

# Cultural Conversations III

**Kerri Colegate, Director KM Noongar  
Consultancy Services**

**Margaret McGuinness, Specialist Support  
Coordinator, Pulling Together**

**Debbie Lobb, Behaviour Support Consultant**

# Acknowledgements

This webinar is hosted by the NDIA ECSN Program.

Webinar content is informed by a panel of people with sector expertise and content knowledge



# Acknowledgement of Country

**I would like to acknowledge the Whadjuk People of the Noongar Nation, who are the Traditional Custodians of the land from which I speak to you today. I also wish to acknowledge that we may have people joining us today from other First Nations – Nations with their own Traditional Custodians, culture and spirituality. I would like to recognise the deep and unique connection of Aboriginal and Torres Strait Islander People to Country and waters, and pay my deep respects to Elders past and present.**

# Brain Injury Awareness week

This week we are celebrating Brain Injury Awareness Week. Our theme, ‘Every brain injury is different’ recognises the uniqueness of each injury and tells the stories of people and families impacted by brain injury across Australia.

Brain injuries are as individual as people, which means their impact varies. By highlighting this, we encourage communities to understand and make space for difference and call for systems of support to acknowledge and respond to brain injury more appropriately.

<https://synapse.org.au/brain-injury-awareness-week-2021/>

## Our main speakers for today

**Kerri Colegate** - Kerri is a Noongar woman and Director of KM Noongar Consultancy Services. She's a consultant across many governmental and non-governmental services in WA, including providing guidance and support to the NDIS in relation to services for Aboriginal people, linkages to universities, cultural competence service development and many other roles.

**Margaret McGuinness** - Margaret is a Specialist Support Coordinator with a social work background. She has held previous roles in the People with Exceptionally Complex Needs (PECN) program as well as Regional Intensive Support Coordination (RISC), where she has supported Aboriginal People.

## Cultural Conversations Webinar Series - Recap on Webinar I and II -

In [webinar I](#), we heard from Kerri Colegate, Margaret McGuinness and Michael Riou (Team Tressure) who supported an initial discussion in relation to best practice for effective engagement and partnership with participants from Aboriginal and Torres Strait Islander background. We also looked at the importance of sourcing culturally appropriate supports and support providers.

In [webinar II](#), we heard once again from Kerri Colegate and Margaret McGuinness and we welcomed Linda Cresdee, Aboriginal Health Manager from St John of God Hospital in Midland. During this session, we looked at a lived experience example, and the complexities of supporting an Aboriginal person with support needs across NDIS, health and mental health services.

