

# ACTIVE SUPPORT MATURITY MODEL MATRIX

		UNAWARE	EMERGING	MANAGED	GROWING
Organisation	Culture	<ul style="list-style-type: none"> <li>Focus on the maintenance of service delivery systems rather than meeting individual needs</li> </ul>	<ul style="list-style-type: none"> <li>The organisation understands the need to implement person centred approaches</li> <li>Supports a change in the culture and direction</li> </ul>	<ul style="list-style-type: none"> <li>The implementation of person centred practices including Active Support is supported and represented in the organisation's values</li> </ul>	<ul style="list-style-type: none"> <li>Leadership is inclusive and supportive</li> <li>Active Support is implemented</li> <li>Customer is at the centre of the organisation</li> </ul>
	Operations	<ul style="list-style-type: none"> <li>Policy and procedures focus on people's support needs and managing risks.</li> <li>Person centred approaches may be encouraged but implementation is not measured or monitored.</li> </ul>	<ul style="list-style-type: none"> <li>Person centred approaches are included in policy and procedures.</li> <li>No changes made to organisational structure or systems to support Active Support implementation</li> </ul>	<ul style="list-style-type: none"> <li>Organisational systems and structures are in place to facilitate Active Support implementation</li> <li>Senior Management and the Board support the implementation of Active Support</li> </ul>	<ul style="list-style-type: none"> <li>Staff Roles defined to support implementation of Active Support</li> <li>Practice leaders identified and trained</li> <li>Line managers and direct staff trained</li> <li>Continuous improvement measured and monitored</li> </ul>
	Goals	<ul style="list-style-type: none"> <li>The need to implement Active Support across the organisation has not been identified</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of Active Support is included in strategic plan.</li> <li>The need for staff training is identified and supported</li> </ul>	<ul style="list-style-type: none"> <li>A person centred plan is the organisation's strategic focus</li> <li>Staff training in Active Support is a priority</li> </ul>	<ul style="list-style-type: none"> <li>The organisation's mission statement indicate active support as their core business</li> <li>Continually adjusts strategic direction and structure according to person centred approaches best practices</li> </ul>
Team Leader	Culture	<ul style="list-style-type: none"> <li>Focus on, completing tasks and documentation in a timely manner</li> <li>Does not encourage staff to go beyond mandate</li> <li>Does not encourage involvement of the person with disability in day to day activities</li> </ul>	<ul style="list-style-type: none"> <li>Encourages cultural change</li> <li>Listen to staff and supports learning,</li> <li>Considers ways to implement person centred approaches without compromising the completion of 'tasks'.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates interest to implement Active Support.</li> <li>Improves staff performance through good practice, observation and performance feedback</li> <li>Staff seen as colleagues/partners</li> </ul>	<ul style="list-style-type: none"> <li>Team is motivated and strive for best practice</li> <li>Leading by example</li> <li>Builds staff capability and involve staff in customer vision</li> <li>Sets individual and collective goals for staff and monitors progress</li> </ul>
	Operations	<ul style="list-style-type: none"> <li>Focused on safety and completing tasks</li> <li>No systems in place to document progress</li> <li>Limited access to induction and training</li> <li>Limited or no supervision/ feedback on performance</li> <li>Site visits made when a complaint or issue arise</li> </ul>	<ul style="list-style-type: none"> <li>Person centred support approaches are discussed with team</li> <li>Staff roles and training needs are revised</li> <li>The review of current operational systems and practices commences</li> </ul>	<ul style="list-style-type: none"> <li>Introduces Activity Learning Logs and Opportunity Plans</li> <li>Models, teaches and coaches staff</li> <li>Conducts occasional reviews</li> <li>Support and feedback provided to team</li> <li>Induction and training become a priority</li> </ul>	<ul style="list-style-type: none"> <li>Formal active support training rolled out</li> <li>Activity Learning Logs and Opportunity Plans are used consistently</li> <li>Active Support implementation is monitored</li> <li>Motivates and rewards staff for enabling the people they support</li> </ul>
