

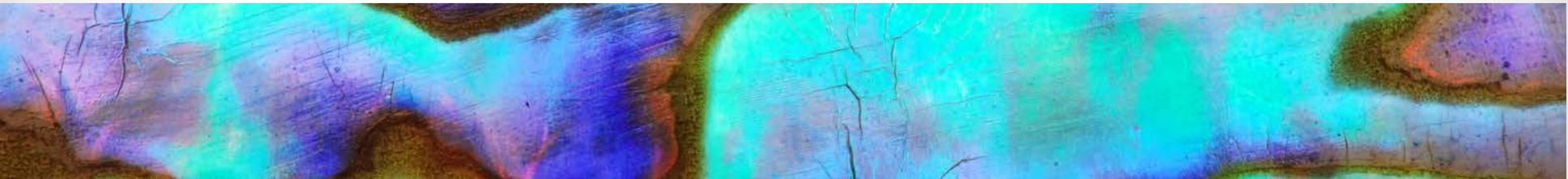
Let's get real: Disability

Brought to you by
Te Pou o Te Whakaaro Nui

Evidence based workforce development

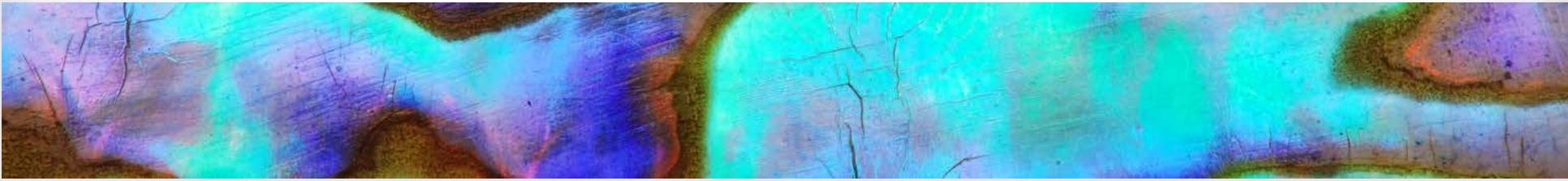
Let's get real 
REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

Te Pou
o Te Whakaaro Nui



About Te Pou

- Supports and develops the mental health, addictions and disability workforces in New Zealand
- Tools, resources and practical support
- New ideas and innovation



Evidence based workforce development



Right number of **people**
with the right **skills**
in the right **place**
at the right **time**
with the right **attitude**
doing the right **work**
at the right **cost**
with the right work **output**

What's it all about?

Let's get real 

REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

A framework

www.tepou.co.nz/letsgetrealdisability

Te Pou
o Te Whakaaro Nui

 **MINISTRY OF
HEALTH**
MANATŪ HAORA

**Disability Workforce
Development** Te Pou o Te Whakaaro Nui

The seven Real Skills

| | | | | | | |
|------------------------------|--------------------|------------------------------|----------------------------|---------------------------------------|--------------------------|-------------|
| Working with disabled people | Working with Māori | Working with families/whānau | Working within communities | Challenging stigma and discrimination | Law, policy and practice | Development |
|------------------------------|--------------------|------------------------------|----------------------------|---------------------------------------|--------------------------|-------------|

Values

- Human rights
- Respect
- Service
- Communities
- Relationships

Attitudes

- Compassionate, caring, sensitive, understanding
- Enabling encouraging, accepting, supportive
- Genuine, warm, friendly, fun
- Honest, fair, sincere, trustworthy
- Non-judgmental, non-discriminatory, uncritical
- Open-minded, culturally aware, self-aware
innovative, creative, positive risk-takers
- Optimistic, positive, enthusiastic, inspiring
- Patient, tolerant, flexible, accommodating
- Professional accountable, reliable