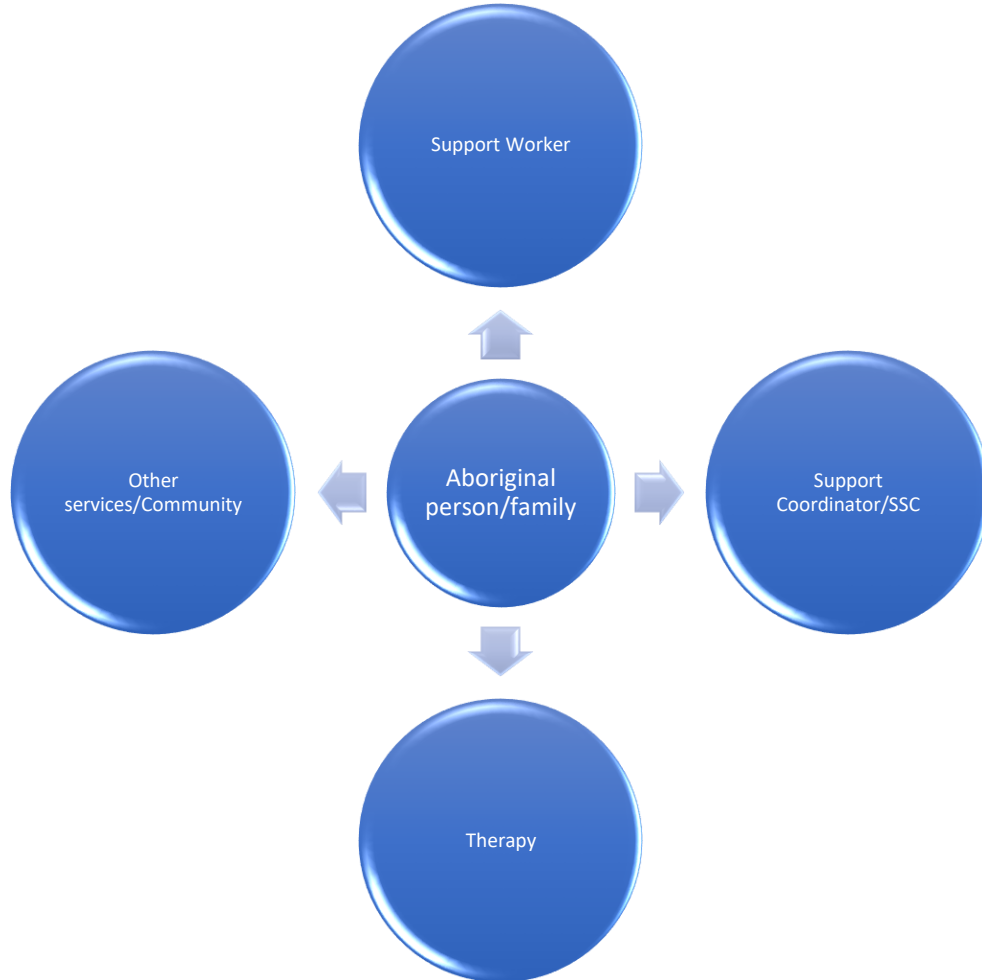
**This webinar will  
include exploration  
of:**

- Gaining a better understanding of Aboriginal ways of being, knowing and doing.
- Ensuring that planning is done with a strong Cultural lens.
- Capacity building with individuals, family and kinship groups.
- Best practice when supporting people to understand and make the most of their NDIS plan.
- Therapy and Behaviour Support Plans and how these can be delivered in a culturally responsive way that ensures they are effective.



**ABORIGINAL WAYS OF BEING, KNOWING AND DOING – MULTI-FACETED CARE  
WITHIN IN A CULTURAL CONTEXT**





## ABORIGINAL WAYS OF BEING, KNOWING AND DOING:

### Family, Homelife and Relationships

- Kinship; family history; relationship dynamics; current trauma/challenges; grannies; loss & grief

### Cultural, Language and Spiritual Considerations

- Language group; cultural obligations; connection to country; historical factors and impacts (stolen generation); cultural values and spiritual needs

### Environmental Health

- Access to affordable food; adequate housing; personal hygiene; neighbourhood setting



## New plan – **CAPACITY BUILDING**

- SC to meet with individual/family to ensure clear understanding of their plan – goals to achieve; what is therapy and why you need it; who other services will be involved and their role – ensuring choice and control and decision making around their own business: **SELF-DETERMINATION; INDEPENDENCE; GROWTH AND CONFIDENCE**
- Build understanding around budget and how it works including plan manager.
- Suitable times and days for catch ups and check ins

