



Sisters of Charity of Jesus and Mary



Are Hosting:

A Leadership Course In: Achieving Deep Quality In Individualised Service And Support Arrangements

Optimal Individual Service Design Course For Disability, Mental Health and Aged Care Services

5th - 9th November and 26th – 30th November 2007

Course Leader Michael J. Kendrick PhD



You are invited to join us in taking a lead

Much attention has been given to person-centered planning and the goals of personalised outcomes in recent years, but actual progress on the ground with implementing such goals has often been quite limited.

This service design course is uniquely aimed at bridging the gap between what is hoped for, and what is actually realistic for services to deliver on, by way of individualized person-by-person service arrangements

It is a comprehensive 10 day course, that is orientated to notably talented and motivated people who are committed to and are likely to play a decisive role for years to come in assisting with the better implementation of genuine person centred solutions.

Past participants have found this course deeply thought provoking and challenging and it has been successfully undertaken in various countries including Ireland, New Zealand, Australia, Canada, Holland and elsewhere

COURSE CONTENT - KEY COMPONENTS

This course is an intensive “hands on” event that provides the opportunity to go through the actual stages of thinking, judgment and decision-making involved in creating genuine and meaningful person- centered results. This is achieved by several methods.

The first is a rigorous examination of the issues and underpinning life- giving theories that must be mastered if the options for people are to be sustainable over time.

The second aspect of the course is working directly with individuals with a disability and their families to prepare a vision and a proposal for an individualised service ‘from scratch.’

The course will provide an in dept examination of issues surrounding:

- The role of assumptions, values and quality as it relates to service development
- The nature of on-going processes of service design, alteration and responsiveness
- Establishing what is fundamental in meeting individual needs
- Discerning and assessing needs accurately and meeting them in a normative and inclusive manner
- The long term supports for social inclusion
- Costing, cost benefit, structural and management strategies
- The character of consumer and family -governed service models
- The processes involved in supporting personal choice and self-determination
- Serving people who are considered “difficult” or unusual in their needs
- Exploring the ethics of ‘right relationship’ and ethical partnering
- What is a “real” home

WHO SHOULD ATTEND

Due to the length and intensity of this course, it is advisable that only people who have genuine commitment to and demonstrate abilities to be creative, innovative and rigorous about individualised service quality be encouraged to attend. This includes:

- Service users, family members and advocates
- Providers of disability, aged care or mental health services
- Funders, service monitors and policy makers
- Managers, supervisors and direct support staff

Participants can expect to participate directly and indirectly in the development of actual service models from the beginning. This training would be best targeted to people who:

- Are creative, innovative and rigorous about individualised service quality, including providers of disability, mental health/psychiatric, aged care services
- Have strong connections with people
- Have leadership potential and those in leadership roles of influence in regard to implementing genuine individualisation within organisations

COURSE LEADER

This course will be lead by Michael J. Kendrick PhD. Michael is well known internationally for his work on service quality, leadership, innovation, service user empowerment, advocacy and safeguards. He has been involved with individualised service design for over 30 years in many countries and has taught extensively on designing innovative services. (See www.kendrickconsulting.org)

Co-Facilitators

Lorna Sullivan will assist during the first week of the course. Lorna is the Chief Executive of Standards Plus, a small, national agency in New Zealand working to promote innovation and change in the delivery of services 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. (See www.imaginebetter.co.nz)

Kathryn Treston will assist during the second week of the course. Kathryn is currently director of Mamre Association Inc in Brisbane, Australia, at a time when the organisation is striving to deepen family- centred approaches in order to ensure effective support for each family and individual with a disability. Mamre supports over 400 families. (See www.mamre.org.au)

COURSE DETAILS

Dates: The course consists of one full week **5th – 9 th November 07**, then a two week gap, with the second full week of training from **26th – 30th November 07**

Attendance Requirements:

Attendance at both weeks of training, in their entirety, is essential for registration in this event.

Course Numbers:

The course is restricted to a maximum number of 30 participants and will be filled on a first come/first served basis.

Course Hours:

The hours of the event are normally 9am -5 pm each day, but due to the partnering work with service users and families, participants will be spending part of various evenings working with service users and families directly.

Cost

The cost of the course is €1,800. This covers tuition, all materials and morning/afternoon tea, lunch, but **not** travel, evening meals or accommodation.

Venue

Mount St. Anne's, Retreat and Conference Centre, Killenard, Portarlinton, Co. Laois.

FURTHER INFORMATION

A detailed outline of the course and a registration form will be forwarded to interested participants by contacting:

Roisin Morrin 00 353 45 529475 ext. 115 Email: roisin.morrin@scjms.ie

Or

Karina Wallis 00 353 45 525327 or 087 2675538 Email: karina.wallis@scjms.ie



Sisters of Charity of Jesus and Mary



Registration Form

To register as a participant in the Individual Service Design Course to be held in November 2007 please complete the following.

Participant Details

Name: _____

Organisation: _____

Job Title: _____

Email: _____

Phone: _____

Address: _____

Event Planning

To ensure all delegates can fully participate in the course please complete the following:

Dietary requirements or preferences (please specify) _____

Require material in alternative format (please specify) _____

Require Hearing Loop/deaf interpreter (please specify) _____

Payment Policy

Payment must accompany registration. Cheques to be made payable to **Sisters of Charity of Jesus & Mary Services**
Closing date for registration and full payment is **30th September 2007**

Please forward completed registration form and payment to:

Roisin Morrin, SCJMS, Moore Abbey, Monasterevin, Co. Kildare.

Tel: 00353 45 525327 Fax: 00353 45 525251 Email: roisin.morrin@scjms.ie

REGISTRATION AND COSTS

The cost of the course is **€1,800.00**. The cost covers the 10 day course fee, handouts, morning and afternoon teas and lunches. Registration closes **30th Sept**. We will confirm your registration shortly after the closing date and forward you the course outline, reading materials and further course details.

Course Venue

Mount St. Anne's Retreat & Conference Centre, Killenard, Portarlinton, Co. Laois

Tel: 00 353 57 8626153 Email: msannes@eircom.net Website: mountstannes.com

Names and Contact Numbers for Accommodation Within the Area:

Mount St. Anne's Retreat & Conference Centre, Killenard, Co Laois. 00353 57 8626153

The Heritage Hotel, (Killenard) 00353 57 8645500 (Portlaoise) 00353 57 8678588

Montague Hotel 00353 57 86 26154 Hazel Hotel 00353 45 525373