PERFORMANCE INDICATORS

| Essential | Capable | Enhanced | Leader |
|--|---|--|---|
| <p>Develops respectful relationships with the disabled person and communicates effectively</p> <p>Establishes a connection and positive relationship with the disabled person to understand their vision for a good life</p> <p>Has a flexible and creative approach to supporting the disabled person</p> | <p>Develops strong connections and effective relationship with the disabled person</p> <p>Demonstrates trustworthy relationship and what it means to uphold the dignity of the disabled person</p> <p>Actively seeks to enhance opportunities that support full inclusion and participation of the disabled person in society</p> | <p>Provides staff education and leadership on and models:</p> <ul style="list-style-type: none">• Effective and respectful communication and innovative approaches in all areas of service delivery• The principles of trustworthy relationships and what it means to uphold the dignity of the disabled person | <p>Develops, resources, promotes and supports a service, protocols and systems that:</p> <ul style="list-style-type: none">• are responsive to the aspirations, choices and needs of disabled people, and their families and whānau• ensure active participation and decision-making by disabled people (and where appropriate, their families and whānau) in all matters that affect them |

| LGR Skills | UNCRPD | Enabling Good Lives | Putting People First | | |
|-------------------------------|---|---|--|-------------|---------------|
| Working with Disabled People | <ul style="list-style-type: none"> • Respect for inherent dignity, individual autonomy freedom of choice • Respect for difference and acceptance of persons with disabilities as part of human diversity • Respect for evolving capacities of children with disabilities and right to preservation of identity. • Accessibility | <ul style="list-style-type: none"> • Self-determination • Beginning early • Person-centred • Ordinary life outcomes • Mana enhancing | <ul style="list-style-type: none"> • High quality care and support that places disabled people at the centre of the service, and enables them to live a good life. • Give disabled people a voice - the ability to speak out when unsafe, including support to do this if they are unable to do so on their own. | | |
| Working with Māori | | <ul style="list-style-type: none"> • Relationship building: • Mana enhancing | | | |
| Working with families /whānau | | <ul style="list-style-type: none"> • Relationship building • Easy to Use | | | |
| Working with Community | <ul style="list-style-type: none"> • Full and effective participation and inclusion in society | <ul style="list-style-type: none"> • Ordinary life outcomes • Mainstream first • Mana enhancing • Relationship building | | | |
| Stigma and Discrimination | <ul style="list-style-type: none"> • Full and effective participation and inclusion in society • Non discrimination • Equality between men and women • Equality of opportunity | | | | |
| Law Policy and Practice | | | <ul style="list-style-type: none"> • Ensure the processes that capture complaints, incidents, and issues, do so in a way that: (i) keeps disabled people safe; and (ii) resolves the complaint | | |
| Professional Development | | | <ul style="list-style-type: none"> • Ensures performance management systems are effective, responsive, and undertaken regularly enough, so little opportunity exists for people to fall through the cracks. | | |
| LGR Values | Human rights | Respect | Service | Communities | Relationships |

Enable **optimal** family/whanau community participation

Working alongside and in **collaboration**

Identify your **strengths**, resources and **goals**

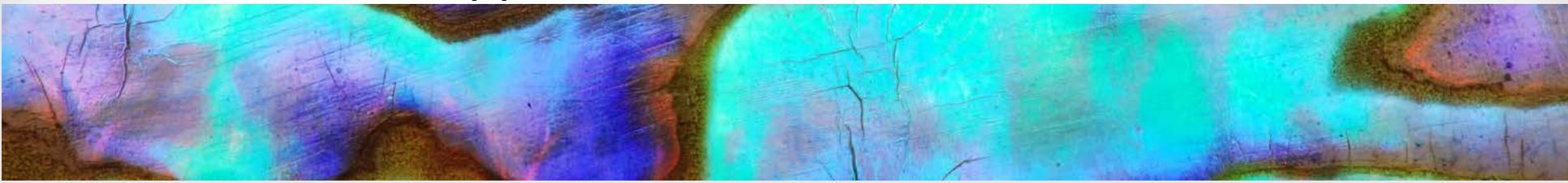
Achieve their goals, retain their **independence** and self-reliance, and to enjoy optimum **quality of life** wherever they live