## Introduction of services – **CAPACITY BUILDING**



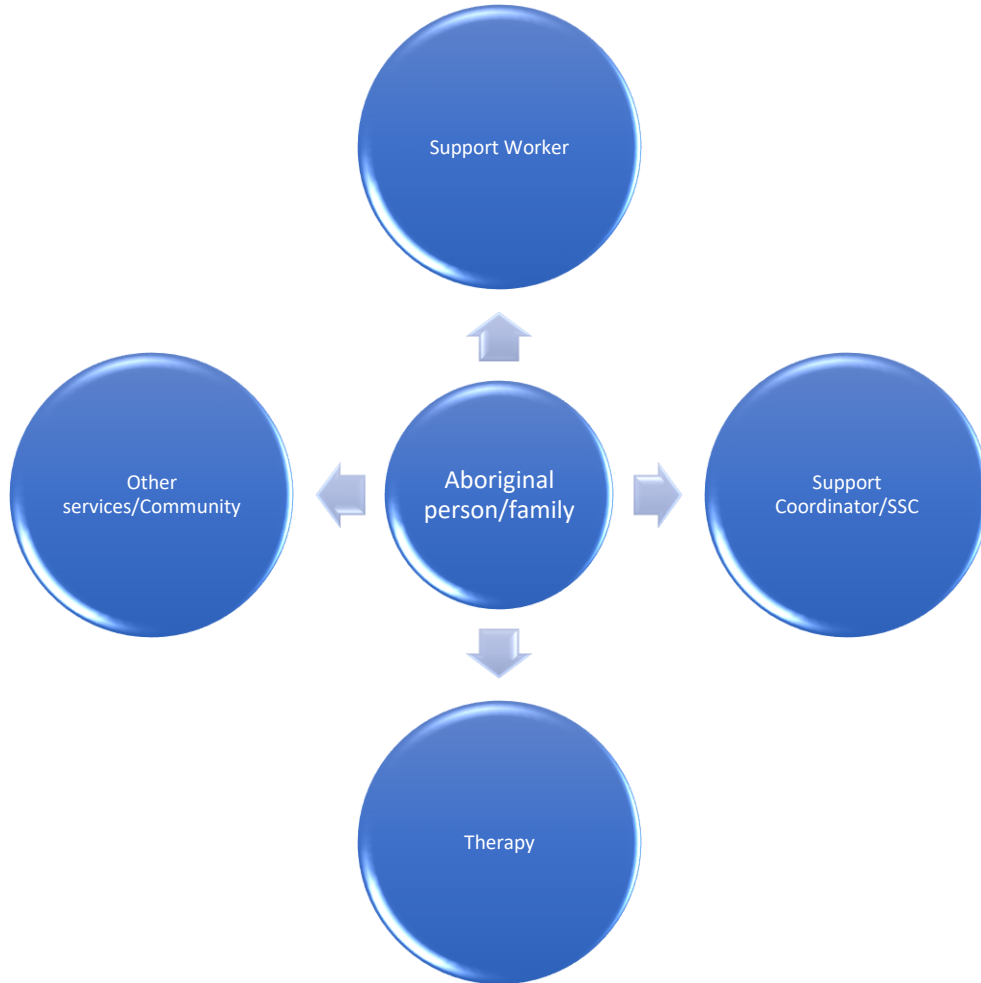
- Arrange first team meeting with individual/family as a meet and greet and a way of putting names to faces and an opportunity to discuss service agreements.
- Arrange ongoing bi-monthly team meetings as a way of updating all and ensuring consistency, achieving goals, identifying gaps and recommendations, and preparing for plan reviews. This will also assist in maximising the plan.
- Actions from meetings to be fed back to SC via a table template showing actions being not met or met or further comments. This allows SC to coordinate in a timely manner and to also be able to provide feedback to individual/family at any time and at arranged catch ups using this visual table. It can also provide feedback from the individual/family about any changes or concerns they may have.



## 1. Therapy – **CAPACITY BUILDING**

- Therapists to be flexible and open to undertaking therapy appointments at place of choice of participant/family – meeting people in their own reality.
- SC to be present at therapy appointments to ensure participant/family understand therapy goals and plans. To ensure exchange of health information is delivered in a way that is understood. How does the practitioner translate therapy into practice within a culturally responsive way eg Speech Pathology – communication strategies support home language
- Building the families understanding of therapy to assist in the delivery of ongoing therapy support
- Culturally safe devices that include Aboriginal pictures and languages.

**# BSP – How effective are BSP’s within a cultural context? How informed are individuals/families that they have a BSP and why?**



## Other services and activities – ***CAPACITY BUILDING***

- Check in with participant/family how community participation is going? Is it what they want/expected? Anything missing?
- Include cultural activities into community participation if needed.
- This is a good time to identify likes and dislikes to prepare for next plan should there be anything new to be built in.



