

# Evaluation of Service Systems: A Personal Reflection

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# This presentation

## Part I

- **What's a Service System**
- **What are good predictors that we might want to measure/evaluate\***

## Part II

- **Developing the evaluation model & my personal reflection**
- **Share some findings**

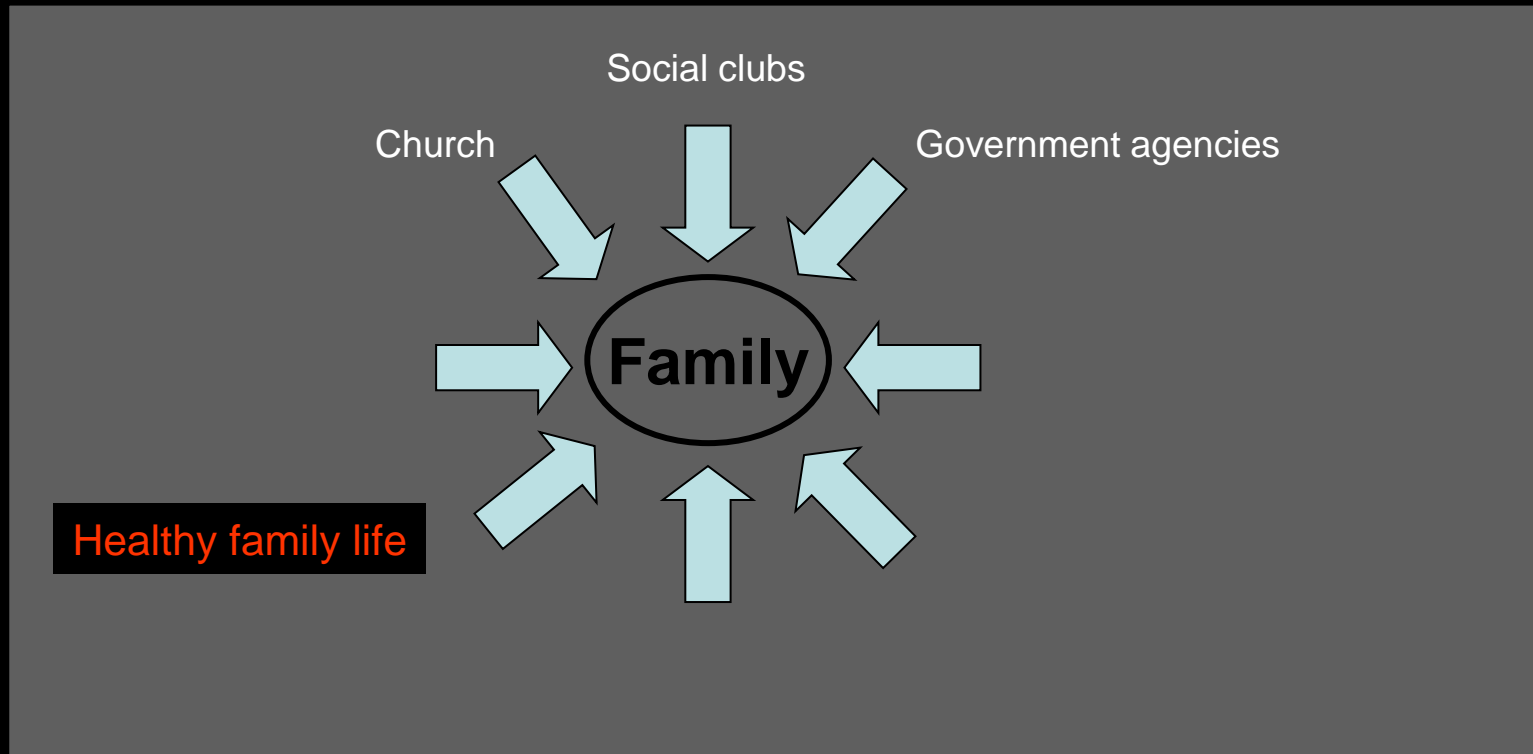
# In a little more detail

- **Examples of support systems**
- **Behaviour support system**
- **Why evaluate behaviour support systems**
- **The evaluation process**
- **Developing the tools and personal reflection**
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# Examples of support systems - 1

