

PARTNERSHIP FORUM

FACT SHEET

SELF-DIRECTED SERVICE DESIGN

- The promotion of self-directed service design and delivery in community services is a key priority of the Partnership Forum.
- A self-directed approach harnesses the lived experience of service users enabling providers to offer more targeted and outcomes focused services for Western Australians.
- Taking a more personalised approach to the design and delivery of services is more likely to result in lasting solutions to people's needs than one-size-fits all service models.
- Self-directed services enable individuals and communities to determine the services and supports they need and how they are delivered. It involves:
 - community and individual engagement in the design and delivery of services;
 - person-centred and community-centred approaches to planning, design and service implementation;
 - individuals and communities having choice and capacity to make decisions about the services they use; and
 - control over resources/funding exercised by the people using services, to the extent they choose to do so.
- Public sector agencies and community organisations are being encouraged to adopt more flexible approaches which give clients a real say in how services are designed and delivered.
- A DVD entitled '*My Life My Way*' has been produced. It has a collection of personal stories from individuals, families and communities who are self-directing the services and supports they use.
- A Self-Directed Services Reference Group has been established comprising consumers, consumer representatives, service providers and public sector officers. The Reference Group provides advice to the Partnership Forum on promoting self-directed services in Western Australia.

- The Reference Group is working on three priority areas:
 - determining the principles, values and behaviours that will guide the development of self-directed services across Western Australia;
 - launching a range of activities and events to promote self-directed services; and
 - creating a communications strategy to assist with the promotion of self-directed services and build the capacity of all involved in community services to participate.

Keep an eye out for self-directed services workshops and events being held by the Partnership Forum. You can also get involved by including an element of self-directed services in an event you are already holding, whether that be through a speaker or someone to share their story of what self-direction has meant for them. If you are able to facilitate or suggest where self-directed services could be included in an event, please contact us through the feedback form on the Partnership Forum website.

For more information on self-directed services, and useful links to community based organisations leading the way in self-directed services, go to: <http://www.partnershipforum.dpc.wa.gov.au>.