

NASCA General Meeting: Bruce / Karen Group Activity

Barriers to good outcomes when working together

- Rules in the system we work under – square peg round hole - inflexible
- Not putting the client first
- Different world views – social vs health models
- Working in silos
- Cost shifting
- Clients not being able to age in the
- Clients no longer being actively treated by a service – abandonment of service
- Inflexible rules – eligibility
- Barriers around consistent practice
- Funding for a fixed period of time - Episotical budgeting
- Physical disabilities – MH lack of understand and vice versa
- Lack of alignment of service supports
- Lack of understanding and different expectations
- Building up of client expectation for another service
- Other social needs that impact on support needs ie housing
- Clinicians build an emotional expectation, however disability need might be quite different
- Reluctance to take the lead – like the idea of collaboration but don't want to be left "holding the baby"
- Individual needs vs the collective need – families
- Clash of medical clinical vs social
- Lack of service options

Solutions

- Communication / coffee – information contact
- Process of going through an MoU
- Developing maps of clear processes – identifying resources, key people
- Escalation points – clarify where to
- Being flexible to solve service gaps – willing to compromise and overcome "what's in it for me"
- Specialised provider – holds both contracts
- One fund to rule all services – would also break down the silos
- Workforce development – joint training for staff
- Joint funding / joint assessment
- Case management model
- Training – swapping employees to learn about each others area of support
- Lack of appropriate facility
- Buy in at the top level – ASD
- Ability to work to principles – not rules
- Local level – tailoring situations to individuals
- Case reviews to promote shared learning
- Share information platform

Key Messages

- Person and their support needs remain central at all times
- How you communicate determines the outcome
- People often quote the rules but there is often more flexibility than people think
- Building and maintaining relationships always helps
- Understanding others criteria and processes is essential

Paper tabled (to be emailed out by Karen)