## Rural families

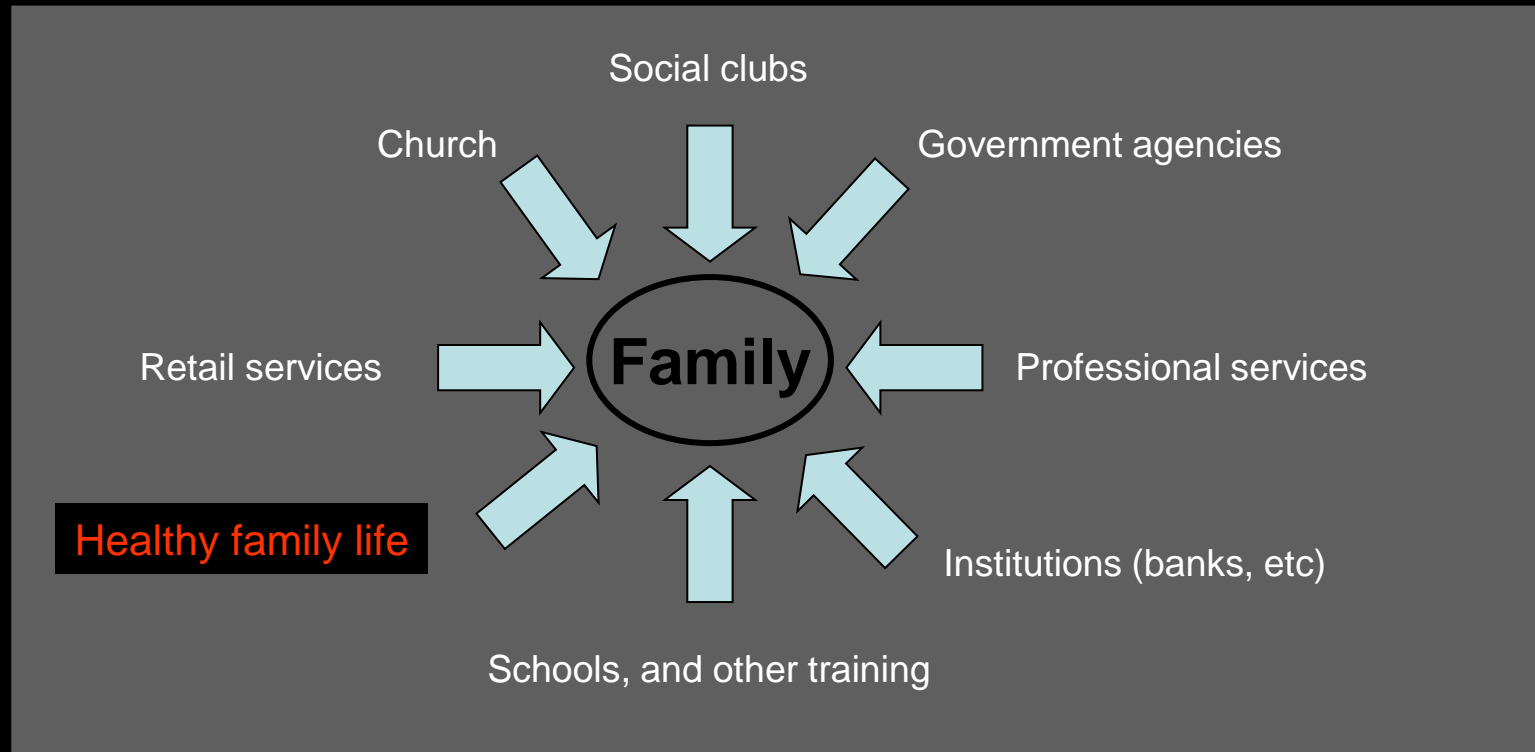
Formal and informal support systems are essential to empowering rural families to meet basic needs of health, education, and employment, etc.



