



# INDIVIDUALISATION AND INNOVATION

It's not about surviving, but thriving with the client.

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TODAY WE STAND AT THE NEXUS OF TRUE  
INNOVATION IN CLIENT LEAD SERVICES.

AN OPPORTUNITY TO EVOLVE SERVICE  
DELIVERY TO REFLECT TRUE CLIENT CHOICE  
AND CONTROL.

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WHAT'S DRIVING THIS?

IN SIMPLE TERMS, IT'S THE NDIS!

YOU MAY THINK THAT IT'S IMPACT ON DES WILL BE LIMITED.

YOU MAY THINK THAT IT'S SITUATION NORMAL AND THAT THE NDIS IS SIMPLY ABOUT CLIENTS MOVING BETWEEN SCHOOL, ADE'S AND DES.

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YOU MAY THINK THAT ADE'S HAVE ENOUGH PROBLEMS WITHOUT WORRYING ABOUT DES.

YOU MAY THINK THAT SLES WILL SIMPLY REPLACE TTW AND THAT TRANSITIONING CLIENTS TO DES IS STILL AN ACCEPTABLE OUTCOME.

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THE NDIS WILL FUNDAMENTALLY ALTER THE  
EMPLOYMENT LANDSCAPE BY EMPOWERING  
CLIENTS AND FAMILIES.

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AS FAMILIES AND CLIENTS BECOME EDUCATED ABOUT CHOICE AND CONTROL THEY WILL ADVOCATE AND DEMAND MORE FOR LESS.

CLIENTS WILL LEAVE PROVIDERS WHO CAN'T PROVIDE THE OUTCOMES THEY WANT.

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CONSIDER THIS SCENARIO.





WHAT WOULD DES LOOK LIKE IF ADE'S PROVIDED OPEN EMPLOYMENT AND THAT SLES CLIENTS CHOOSE ADE'S TO PROVIDE OPEN EMPLOYMENT SUPPORTS?

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WHAT WOULD HAPPEN IF PARENTS (VOTERS)  
LEAD THE EMPLOYMENT PROCESS AND  
PURCHASED EMPLOYMENT SUPPORTS OUTSIDE  
OF DES AND SET THE PRICE?

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AS SHELTERED WORKSHOPS CLOSED  
OVERSEAS THEY MOVED CLIENTS TO  
INTEGRATED COMPETITIVE EMPLOYMENT IN  
THE COMMUNITY.

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IN THE USA, STATES THAT STARTED MOVING IN THIS DIRECTION TEN YEARS AGO NOW HAVE LESS THAN 10% OF THE ORIGINAL PARTICIPANTS STILL IN SOME FORM OF DAY CENTRE.

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THESE MAINLY CONSIST OF CLIENTS THAT BY VIRTUE OF AGE ARE MORE LIKELY TO RETIRE FROM WORK THAN TRANSITION.

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BACK TO MY ORIGINAL PROPOSITION!

INCREASINGLY SERVICE PROVIDERS IN THE  
USA ADOPTED CUSTOMISED EMPLOYMENT (CE)  
AS THE SOLUTION.

DISCOVERY, AN INTEGRAL PART OF CE IS NOW  
MANDATED IN THE USA.

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CE HAS AN EXTENSIVE HISTORY HAVING EVOLVED THROUGH THE WORK OF TOM BELLEMY, LOU BROWN, PAUL WEHMAN AND MARK GOLD IN THE 70'S AND SUBSEQUENTLY IN THE 80/90'S THROUGH THE WORK OF CARY GRIFFIN, DAVID HAMMIS AND MIKE CALLAHAN INTO THE PRESENT.

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WHERE IS CUSTOMISED EMPLOYMENT NOW?



JUST LIKE PERSON CENTRED PRACTICE AND ACTIVE SUPPORT IT IS NOT WITHOUT PROBLEMS.

THESE PROBLEMS ARE PRIMARILY DRIVEN BY PROVIDERS ADOPTING THE NAME WITHOUT A DETAILED UNDERSTANDING OF THE CONSTRUCT AND JUST USING THE BITS THAT SUIT THEIR BUSINESS MODEL.

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IN ORDER TO PROTECT THE INTEGRITY OF THE PROCESS AND TO MAINTAIN FIDELITY OF PRACTICE, DR. STEPHEN HALL HAS LEAD A CONSORTIUM IN THE USA TO DEVELOP THE DISCOVERY FIDELITY SCALE(™).

THIS WILL ENSURE THAT GOVERNMENT, PARENTS AND CLIENTS HAVE A VALIDATED MEASURE OF WHETHER DISCOVERY IS TRULY BEING DELIVERED.

