

**Presenter** Life Unlimited

**Title** NASC over coffee; building trusted relationships

### **Abstract**

In this session Life Unlimited will discuss their work towards actively creating a new NASC experience for disabled people where there is an intentional focus on building trusted relationships. Also presented will be findings from research on our new way of working undertaken by Donald Beasley Institute.

A relationship is often developed by meeting the person in an informal environment such as their local café, intentionally behaving in a way that supports the evolvement of a trusted relationship, and being of service to the person through the provision of useful and relevant information in response to their needs. Underpinning the conversations is a desire that disabled people will confidently enact their choice and control over what happens next. This might include accessing supported self-assessment or facilitated comprehensive assessment, or they may decide that they do not need to continue the NASC process as their needs have been responded to in the informal meeting over coffee, or in subsequent meetings outside of the NASC process.

### **Biography**

I have been employed by Life Unlimited for 5 years, initially starting on a temporary contract to now working as a Support Facilitator in the Adult Community Team.

I have a varied and diverse background including as a legal executive in New Plymouth– Family Law Team, PA in a HR consulting firm in Wellington, setting up and helping manage a small workshop business and then retraining as a social worker and coming to work with Life Unlimited.

My current role involves assessment facilitation, support coordination, Health and Safety, Socrates training and Super User– and all between 9am and 3pm!

For me, being able to work with individuals and their families, share in their stories, celebrate their successes and acknowledge their journey are the rewards of this job. Being able to contribute to making a difference for them, learning, sharing, growing and changing how and what we do is part of the partnership we have with our clients.