## Support workers – ***CAPACITY BUILDING***

- Ensure participant/family understand role of SW eg not a taxi service
- Plan gets charged for transport
- Provide up to 2 SW people – rotate
- Take the opportunity to learn about participant's culture and their values, particularly family and extended kinship
- Notify SC of any new changes and concerns so that things can be addressed immediately



You may be already doing many of these steps, however, to work in a cross-cultural and responsive way effectively takes time. I encourage that relationships be the focus at the onset of meeting a new participant/family. Build their capacity to understand the NDIS and their role and responsibility in getting the best out of their plan. Be open to immersing yourself in cultural activities that may be happening in the community to learn more about your participants and their community.

Finally ensure realistic, *really want to* and achievable goals in plan reviews, and that family and cultural goals are highly considered and discussed.

# Person centred planning principles

Person-centred planning doesn't ignore disability. It focuses on finding abilities in the person, their friends and family, their community, and among service workers. A person's difficulties are not relevant to the process until it's clear how the person wants to live. Then this key question needs to be answered – “What particular assistance do you need in order to pursue the life that we have envisioned together?” John O'Brien, Connie Lyle O'Brien & Beth Mount, 1997.



## Principles of person centred planning

- With and alongside the person
- Meaningful based on what they want in life
- Captured in ways they connect with
- Captured in ways that tell the story they want to tell

Person centred planning and approaches includes ALL aspects of planning that is meaningful to the person and their wellbeing

- Connection with community and relationships
- My life, a good life
- The big plan, goals
- Therapy support
- Wellbeing support

# NDIS planning supports and inspiration

[Shannon's story](#)

[My-Choice-Matters-Thinking-about-a-good-life-workbook-1.pdf](#)

[My-Choice-Matters-Thinking-about-a-good-life-workbook-2.pdf](#)

[My-Choice-Matters-Thinking-about-a-good-life-workbook-3.pdf](#)

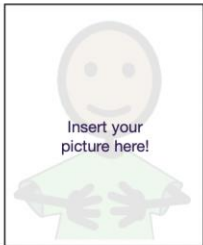
[Yarning about NDIS - care plan](#)

# Person centred planning examples



## Planning for a good life

- It's about ME!

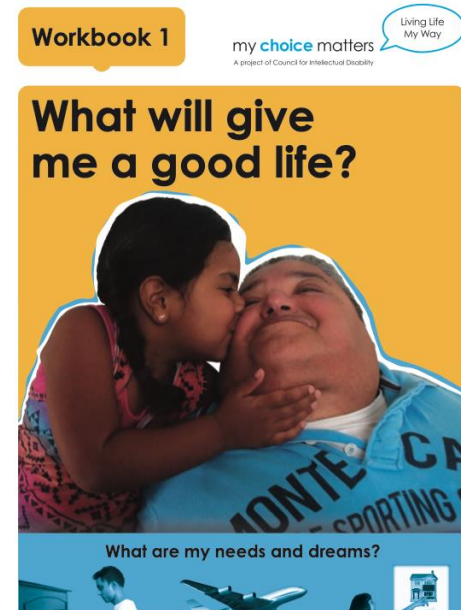
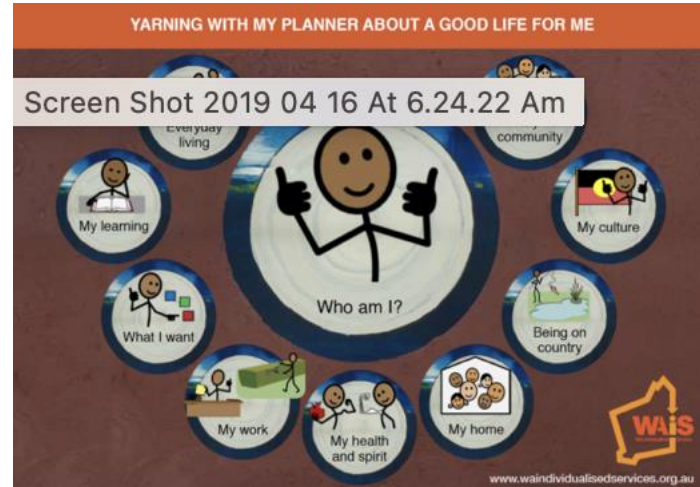


Name: \_\_\_\_\_

Date: \_\_\_\_\_

People involved/consulted in the planning: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



<https://waindividualisedservices.org.au/resources/planning/>

<https://cid.org.au/resource-tag/workbook/>

# Person centred approaches to therapy and Behaviour Support Plans

Be clear of the focus

Focus being always to capture how to SUPPORT the person

The plan should reflect how the person would like other people to see them, know about them and how to support them.