	Goals	<ul style="list-style-type: none"> <li>Deliver supports in a safe and efficient manner</li> <li>No goals related to person centred support</li> </ul>	<ul style="list-style-type: none"> <li>Train staff on person centred practices including Active Support</li> <li>Develop systems to document and monitoring person centred practices</li> <li>Provide people with disability with opportunities for participation and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>Implement person centre practices including Active Support in the day to day operations</li> <li>Use Activity Learning Logs and Opportunity Plans to document and monitor Active Support implementation</li> </ul>	<ul style="list-style-type: none"> <li>Involve staff in optimising active support practices</li> <li>Assist team in coordinating choice and opportunities for the people they support</li> </ul>
Disability Support Worker	Culture	<ul style="list-style-type: none"> <li>Performs all tasks for the person and does not involve them in decision-making 'hotel model'.</li> <li>Does not set goals with the person they are supporting</li> <li>Feels powerless and unsupported about contributing to cultural change</li> </ul>	<ul style="list-style-type: none"> <li>Explores ways of meaningfully involving the people they are supporting into daily routines of the house</li> <li>Assists people to identify their own goals</li> <li>Feels somewhat supported but is restricted by the need to complete tasks in a certain way and timeframe.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates broader understanding of the person's strengths and personal qualities</li> <li>Seeks to actively engage people in daily activities</li> <li>Collaborates with team to improve service/outcome</li> </ul>	<ul style="list-style-type: none"> <li>Participates in training and implements learning</li> <li>Continually encourages new challenges for the people they support and involves them to the extent possible in decision-making</li> <li>Feels fully supported to implement Active Support</li> </ul>
	Operations	<ul style="list-style-type: none"> <li>Delivers supports with emphasis on safety, health, personal care, and behaviour management</li> <li>Focuses on tasks to be completed</li> <li>Plans are developed with little involvement of the person</li> <li>There is no system to document progress towards goals</li> </ul>	<ul style="list-style-type: none"> <li>Supports the person to participate in some activities that may or may not be linked to the person's goals</li> <li>The focus is to complete tasks on time.</li> <li>May fill out activity logs sporadically but content is rarely reviewed</li> </ul>	<ul style="list-style-type: none"> <li>Works with the person and their circle of support to identify longer term goals</li> <li>Implement appropriate activities</li> <li>Uses Activity Learning Logs and Opportunity Plans sporadically</li> <li>Considers greater community engagement for the person</li> </ul>	<ul style="list-style-type: none"> <li>Activities are tailored to the person's interests and strengths</li> <li>Choice and control is maximised.</li> <li>Progress is documented and regularly reviewed</li> <li>High quality opportunity plans are developed.</li> </ul>
	Goals	<ul style="list-style-type: none"> <li>Complete tasks in the household</li> <li>Keep people safe</li> </ul>	<ul style="list-style-type: none"> <li>Assist person with disability to participate in some tasks</li> <li>Learn more about person centred approaches including Active Support</li> </ul>	<ul style="list-style-type: none"> <li>Establish strong rapport with the people they are supporting</li> <li>Empower them by encouraging community engagement and forming external relationships</li> </ul>	<ul style="list-style-type: none"> <li>Involve people with disability in everyday activities of their choice</li> <li>Support them in their social engagement and own lives</li> <li>Provide maximum degree of choice and control</li> </ul>
IMPACT ON Person With Disability	Response to the environment	<ul style="list-style-type: none"> <li>Explores ways of meaningfully involving the people they are supporting into daily routines of the house</li> <li>May demonstrate self-stimulatory or challenging behaviour due to boredom or frustration at being disengaged</li> </ul>	<ul style="list-style-type: none"> <li>Neutral or uninterested reaction towards support staff</li> <li>May demonstrate negative behaviours and/or self-stimulatory from time to time if not engaged</li> </ul>	<ul style="list-style-type: none"> <li>Interacts well a few with support staff but lacks enthusiasm</li> <li>Responds positively to new tasks and being engaged.</li> <li>Negative behaviours decrease</li> </ul>	<ul style="list-style-type: none"> <li>Strong rapport with a range of support staff</li> <li>Showing less reliance on self-stimulatory or negative behaviour</li> <li>Responds positively to inclusion and shows desire for greater engagement</li> <li>Takes full advantage of choices and control over the environment</li> </ul>