Support disabled people to live **self-fulfilling lives** in their community,

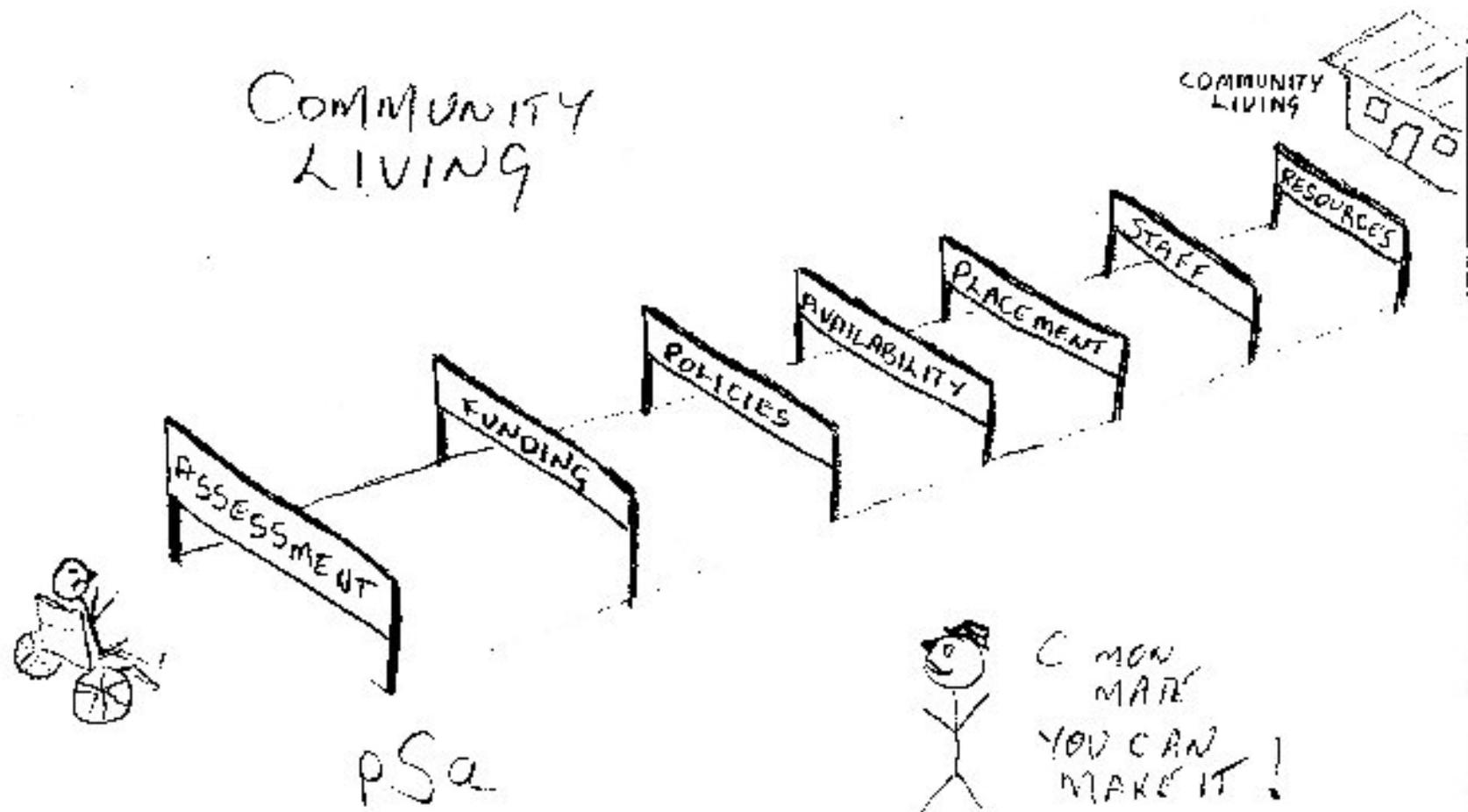
Dreaming big. Disabled people living the life they imagine

Live as **independently** as possible in their home and community.

We want to see you **included** in your community, able to participate and **contribute**. And we'll do all that we can to make sure that happens.



COMMUNITY LIVING



Exercise

See Page 12 Definition of Human Rights and Pages 22, 23 Essential Level Performance Indicators from Real Skill 1 Working with disabled people

Discuss

- What do these concepts mean to you on a day to day basis working in a NASC service
- How easy is it for you to apply these values and approaches within the NASC system

