

## CALL FOR INTEREST IN PARTICIPATION:

In order for us to proceed around this training programme we are calling for individuals and organisations to express a preliminary interest in participating.

An expression of interest at this time does not constitute a commitment. Numbers will however be strictly limited. Should you wish to **secure** a place on the programme via your expression of interest we would ask that you indicate your commitment at this time. A special price will be offered to any participants securing a place via this expression of interest.

## INDICATIVE NUMBERS:

This course will be restricted to a maximum number of **30** participants.

## INDICATIVE COST:

Final costings will be dependant upon participant numbers. However costs for participation in the full programme will not exceed \$3,000 per participant.

For people securing a place via this expression of interest there will be a discount of \$250. This discount will also apply to any agency supporting:

- 3 or more people to attend
- Parents or family members attending

Accommodation, meals and transport will be additional.

## PRELIMINARY REGISTRATION OF INTEREST:

Individuals or organisations interested in participating in, or reserving places on this programme are asked to indicate their interest by completing the attached form, responding with the information by email, or completing the online form, by 20 March. All responses to be sent to:

Erin Geaney – [events@imaginebetter.co.nz](mailto:events@imaginebetter.co.nz)

[www.imaginebetter.co.nz](http://www.imaginebetter.co.nz)



## DEEP QUALITY THROUGH OPTIMAL INDIVIDUAL SERVICE DESIGN

A HIGH LEVEL, INTENSIVE, SERVICE DESIGN  
TRAINING PROGRAMME FOR  
SENIOR PRACTITIONERS AND SERVICE LEADERS  
IN DISABILITY, MENTAL HEALTH AND  
OLDER PEOPLES SERVICES

## EXPRESSION OF INTEREST

August – September 2010

**STANDARDS PLUS** is planning to host this high level and intensive training programme to support the development of quality in the design and delivery of individualised, person centred services to people with disabilities and their families.

This course was developed in New Zealand and has now been delivered in New Zealand and many other countries over the past six years. The course is specifically designed to help bridge the gap between what is hoped for, and what is actually realistic for practitioners to deliver on, by way of individualised person-by-person service arrangements

This programme consists of two full weeks of training modules. Attendance at both sessions is essential for registration in this event. It is anticipated that the course will be held on the weeks of 9<sup>th</sup> – 13<sup>th</sup> August and 30<sup>th</sup> August – 3<sup>rd</sup> September 2010.

The course will be held in either Hamilton or Auckland depending on the areas of greatest interest.

Our ability to proceed with the course is dependant upon sufficient interest. This expression of interest will enable us to determine our ability to proceed.

## COURSE CONTENT: - KEY COMPONENTS.

This course is an intensive “hands on” event that involves the participant in both directly and indirectly developing unique arrangements of individual support.

The participant will learn to develop and bring into existence individualised arrangements of support “from scratch” and independent of existing standardised service models. The course will examine issues surrounding:

- Vulnerability of persons and programmes.
- Intentional safeguards.
- Various ways to establish and negotiate personalised flexibility in service design and operation.
- Processes involved in supporting personal choice and self-determination.
- The role of values and quality.
- Supports for social inclusion.
- Serving people who are considered “difficult” or unusual in their needs, and many other.

## TRAINING OBJECTIVES:

To build a core of high level expertise in the design of services that provides a base from which service providers, needs assessors, policy makers, planners and purchasers can begin to offer service responses that are consistent with the objectives of the **New Zealand Disability Strategy**.

## COURSE LEADERS:

This programme will be lead by **Michael J. Kendrick PhD, Kendrick Consulting International, Massachusetts**, Michael Kendrick is well known in New Zealand and internationally for his work on service quality, leadership, innovation, service user empowerment and safeguards. He has been involved with individualised service design for over 30 years and has taught extensively on designing innovative services, particularly for people considered “difficult to serve”.

### Lorna Sullivan.

Lorna is the Chief Executive of Standards Plus, a small New Zealand agency working to promote innovation and change in the delivery of services and the development of community for disabled people, older people and people with experience of mental illness and their families. Lorna has worked extensively within the disability sector in New Zealand. Her particular areas of interest include working with people with a disability and family members to build services and supports that are genuinely relevant to their needs and their individual pursuit for personally meaningful futures. She uses what she learns to support people with a disability, their families, advocacy groups, service providers and governments interested in working for a positive change.

## WHO SHOULD ATTEND:

Due to the length and intensity of this course, it is advisable only people that have already demonstrated exceptional abilities to be creative, innovative and rigorous about individualised service quality be encouraged to attend. This would include:

- Providers of disability, mental and age care services.
- Disabled people and family members.
- Needs assessors and service coordinators.
- Ministry of Health, Social Development and Education policy makers.

This training would be best targeted to people who have:

- Senior roles or roles of influence in organisations.
- Interest and ability in designing service solutions from scratch.
- Strong connections with people.
- Proven track record in independent thinking and action.
- Strong vision of individualisation, social inclusion and ethical partnership.
- Ability to manage complexity.
- Sophistication in understanding the place of bureaucracy and the politics of social service delivery.