# Examples of support systems - 1

## Rural families

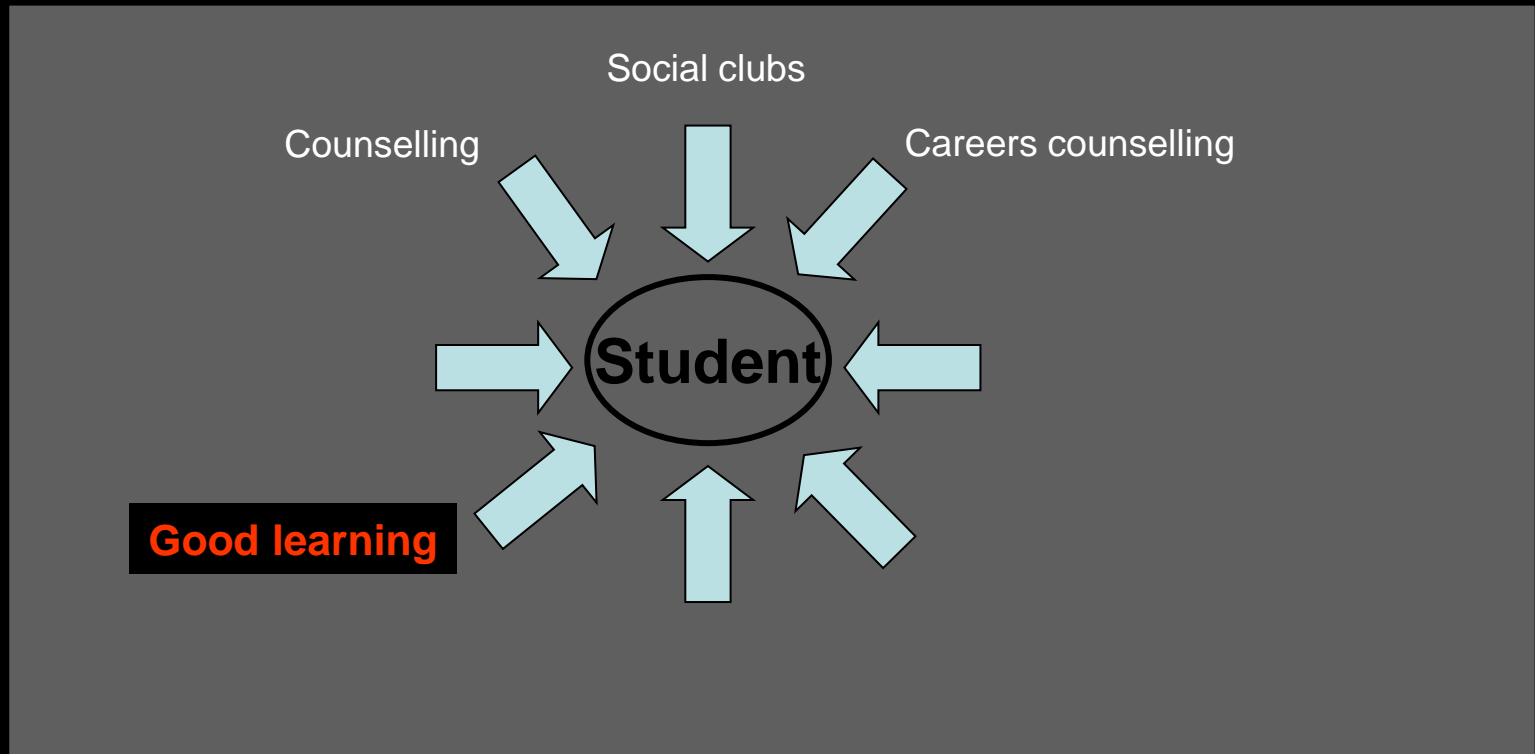
Formal and informal support systems are essential to empowering rural families to meet basic needs of health, education, and employment, etc.



# Examples of support systems - 2

## University Student's life

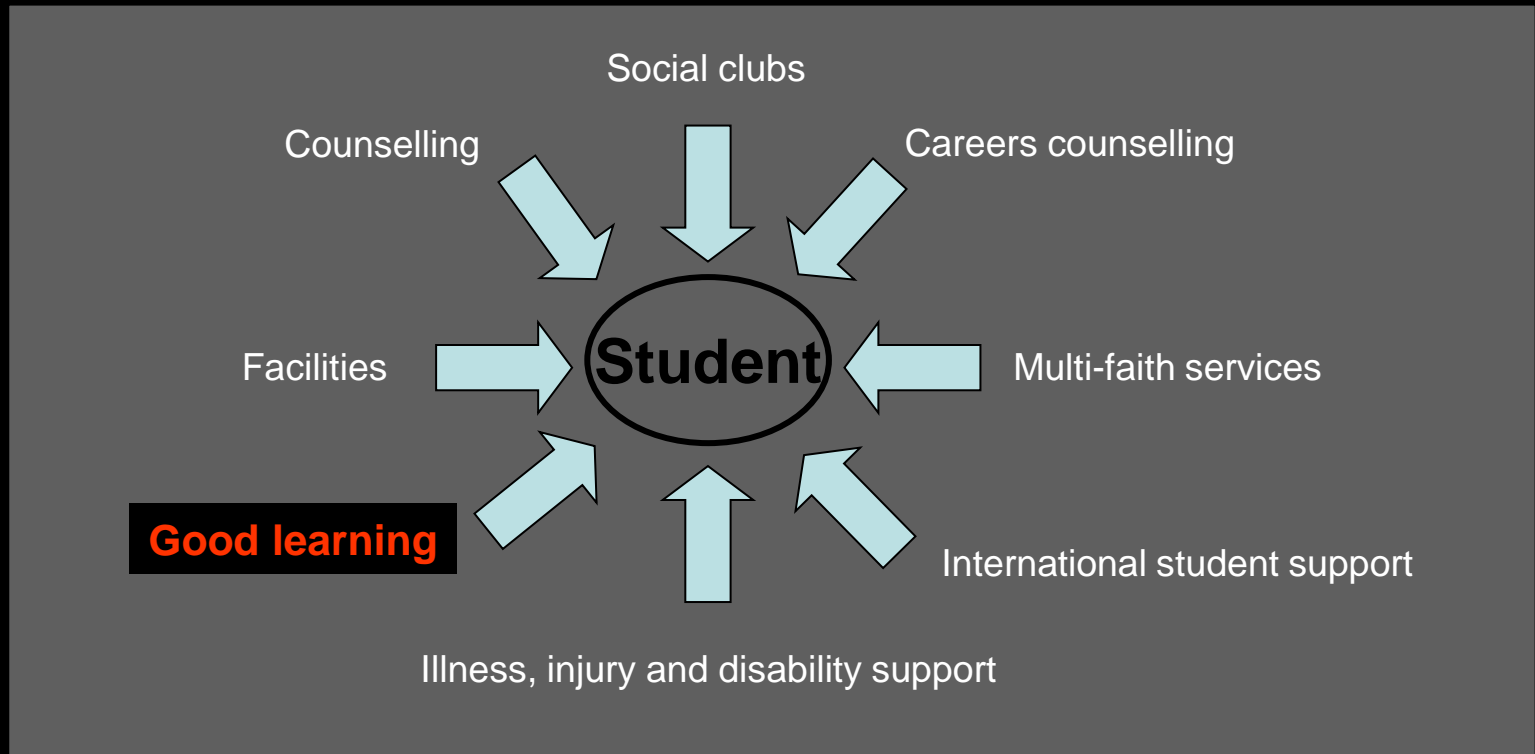
Academic support systems address obstacles to student success and help improve student retention.