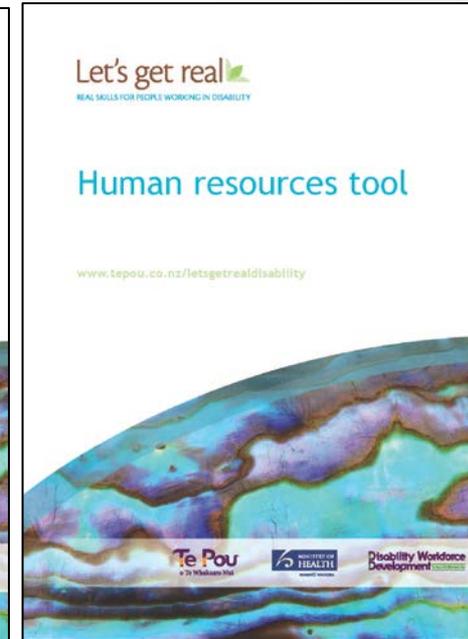
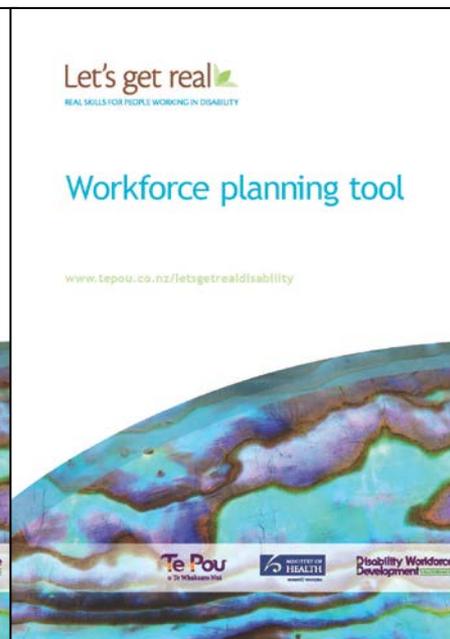
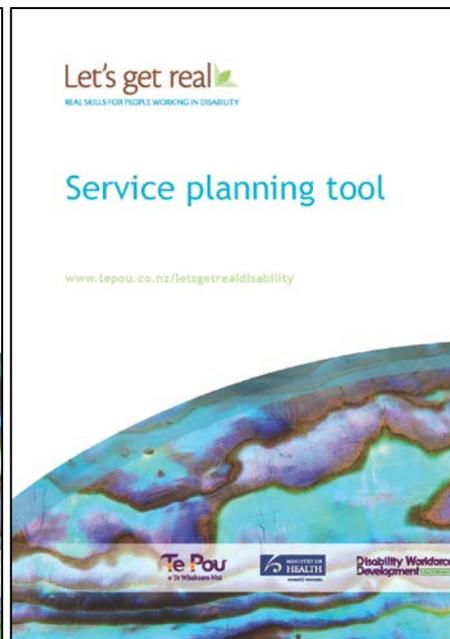
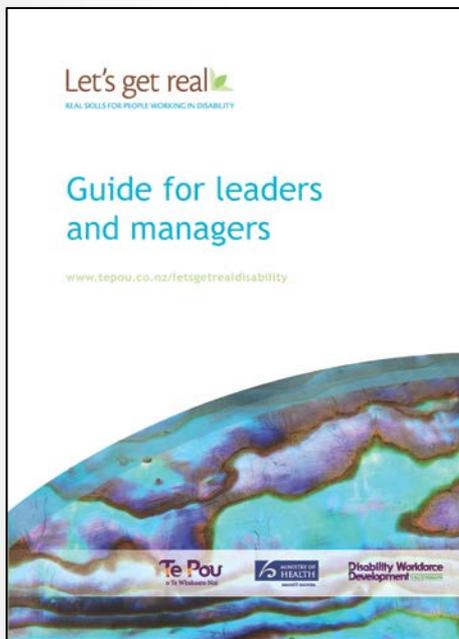


Meeting Agenda:

