



# update

## for Services Coordinators

ISSUE 6 - May 2009

**Ma mahi tāhi tātou** working together for children and young people with high and complex needs

### Kia ora tatou

It has been some time since my last update, so apologies. Welcome to those of you have joined as Services Coordinators recently. I hope to catch up with you as I work my way round the country.

### HCN Advisors

As many of you will know, we have had some significant changes to the Advisor team, as both Tansy Brown and Jillian Fordyce have moved on. We are now back to 5 Advisor positions across the country.

It is great to have **Siobhan Doran-Read** on board covering Auckland City, West Auckland, North Shore and Northland.

**Tony Wall** is moving out of Counties Manukau and is covering Gisborne, Hawkes Bay, Wairarapa and the Manawatu.

**Lisa Parker** has just joined the team, and will be covering Taranaki, Wanganui, Porirua, Wellington and the Hutt Valley.

**Gaye Stanley** continues to cover the South Island. We have a **vacancy** for which we are currently recruiting, to cover Counties Manukau, Waikato and Bay of Plenty.

### The Business

#### Financial Year End processes

All financial year end information needs to be at the Unit by **23 June**. There is an **End of Financial Year form** which you will need to work with the Finance Contact to complete, as you would with a usual Financial Review.

The form needs to:

- list any invoices that have been received and/or paid by the Lead Agency that will not be received by the HCN Unit for payment by the end of June.
- list any interventions that have occurred with an estimated cost, if provider invoices have not been received.

This process is very important, as it allows the HCN Unit to accrue funding to ensure that the Lead Agency can be reimbursed once the invoices or journals are submitted for payment after 30 June.

For reimbursements to occur by the end of June, journals/ invoices from the Lead Agency must also be at the HCN Unit by **23 June**. Advisors will be talking with Finance Contacts and managers to ensure they are aware of this process.

#### Plan Approval Panel

The Plan Approval Panel now comprises lead practitioners from CAMHS, CYF and GSE. We have representation from across the country from each sector. Feedback to date from Panel members has been very positive and it is reassuring to see how consistent the decision making regarding quality practice, the appropriateness of interventions and funding is. We will be seeking representation from the disability sector in the near future.

#### Covering letters

When you are completing the covering letter for reviews and Funding Change Requests for the new Plan Approval Panel, it is very helpful if you can give a very brief summary of the young person's presentation, the key features of the plan and any significant changes that have occurred, as well as how the funding request aligns with the direction of the plan.

#### Sending documents to the HCN Unit

When you submit plans, reviews or Funding Change Requests for the Plan Approval Panel we need these always to be sent in hard copy as this provides us with certainty that the documentation has been seen by the Lead Agency Manager.

Preparing documents for the Panel involves lots of photocopying, it is easiest at our end if documents aren't stapled or bound. Please check all attachments referred to are attached.

Our normal postal address is:

HCN Unit  
c/o Child Youth and Family  
PO Box 2620  
Wellington 6140.

When a quick delivery time is important, please send by **courier** to our street address which is –

HCN Unit  
c/o Child Youth and Family  
Level 5 Bowen State Building  
34 Bowen Street  
Wellington 6011

### **Team Planning Resources**

Hopefully you have all now seen the resources on the website and are starting to use them. I am currently working my way round your regional groups to discuss the resources in more detail. Key things to remember about the first planning meeting are:

- to focus on explaining the process to team members
- to identify whether anyone should be included on the team who isn't currently
- to explain how completing the booklets allows people to be open and honest about any barriers they perceive
- to ensure that the appropriate support is identified for the young person and the family/caregivers is in place to allow them to provide their feedback
- to explain that collating the feedback allows everyone's feedback to be discussed equally.

For the purpose of the analysis framework, Concerns should be the underlying issues that need to be addressed by a plan, rather than the behaviours with which the young person presents, or disagreement between agencies.

What it looks like is likely to be the behaviours with which the young person presents, good or not so good, including the frequency and severity. This should give the opportunity to gain some perspective about how significant each concern is. For example, a team may get stuck if they are concerned about a 9 year old's sexualised behaviours, but if the 'what it looks like' indicates that the behaviours occur rarely, when the young person is upset and involve hugging, then the level of concern should be able to be reprioritised.

Barriers are the things the team identifies that have prevented, or could prevent, progress being made against the area of concern for the young person, for example, inconsistent behaviour management, lack of engagement in services, lack of appropriate support for caregivers.

Reviews It is really important that reviews focus on the goals in the plan. You can write the goals in the left hand column on the review template, then provide the update on progress as usual, in the right hand column. Encourage the team to think about the outcome measures they identified when the plan was written, and to use these to provide quantitative feedback wherever possible. You should ask questions such as:

- *How do we know there has been improvement?*
- *How many times is xxxxx occurring now?*
- *What data has been collected against this goal?*
- *What would we need to do to be more specific in our reporting next time?*
- *Have there been any barriers to progress?*
- *What has contributed to the positive outcomes?*

The question about barriers is very important, as it allows the team to reflect on anything that might need to change to promote progress.

When things are going well, the information about what has contributed to positive outcomes is very helpful when we come to analyse what works well in plans.

### **What's coming up?**

#### Plan Document

As many of you know, we are working align the new plan template with the team planning resources, and to try to remove some of the glitches. We are aiming to have the new template up and running from 1 July, although there will be a three month overlap before we remove the old template. I will update you as to our progress....

#### National Services Coordinator Forum

We received lots of positive feedback after last year's forum. (I am a little anxious to find that we are already 6 months on from that!) We are planning another forum on 6 November in Wellington – agenda and venue to be confirmed nearer the time.

Me mahi tahi tātou



Clare Shepherd

Leader Professional Practice and Development  
HCN Unit