# Examples of support systems - 2

## Student life

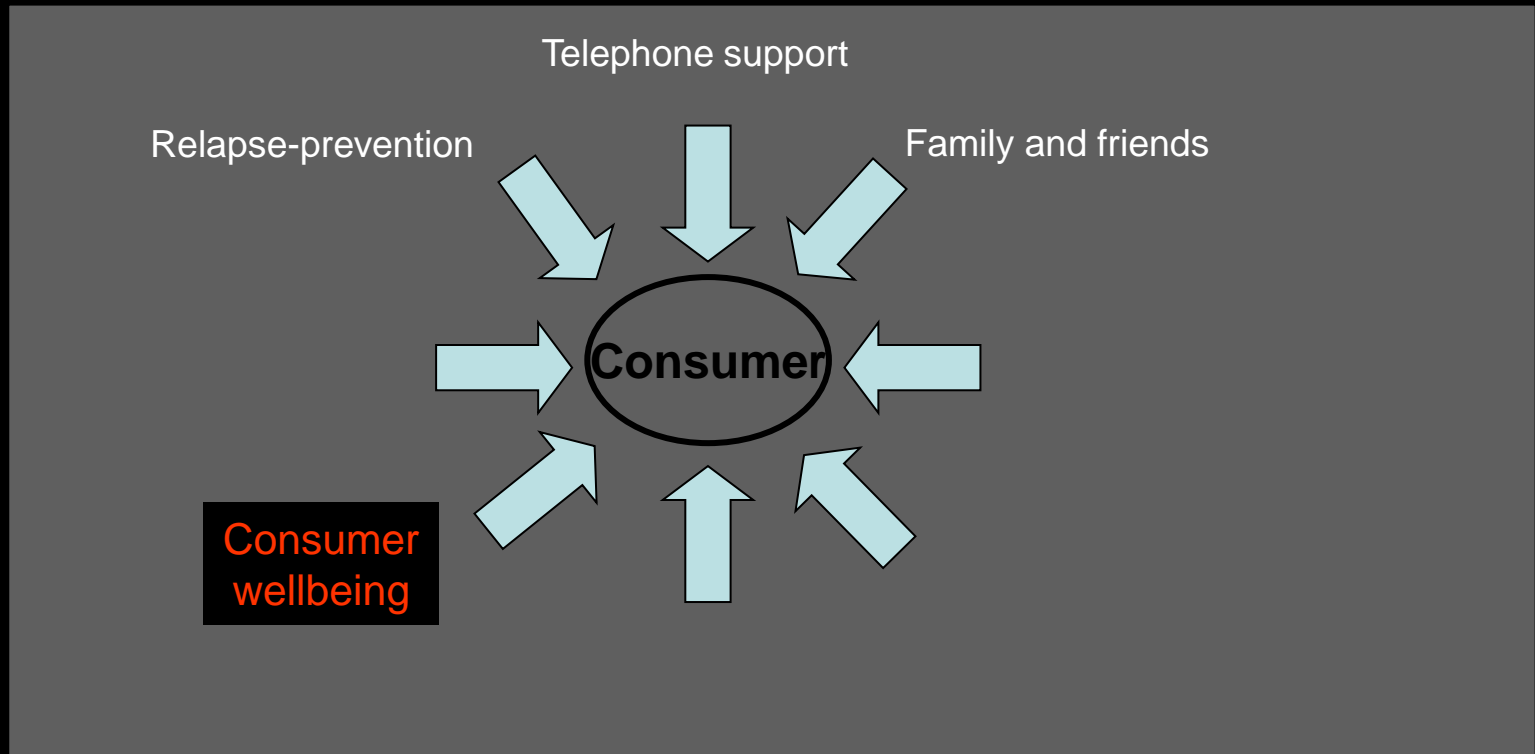
Academic support systems address obstacles to student success and help improve student retention.