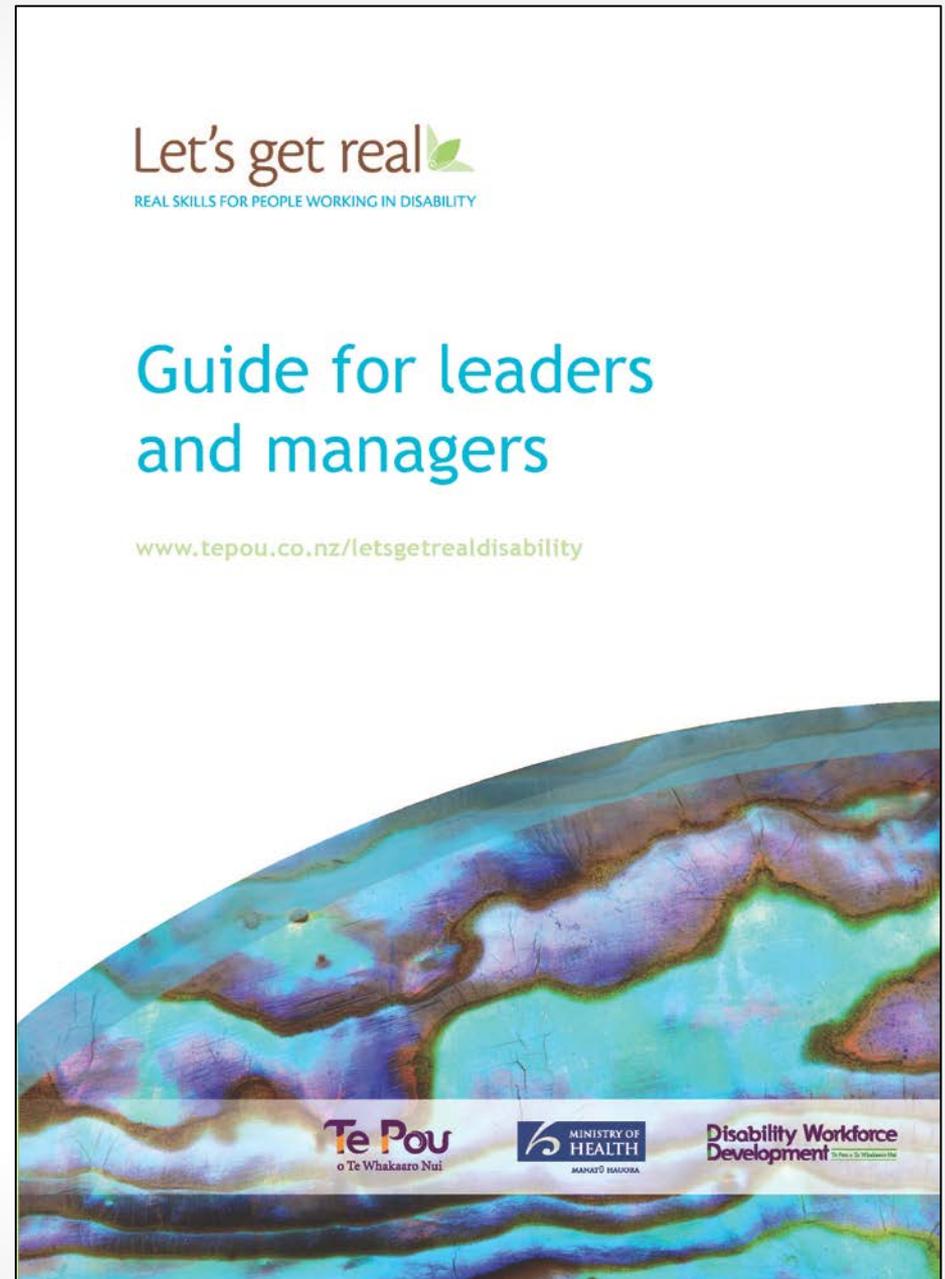
**Think of quirky,
kooky, youthful
product ideas**