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VALIDITY TESTING IS CURRENTLY UNDERWAY IN THE USA.

IN AUSTRALIA, CDERP HAS A JOINT RESEARCH PROJECT WITH GRIFFIN HAMMIS ASSOCIATES (USA) TO REFINE THE DFS(™) TO SUIT THE AUSTRALIAN CONTEXT. THE PROJECT ALSO GOES TO COVERING DPG(™), THE GHA VERSION OF DISCOVERY.

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VALIDITY TESTING OF THE CONTEXTUALISED  
VERSIONS OF DFS AND DPG WILL COMMENCE IN  
AUSTRALIA IN OCTOBER, 2017.

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WHERE IS CUSTOMISED EMPLOYMENT TODAY?



CONSULTANT LEAD DISCOVERY.

SELF GUIDED DISCOVERY.

GROUP DISCOVERY.

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WHAT HAS THIS GOT TO DO WITH DES?

PLENTY!





WHAT IF THE GOVERNMENT DECIDED TO PAY ONLY FOR EVIDENCE BASED PRACTICES AND REAL EMPLOYMENT OUTCOMES, NOT PROCESSES?

WOULD YOUR BUSINESS MODEL SURVIVE IN AN EVIDENCE BASED INDIVIDUALISED ENVIRONMENT?

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COMPLEX PROBLEMS REQUIRE SIMPLE SOLUTIONS!



TODAY WE HAVE CE BEING TESTED INSIDE  
ADE'S AS A PATHWAY TO OPEN EMPLOYMENT.  
WE HAVE CE BEING TESTED IN A  
COLLABORATION BETWEEN DES, ADE'S,  
SCHOOLS AND DAY SERVICES.

THINK ABOUT IT - MUTUALITY IN ACTION!

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NOT WIN WIN, BUT MUTUALITY, TRUE  
COMMUNITY PARTNERSHIPS BETWEEN  
PROVIDERS, SCHOOLS, EMPLOYERS AND  
FAMILIES, BASED ON THE SIMPLE PROPOSITION  
OF DEVELOPING REAL RELATIONSHIPS.

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WE HAVE OUTCOMES THAT INCLUDE OPEN  
EMPLOYMENT AND SELF EMPLOYMENT.



# A FEW FACTORS TO CONSIDER.

YOUR BUSINESS MODEL.

THE QUALITY AND KNOWLEDGE OF STAFF.

YOUR RELATIONSHIP WITH THE CLIENT AND THEIR FAMILY.

THE INTEGRITY AND FIDELITY OF YOUR CURRENT PRACTICES.

YOUR CAPACITY TO SUPPORT CLIENTS TO DEVELOP SELF ADVOCACY SKILLS.

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# SOME THOUGHTS.

DES IS MOVING TO A 50/50 PROCESS OUTCOME MODEL.

IN MY OPINION IT SHOULD FULLY ADOPT A 20/80 PROCESS OUTCOME MODEL.

THIS WILL REQUIRE A RETHINK OF HOW WE DEFINE EMPLOYMENT AND WORK.

IT WILL REQUIRE A RETHINK OF WORK CAPACITY BASED ON HOURS WHICH HAS LITTLE RELATIONSHIP TO ACTUAL WORK CAPACITY.

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SHOULD WE CHOOSE TO KEEP BENCHMARK HOURS AS A MEASURE, THEN DES SHOULD FOCUS SOLELY ON CLIENTS WITH A 15 HOUR PLUS BENCHMARK AS THEIR STARTING POINT, WITH THOSE WHO HAVE LESS THAN 15 HOURS SHOULD START WITHIN THE NDIS /ADE SYSTEM.

ONCE EMPLOYMENT IS ACHIEVED, THE CLIENT SHOULD BE FREE TO PURCHASE POST PLACEMENT SUPPORTS FROM WHATEVER SERVICE THEY CHOOSE.



STARBUCKS HAVE A MISSION STATEMENT IS  
THEIR STORES.

“TO INSPIRE AND NURTURE THE HUMAN SPIRIT –  
ONE PERSON, ONE CUP AND ONE  
NEIGHBOURHOOD AT A TIME”

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“TO INSPIRE AND NURTURE THE  
HUMAN SPIRIT, ONE PERSON, ONE  
EMPLOYER, ONE JOB, ONE COMMUNITY  
AT A TIME”

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THANK YOU FOR YOUR TIME.

“CUSTOMISED EMPLOYMENT MEANS ONE PERSON, ONE EMPLOYER AT A TIME.”

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