Be developed alongside the person

Captured in ways that represents the person's voice

Captured in ways to connect with the reader/support people

Be visual and personal as much as possible

Remember, this is MY plan. Think.... If I was you how would I like my voice captured.....



What does a  
good PBS  
plan look  
like?

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Captures what is known about a person's needs

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Provides context and understanding of what a person may experience that leads to behavior that others may find challenging.

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Summarises strategies and supports in place that help meet a person's needs and therefore reduce likelihood of behavior

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Builds empathy for the person

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Builds an understanding of how to support a person when experiencing distress.

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Summarises team processes and RP considerations (where required)

How to support  
a person may  
be captured in  
various types  
of plans



## Written Plan

reporting  
organisational reference



## Support plan

Designed with audience in mind  
Summary of how to support me  
well



## Regulation response plan

Captures how to read signs of stress  
and distress  
How to adjust supports



## Safety plan

How to respond and support in  
specific high risk contexts



## Involving the person

- Engagement
- Consent
- Supported Decision Making
- Ongoing Involvement



The Hub on the ECSN Website has a link to Easy Read resources provided by the Council for Intellectual Disability which lists a number of 'easy read' documents, including a number of planning tools for people to identify their needs, dreams and hopes for the future.

<https://ecsn.nulsen.com.au/easy-read-resources/>

## Easy Read Resources

16 March 2021

Easy read resources are a valuable tool to use when supporting people with complex communication needs, supporting people who have difficulty in reading, and supporting people who English is not their first language.

The ECSN team are avid supporters of the use of these documents to support communication and assist people to understand things they are important for them. I decided to do some research and pull together a list of the different resources out there that are free and readily available.

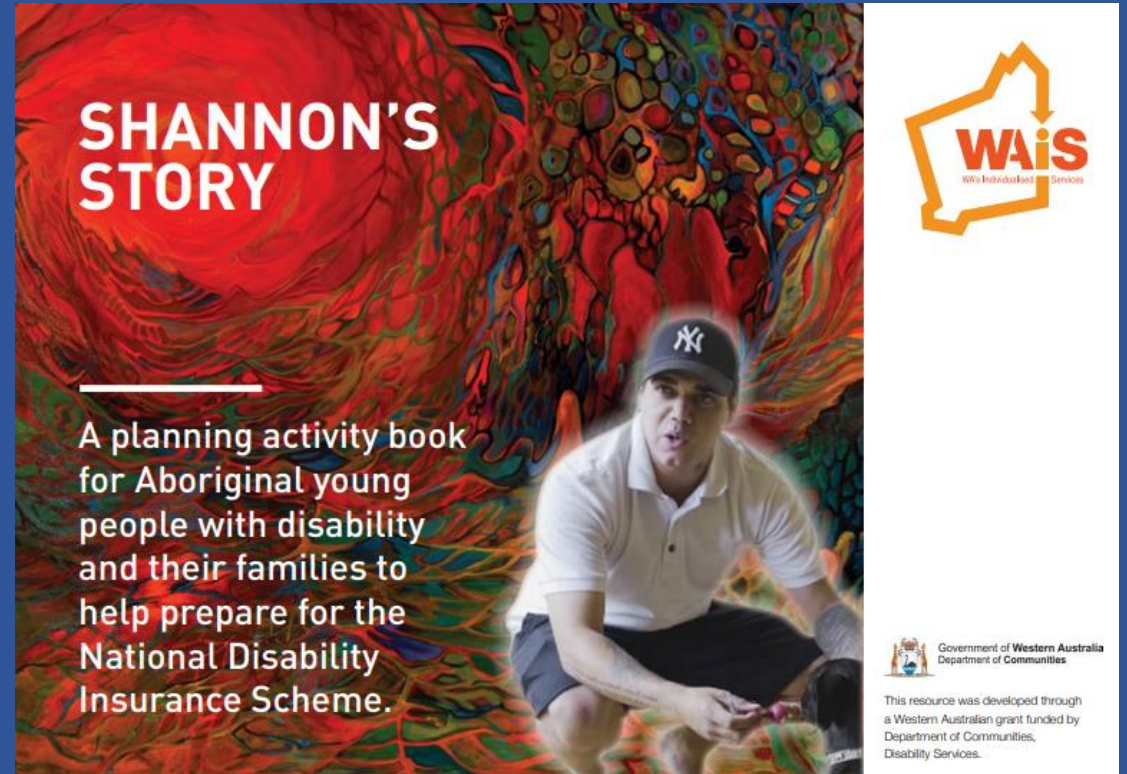
I hope that you find this information helpful in your line of work.