Tools and resources to help bring the framework to life

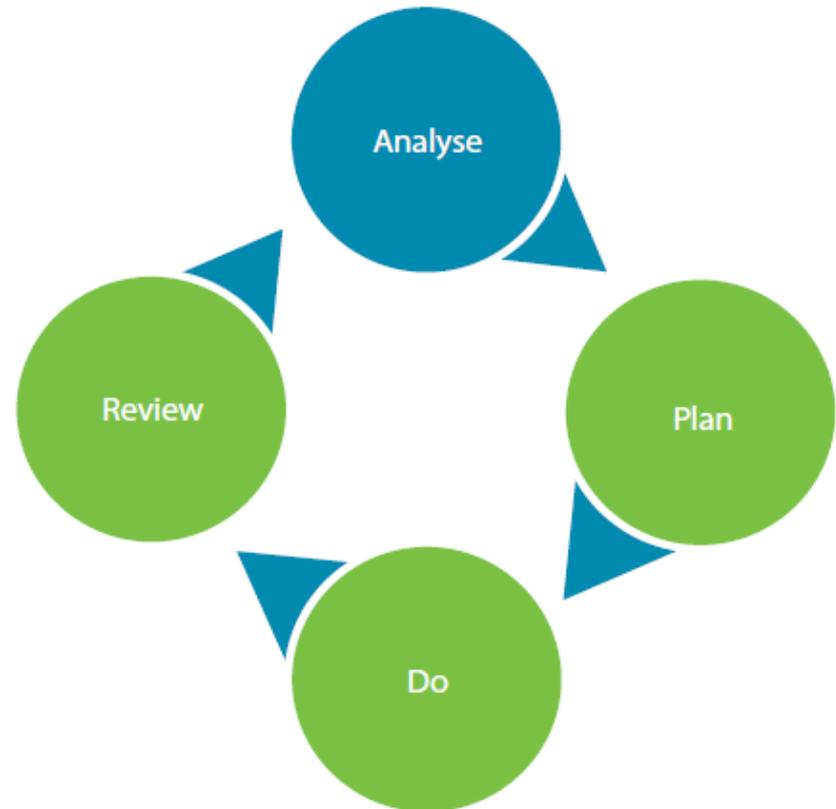


- Explains how to embed the framework systematically
- Provides overview of other tools
- Looks at roles and responsibilities

