



Safer Services Toolkit

Values-Based Practices: Reflection and Action

Aim: This tool is designed to reflect on key values-based practices, how they are implemented within your organisation, identify areas for continuous improvement and develop actions to follow.

Instructions:

Before the meeting

- Identify a facilitator for this process with experience and the necessary knowledge. The facilitator could be a quality and safeguarding champion, a team leader or a quality manager.
- Create a working group with a representative of each organisational stakeholder to complete this tool, including people with disability, families, support staff, team leaders and managers.
- The facilitator of the meeting will provide copies of the document, alternative formats (where necessary) and any other relevant information to the working group before the meeting. This will give everybody time to prepare and ask questions, if necessary.
- Each topic has a description of its values-based practices, a list of practice areas along the left side of the page and the links for resources at the bottom of each table. The facilitator of the meeting will need be familiar with the document and research the information on the links for the key resources.

At the meeting

- Read through the Practice Areas one at a time. Then reflect on the practices within your organisation. What practices can you evidence, who or what areas can evidence those practices and what can be improved. It will be expected that as part of the reflection process representatives will sometimes agree and sometimes will have different views. All views will need to be respected and the facilitator will encourage the group to take a non-judgemental approach and focus on the goal of having safer services.
- Complete the Reflection questions.
- Add any identified actions to your organisation's Continuous Improvement Plan. You can find a free template for a Continuous Improvement plan on the NDS website. [Continuous Improvement Plan Template link](#)
- Decide how the actions are going to be monitored

Person-centred Practice: involves planning, providing, and organising services in a way that put the person’s needs at the centre. This means taking time to know and understand a person’s wants, needs and preferences on an individual level, as well as having organisational systems that will support this way of working.

Area of Practice	Evidence of Practice	Who or what areas of our organisation are involved?	What can we improve?
We plan and work towards people living a good life of their choosing.			
We support people to participate in the development of their supports as much as possible, using a strengths-based approach.			
We have systems and processes that are flexible and allow us to design services with people, rather than people needing to fit into our service offerings.			
We provide ongoing training and support about person-centred practices.			

Links for Key Resources

[Helen Sanderson Associates website](#)

[NASDDDS resource library person-centred practices website](#)

[DSS learning person-centred practices website](#)

Positive Behaviour Support: Is best evidenced for situations where there are behaviours of concern or that challenge others. Positive Behaviour Support utilises systemic and measurable methods to decrease behaviours of concern, and improve quality of life. Organisations can embed a Positive Behaviour Support Framework to ensure their process and practices enable best practice.

Area of Practice	Evidence of Practice	Who or what areas of our organisation are involved?	What can we improve?
We work with people with disability and their families to develop a shared understanding of why a person needs to engage in behaviours of concern.			
We are aware of existing Restrictive Practice use, have transparent and thorough monitoring, reporting and decision-making processes in place.			
We have systems and processes that enable a preventative approach to supporting individuals, with a range of different needs.			
We are adaptive to people's needs, and committed to environmental changes in the person's best interest.			

Links for Key Resources

[Capable environments research pdf](#)

[Code of Practice for the Elimination of Restrictive Practices WA pdf](#)

[Positive Behaviour Support Information for Disability Sector Organisations document](#)

[Zero Tolerance films focus on Restrictive Practices, NDS website](#)

Active Support: Places a high priority on ensuring all people have meaningful engagement in activities and relationships. There are Australian studies on the impact of implementing Active Supports within an organisation, to the benefit and improved quality of life for the people being supported.

Area of Practice	Evidence of Practice	Who or what areas of our organisation are involved?	What can we improve?
We assist people to be actively, consistently, and meaningfully engaged in their own lives.			
We provide people with the right type and amount of support to be engaged successfully.			
We keep track of how well we are engaging with people and of progress towards meaningful goals.			
We have systems in place to assist support workers to practice Active Support intentionally, and train them in how to best do this.			

Links for Key Resources

[Active Support Handbook publication](#)

[Every Moment has Potential online resource, Active Support Services website](#)

Co-Design: Is a process of involving people with disability and stakeholders in the development of products or services from the beginning of the process, in a meaningful way. This is different from inviting people to provide information or consultation.

Area of Practice	Evidence of Practice	Who or what areas of our organisation are involved?	What can we improve?
We involve people we support in the development of plans and service design.			
We involve people with disability and stakeholders in the development of policies and procedures.			
We use co-design principles to solve problems in our organisation, such as recruitment issues.			
We use the principles of co-design in the evaluation of our services.			

Links for Key Resources

[Co-Design for Community Inclusion, NDS website](#)

[Principles of Co-design, NCOSS pdf](#)

[Connect with Me Training Toolkit, PWdWA website](#)

Reflection Questions

1. What areas were relatively strong for your organisation?

2. What areas were less developed, and would they benefit from being added to the organisations' Continuous Improvement Plan?