# Examples of support systems - 3

## Supporting consumers with addictive disorders

Many addictions involve a lifestyle centred around the addictive behaviour and are well known for high levels of relapse.

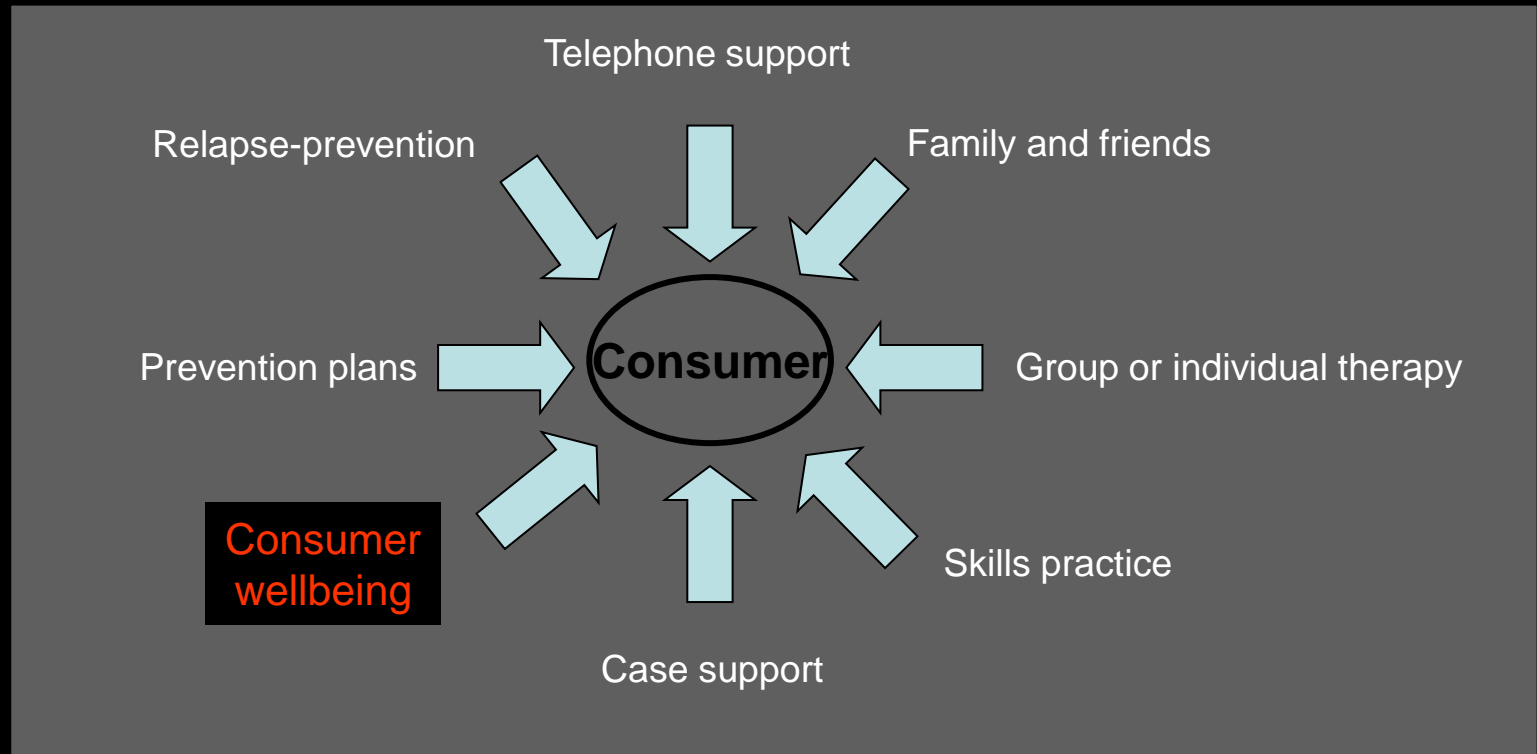




# Examples of support systems - 3

## Supporting consumers with addictive disorders

Many addictions involve a lifestyle centred around the addictive behaviour and are well known for high levels of relapse.