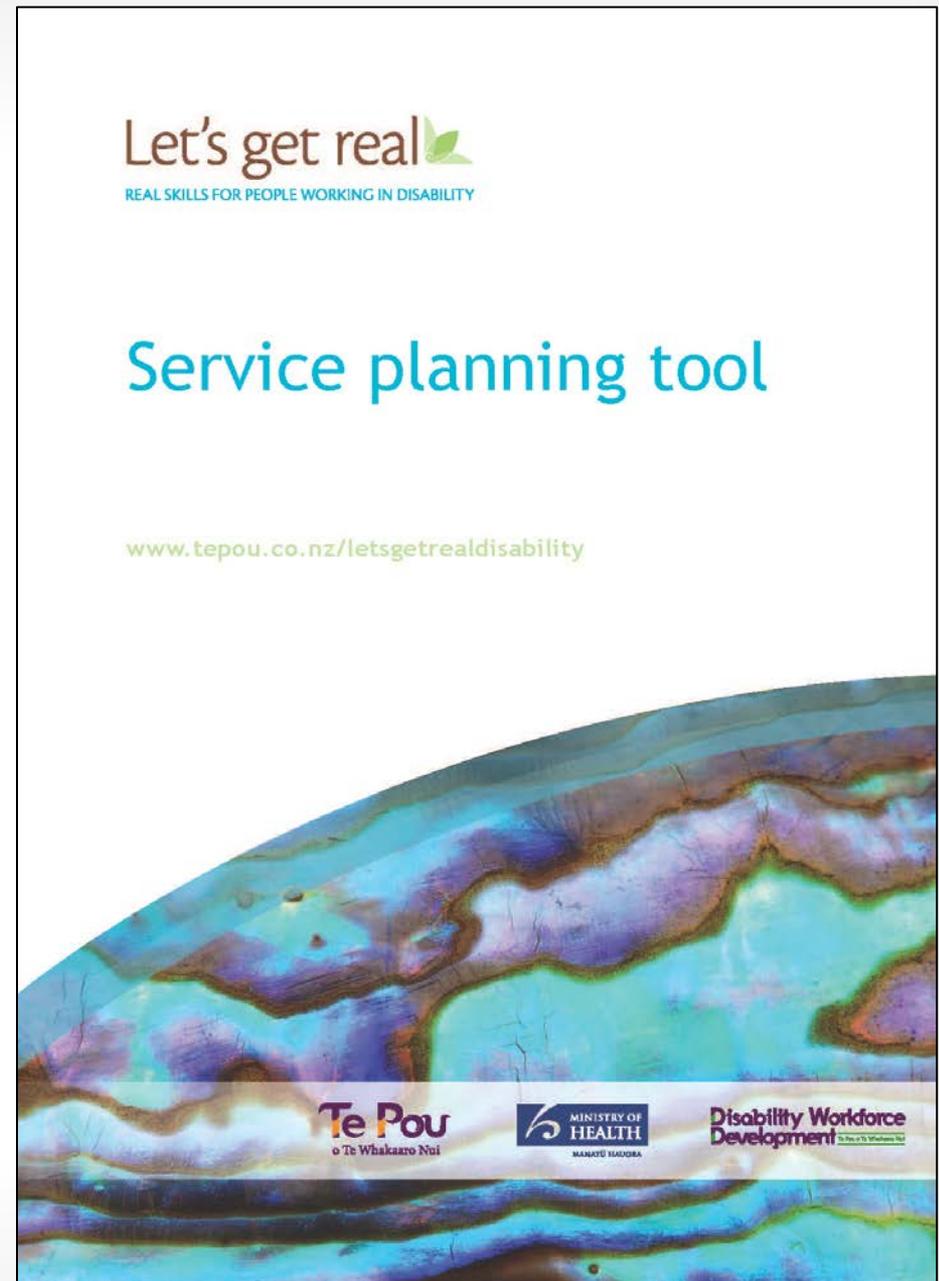


Service and workforce planning

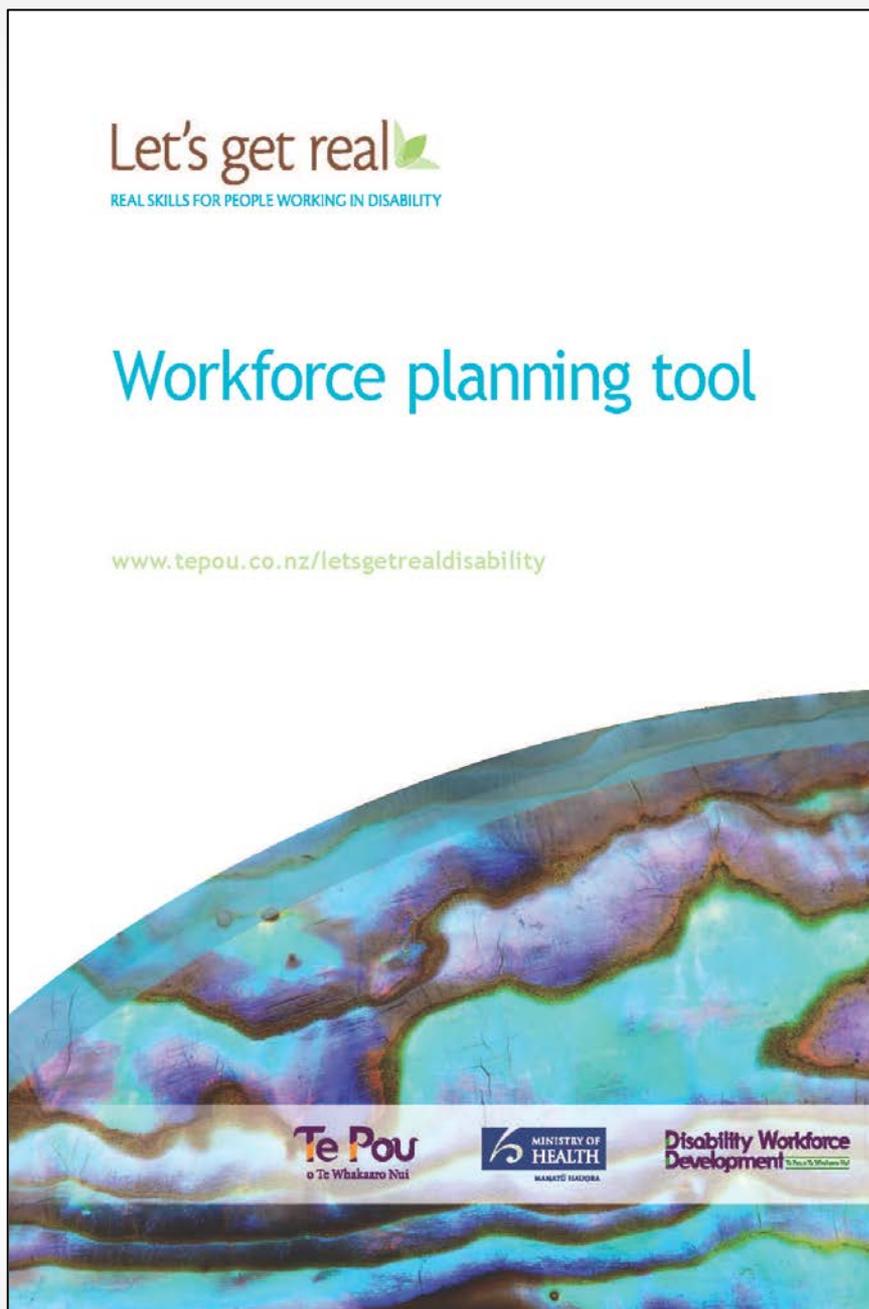
- Analyse: Use the Service planning tool
- Plan, do, review: Use the Workforce planning tool