	Decision making	<ul style="list-style-type: none"> <li>Is not involved in daily decisions about what to do and when</li> <li>There is no assistance with goal setting</li> <li>Limited experiences reduce opportunities for choice and control</li> <li>Feel powerless</li> </ul>	<ul style="list-style-type: none"> <li>Makes decisions about the same types of tasks and activities with little change or variation</li> </ul>	<ul style="list-style-type: none"> <li>Makes some decisions about a number of different types of activities in and out of the house</li> <li>Identifies goals and participate in planning</li> </ul>	<ul style="list-style-type: none"> <li>Continuously involved in planning most aspects of their life on what to do and when</li> <li>Consistently taking the lead in all aspects of their life from routine chores to social and/or employment opportunities</li> <li>Feel empowered to make choices about their own lives</li> </ul>
	Typical day	<ul style="list-style-type: none"> <li>Spends large amounts of time doing little or nothing between mealtimes and the occasions when personal care is necessary</li> <li>No involvement in daily activities</li> <li>May show little to no motivation for involvement in daily tasks</li> <li>Minimal presence in the community</li> </ul>	<ul style="list-style-type: none"> <li>Spends most of the day waiting for activities to start</li> <li>Involved in limited activities and tasks around the home</li> <li>Some community presence</li> <li>Relationships are limited to immediate family and paid staff</li> </ul>	<ul style="list-style-type: none"> <li>Participates in a variety of activities in and outside the home</li> <li>Has more frequent interactions with the broader community</li> </ul>	<ul style="list-style-type: none"> <li>Spends most of their day participating in a range of activities in and out of the home</li> <li>Develops relationships with people beyond their home and paid staff</li> <li>Demonstrates an interest in greater community and social engagement</li> <li>Fully involved in their own lives</li> </ul>

## HOW TO INCREASE YOUR MATURITY LEVEL

	ACTIONS TO GET FROM UNAWARE TO EMERGING	ACTIONS TO GET FROM EMERGING TO MANAGED	ACTIONS TO GET FROM MANAGED TO GROWING
Organisation	<ul style="list-style-type: none"> <li>Identify the need</li> <li>Create a change management strategy for introducing Active Support</li> <li>Seek support at executive and board level</li> </ul>	<ul style="list-style-type: none"> <li>Implement change management strategy</li> <li>Revise staff roles</li> <li>Plan monitoring and continuous improvement strategy</li> <li>Provide staff training to implement changes</li> </ul>	<ul style="list-style-type: none"> <li>Implement an ongoing Monitoring and review process</li> <li>Assess areas for business improvement</li> <li>Integrate new business functions</li> <li>Address policy successes and failures</li> </ul>
Team Leader	<ul style="list-style-type: none"> <li>Identify training needs and options</li> <li>Develop systems to monitor progress</li> <li>Support staff to learn and implement person centred practices</li> </ul>	<ul style="list-style-type: none"> <li>Provide training in Active Support</li> <li>Enforce the completion of documentation to monitor implementation</li> <li>Support staff and monitor performance through coaching and supervision</li> </ul>	<ul style="list-style-type: none"> <li>Lead by example</li> <li>Build staff capacity and motivation</li> <li>Strive to implement best practices at all times</li> </ul>
Disability Support Worker	<ul style="list-style-type: none"> <li>Discuss training needs with manager</li> <li>Listen to people with disabilities needs and wants</li> </ul>	<ul style="list-style-type: none"> <li>Participate in Active Support training</li> <li>Complete documentation to monitor implementation</li> <li>Involve people with disability in planning and activities of daily living</li> </ul>	<ul style="list-style-type: none"> <li>Support people with disability to learn and be involved</li> <li>Assist people to increase community involvement and form new relationships</li> <li>Implement best practices at all times</li> </ul>