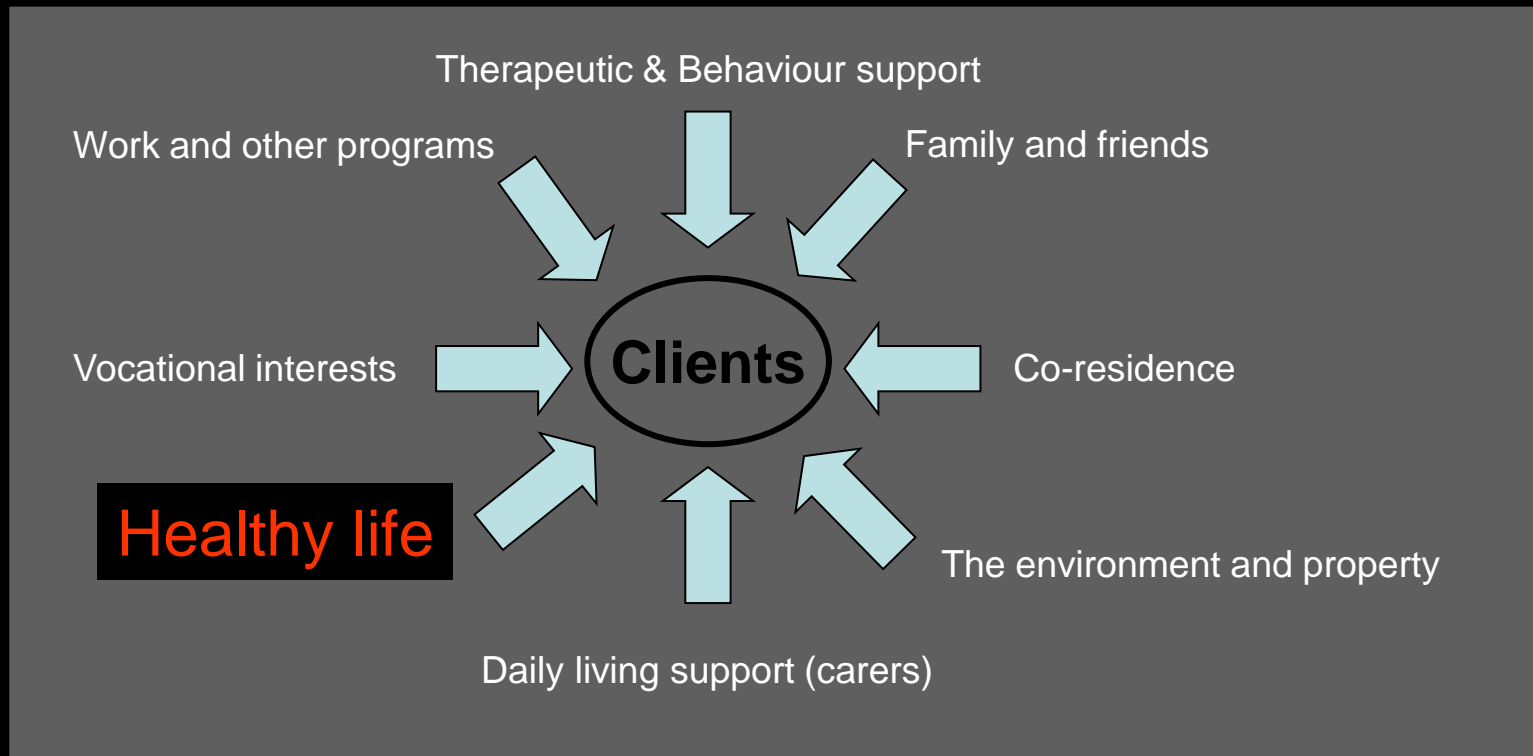


# Looking now at our clients' support system

**The extended system of interactions in a Service User's (Client's or person's) life including all those which impact on their quality of life and support <sup>(1)</sup>.**