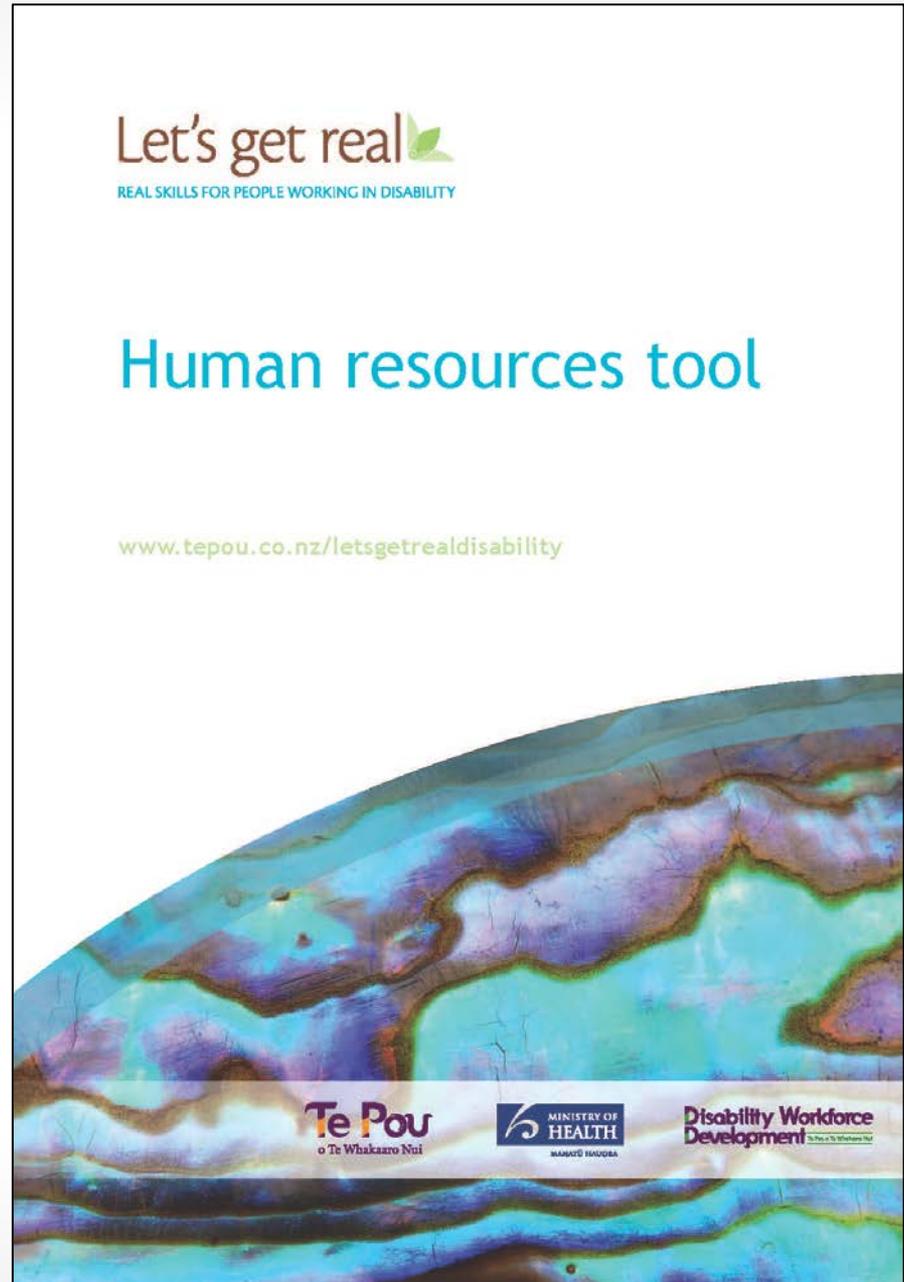
- Guides you through analysing your services and identifies current strengths and areas for development



Guides you in the development of a workforce plan to meet the gaps and needs identified in the Analyse part of the cycle (Service Planning tool)



Guides you through integrating Lets get real: disability into human resource systems and processes



Let's get real: Disability tools and resources

Let's get real 

REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

Guide for leaders and managers

www.tepou.co.nz/letsgetrealdisability

Let's get real 

REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

Service planning tool

www.tepou.co.nz/letsgetrealdisability

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REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

Workforce planning tool

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REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

Human resources tool

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For further information see

www.tepou.co.nz

or your Regional Facilitator