

WEEK 1  
2 May to 6 May 2011



purple  
orange

WEEK 2  
30 May to 3 June 2011

## **DEEP QUALITY:** An in depth leadership course in Optimal Individualised Service Design

by

**MICHAEL J. KENDRICK PhD**

Michael is a well-respected voice in the international disability community.

Increasingly there has been much attention to person-centred approaches to supporting people. However, even with the best of intentions, we are still scratching at the surface. This course is aimed at bridging the gap between what is hoped for, and what is actually realistic for services to deliver on. For those involved in developing progressive policy, funding or services this will be a valuable experience, not to be missed.

The course will be held in two related sessions. We expect there will be considerable interest and while a small number of people may have attended this course overseas or interstate, this event is an ideal opportunity for a greater number of people to access the material.

This two-week course will take place at Our Space, 104 Greenhill Road, Unley South Australia and places are limited. We recommend you register as soon as possible as we anticipate that places will be filled fast. A booking form is attached.

**EARLY BIRD REGISTRATION \$2700** inc. GST closes on 28 March 2011, with Full Registration, \$3000 inc. GST, closing on 18 April 2011.

# COURSE CONTENT

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

The first aspect of the course 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 living with disability, or with mental illness, or who are ageing, and their families to prepare a vision and a proposal for an individualised service 'from scratch'. Participants will work in small groups with an identified individual and family members. The small group receives reflection and critiques of this proposal by the course leader and the individual or family members.

## The course will provide an 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
- The nature of personal and agency vulnerabilities and the role of intentional safeguards
- Establishing what is fundamental in meeting individual needs
- Discerning and assessing needs accurately and meeting them in a normative and inclusive manner
- The many challenges involved in both 'imagining better' and being innovative
- The long-term supports for social inclusion
- Costing, cost benefit, structural and management strategies
- The role of judgement in service design
- 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
- Bureaucratic shielding and other strategies to manage invasive bureaucracy
- The effect of social devaluation on needs and identity and strategies to counteract this

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### REGISTRATION/TAX INVOICE

Please return completed registration by fax on 08 8373 8373, or email [admin@juliafarr.org.au](mailto:admin@juliafarr.org.au)  
For informal enquiries please phone (08) 8373 8333.

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Organisation Name: \_\_\_\_\_

Address: \_\_\_\_\_

Ph: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email Address: \_\_\_\_\_

**\* All people planning to attend must register and pay in advance \***

#### FEES

All fees are in Australian dollars and GST inclusive

Early Bird Registration \$2700

*Closes 28 March 2011*

Full Registration \$3000

*Closes 18 April 2011*

Receipt

required

#### EVENT PLANNING

To ensure delegates can fully participate in the conference programmes please advise if you require any assistance on the day eg. Accessible car park space, auditory devices etc

List any dietary requirements or preferences: \_\_\_\_\_

#### PAYMENT

Payment must accompany registration

**BANK NAME:** Bank West

**BSB:** 305-122

**ACCOUNT NAME:** Julia Farr Association

**ACC NO:** 0282789

*Cheques made payable to 'Julia Farr Association' - Box 701 Unley Business Centre SA 5061*

**CANCELLATIONS:** No refunds will be provided for cancellations made after 18 April 2011. A substitute may be sent in your place.