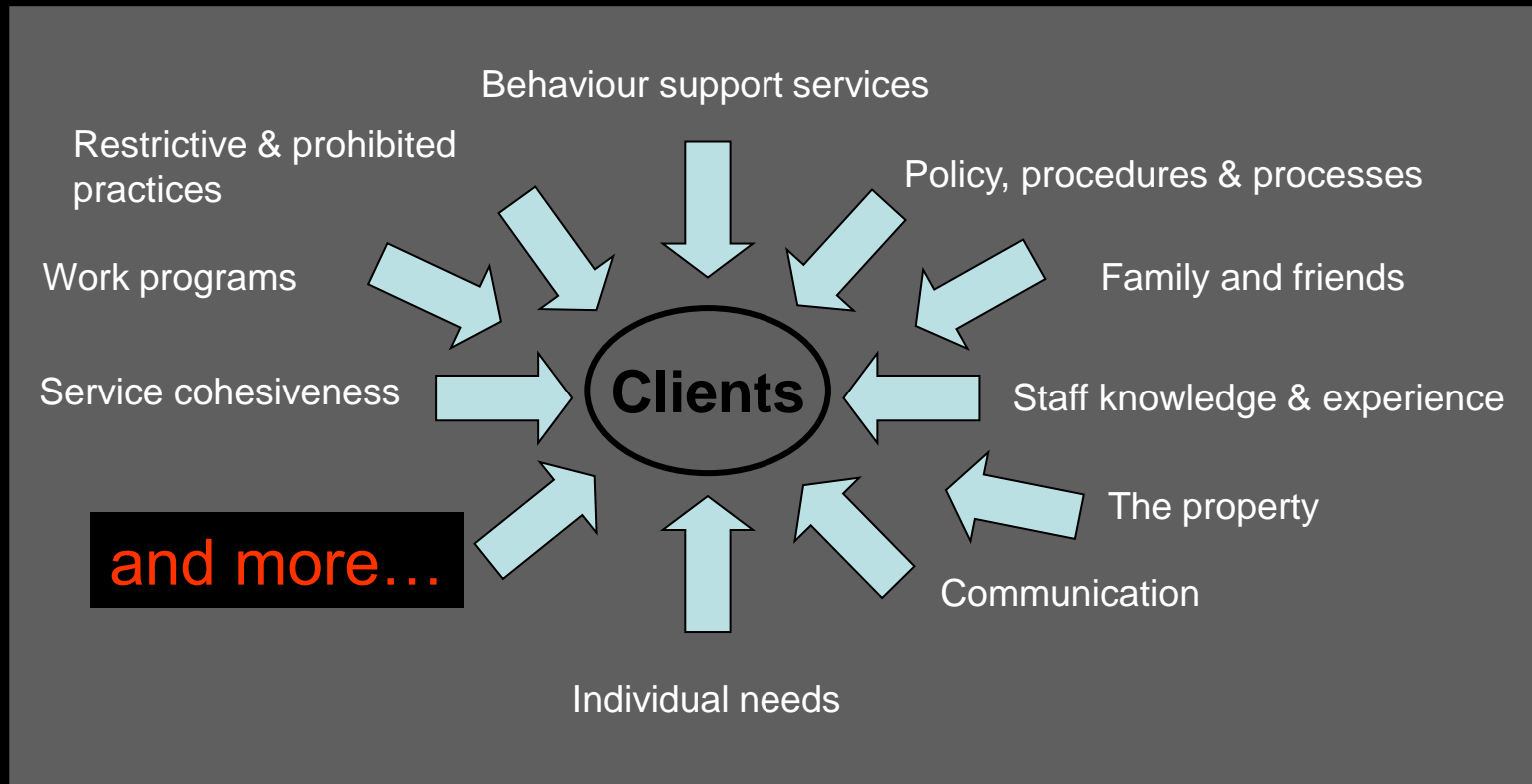
# Our clients' support system

Services that are promoting, establishing and maintaining environments and interactions which promote resilience of the support system and deliver positive and sustainable outcomes for our clients



# Behaviour support systems

Polices, processes, procedures, people, tools, and techniques designed to enable sound behaviour support practices within a support system.



# Behaviour support system elements

## System components

<b>Behaviour support practice</b>	<b>1</b>
<b>Policy, processes and procedures</b>	<b>2</b>
<b>Knowledge, experience &amp; staff dev.</b>	<b>3</b>
<b>Team values and beliefs</b>	<b>4</b>
<b>Roles and responsibilities</b>	<b>5</b>
<b>Management support</b>	<b>6</b>
<b>Staff stressors</b>	<b>7</b>
<b>Communication</b>	<b>8</b>
<b>Community Involvement</b>	<b>9</b>
<b>Routines and meaningful activities</b>	<b>10</b>
<b>Individual needs and choices</b>	<b>11</b>
<b>Relationships and interactions</b>	<b>12</b>
<b>Health and well-being</b>	<b>13</b>
<b>Physical environment</b>	<b>14</b>
<b>Restrictive and prohibited practices</b>	<b>15</b>
<b>Risk Management</b>	<b>16</b>
<b>Cohesiveness of service provision</b>	<b>17</b>

## Systemic components

- 1 Systemic empathy and focus**
- 2 Motivation for change**
- 3 Conflict management**
- 4 Blaming / labelling Service Users**
- 5 Power differentials**
- 6 Resources**

**What I sometimes  
call the  
17+6 elements**

So finally...

