacity and motivation Strive to implement best practices at all times
Disability Support Worker	<ul style="list-style-type: none"> Discuss training needs with manager Listen to people with disabilities needs and wants 	<ul style="list-style-type: none"> Participate in Active Support training Complete documentation to monitor implementation Involve people with disability in planning and activities of daily living 	<ul style="list-style-type: none"> Support people with disability to learn and be involved Assist people to increase community involvement and form new relationships Implement best practices at all times