The **Council for intellectual disability** has the following easy read resources available:

- Manage your money <https://cid.org.au/resource/manage-your-money/>
- Online meeting checklist <https://cid.org.au/resource/online-meetings-checklist/>
- Choosing your support worker <https://cid.org.au/resource/choosing-your-support-worker/>
- Wearing masks during Coronavirus <https://cid.org.au/resource/wearing-masks-during->

Visit the WA Individualised Services Website to access Shannon's Story, a planning activity book for young Aboriginal People:

<https://waindividualisedservices.org.au/wp-content/uploads/2019/03/Shannons-Story-Full-Book.pdf>



**SHANNON'S  
STORY**

A planning activity book  
for Aboriginal young  
people with disability  
and their families to  
help prepare for the  
National Disability  
Insurance Scheme.

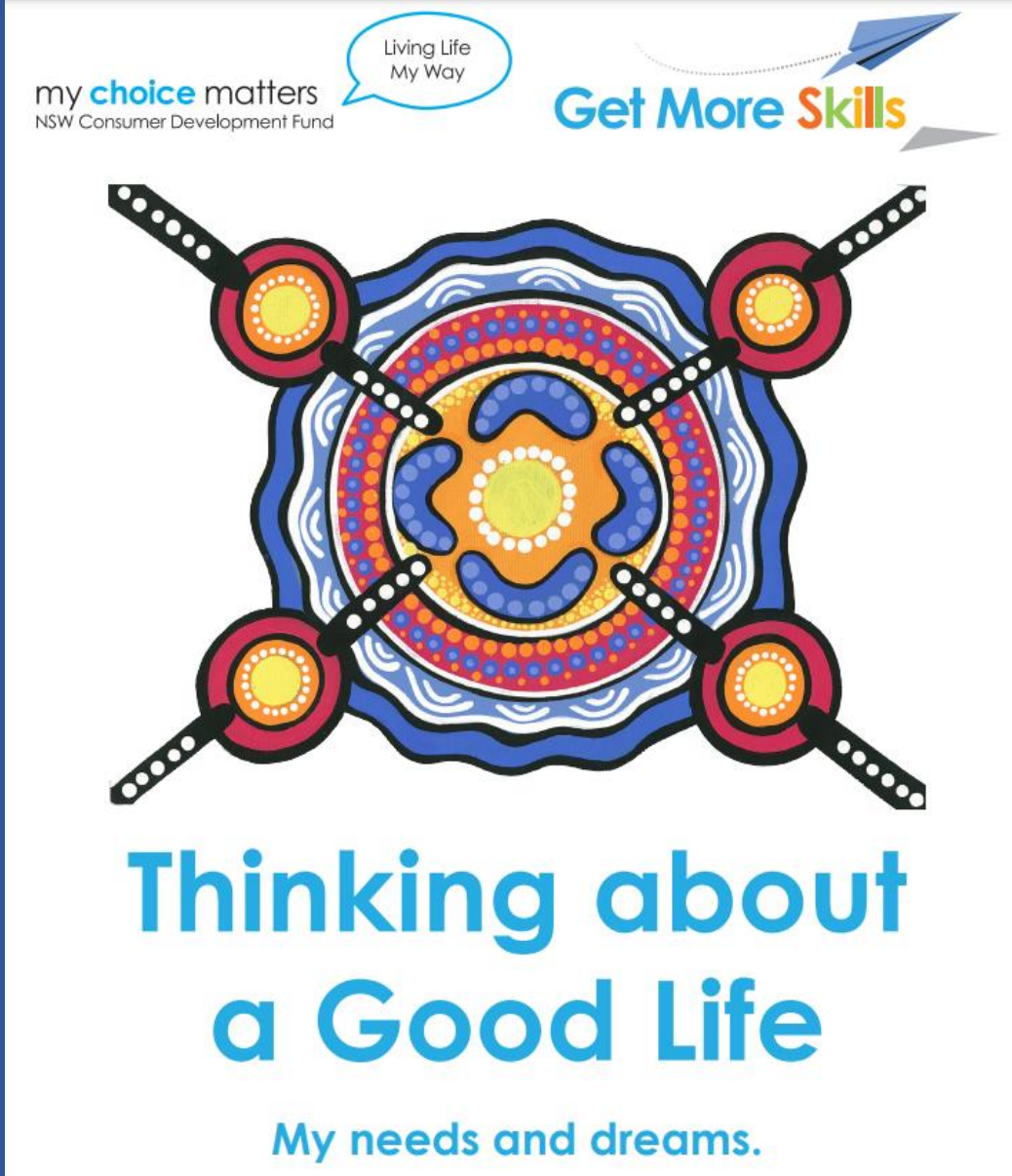
**Wais**  
WA Individualised Services

Government of Western Australia  
Department of Communities

This resource was developed through  
a Western Australian grant funded by  
Department of Communities,  
Disability Services.

Workbook 1: A workbook for people with disability and their families to assist clarify :

<https://www.cfecfw.asn.au/wp-content/uploads/2019/05/My-Choice-Matters-Thinking-about-a-good-life-workbook-1.pdf>



my **choice** matters  
NSW Consumer Development Fund

Living Life  
My Way

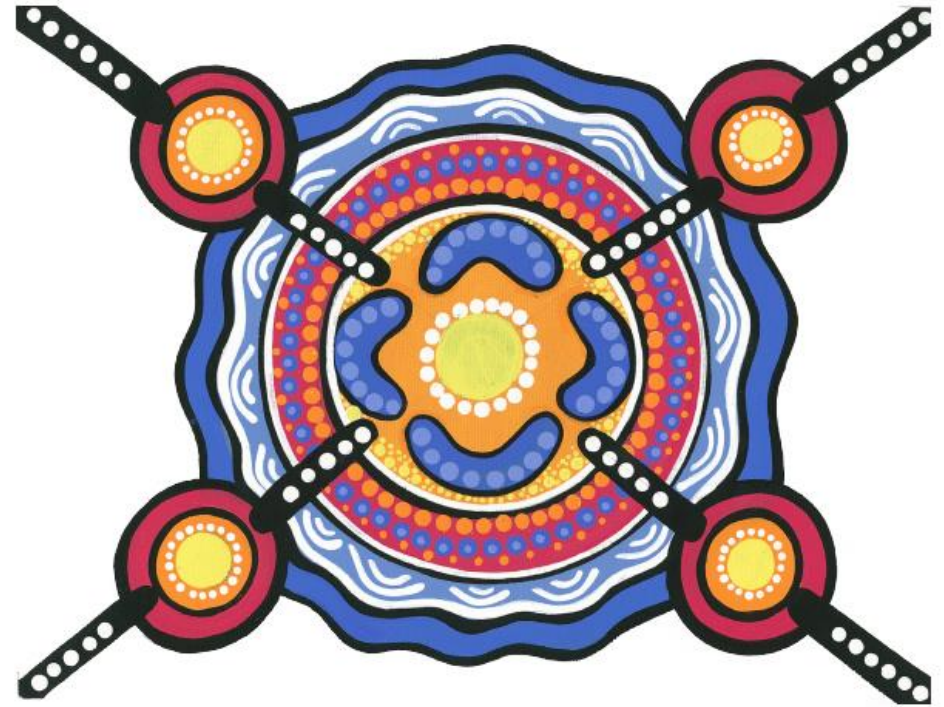
Get More **Skills**

# Thinking about a Good Life

My needs and dreams.

Workbook 2: A workbook for people with disability and their families to plan for a full life with something to do, someone to love and something to look forward to:

<https://www.cfecfw.asn.au/wp-content/uploads/2019/05/My-Choice-Matters-Thinking-about-a-good-life-workbook-2.pdf>

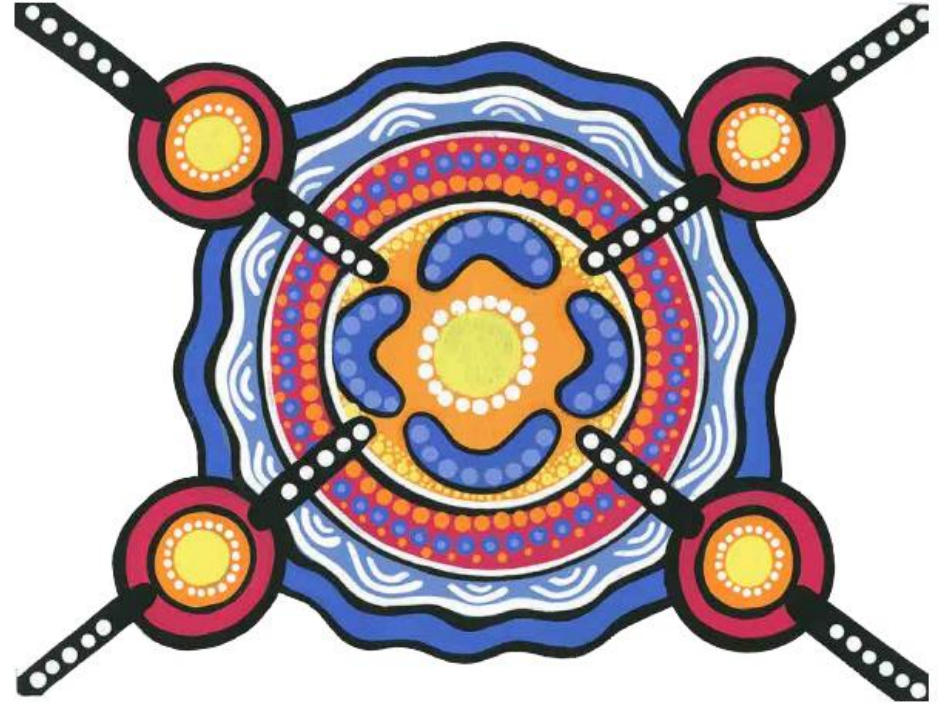


# Thinking about a Good Life

Something to do, someone to love  
and something to look forward to:

Workbook 3: A workbook for people with disability and their families to increase understanding of funding and how it can be used to support a good life:

<https://www.cfecfw.asn.au/wp-content/uploads/2019/05/My-Choice-Matters-Thinking-about-a-good-life-workbook-3.pdf>



# Thinking about a Good Life

Can funding get me a good life?

A workbook to assist with identify family and friends and look at what keeps up strong and what takes away our strength:

<https://www.menzies.edu.au/content/Document/careplan.pdf>

## YARNING ABOUT NDIS

Name \_\_\_\_\_

Date \_\_\_\_\_

ID Number \_\_\_\_\_

### STEP 1 Family and Friends



# ECSN consultancy panel supports

## Consultancy Panels

Support coordinators and disability providers can access support from a small panel of people with expertise from within the sector to problem solve a way forward in relation to support and planning.

You can access this through putting in a request at

<https://www.nulsen.com.au/home-page/ecsn/>

## Discussion Forums

6 weekly - Supporting people with a cultural lens

Commencing July - Supporting people who have experiences of mental distress, alcohol and other drugs and possible criminal justice involvement. Monthly through CARE Hub.

July – NDIS Planning for people with Huntington’s Disease and other progressive degenerative diseases.



Thank you