Behaviour support systems evaluation

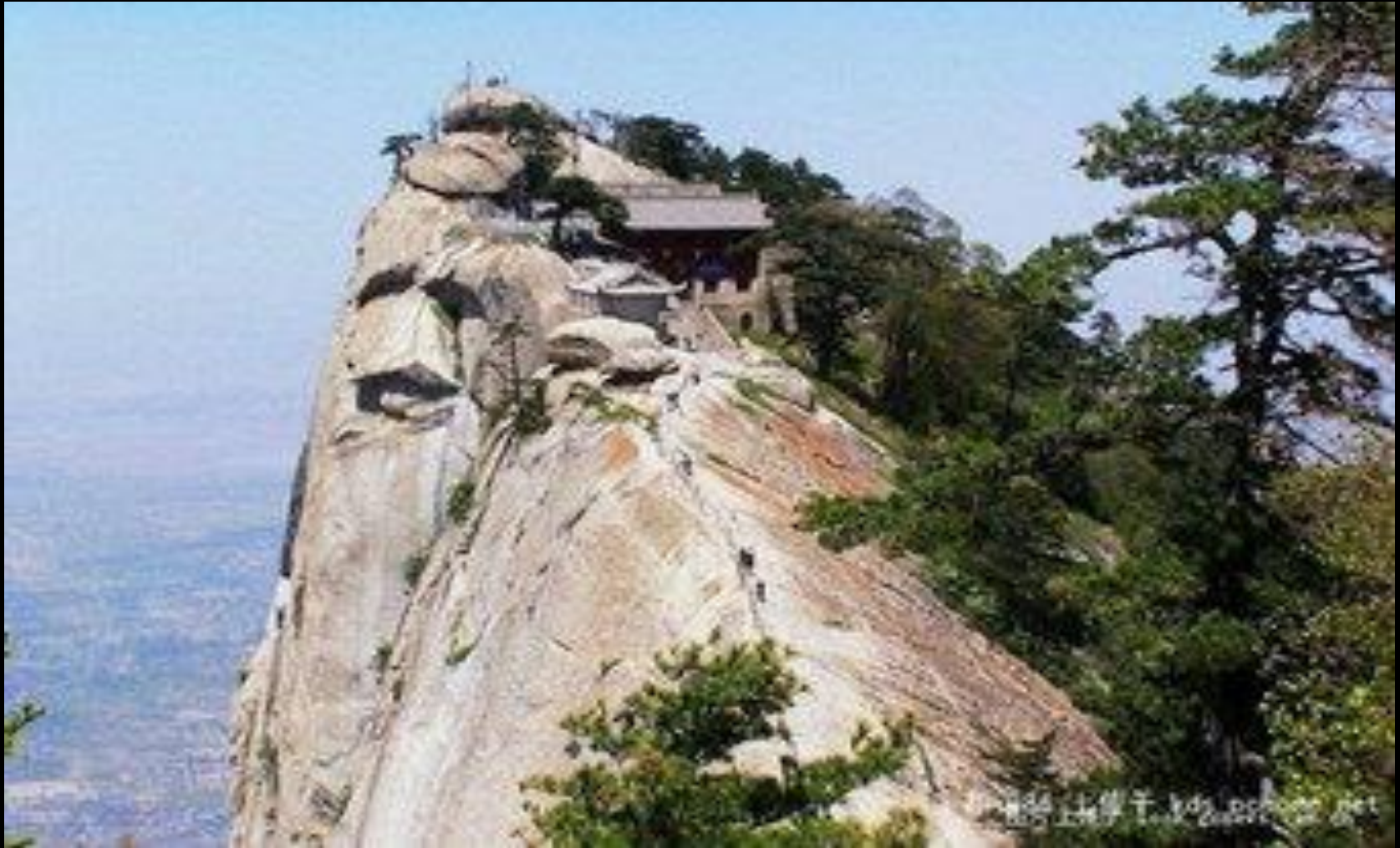
Is the

**Process of examining, analysing and offering opinion on the capability and capacity of a service system to deliver behaviour support services to people with intellectual disabilities who particularly have challenging behaviours.**

# Why bother evaluating a support system?

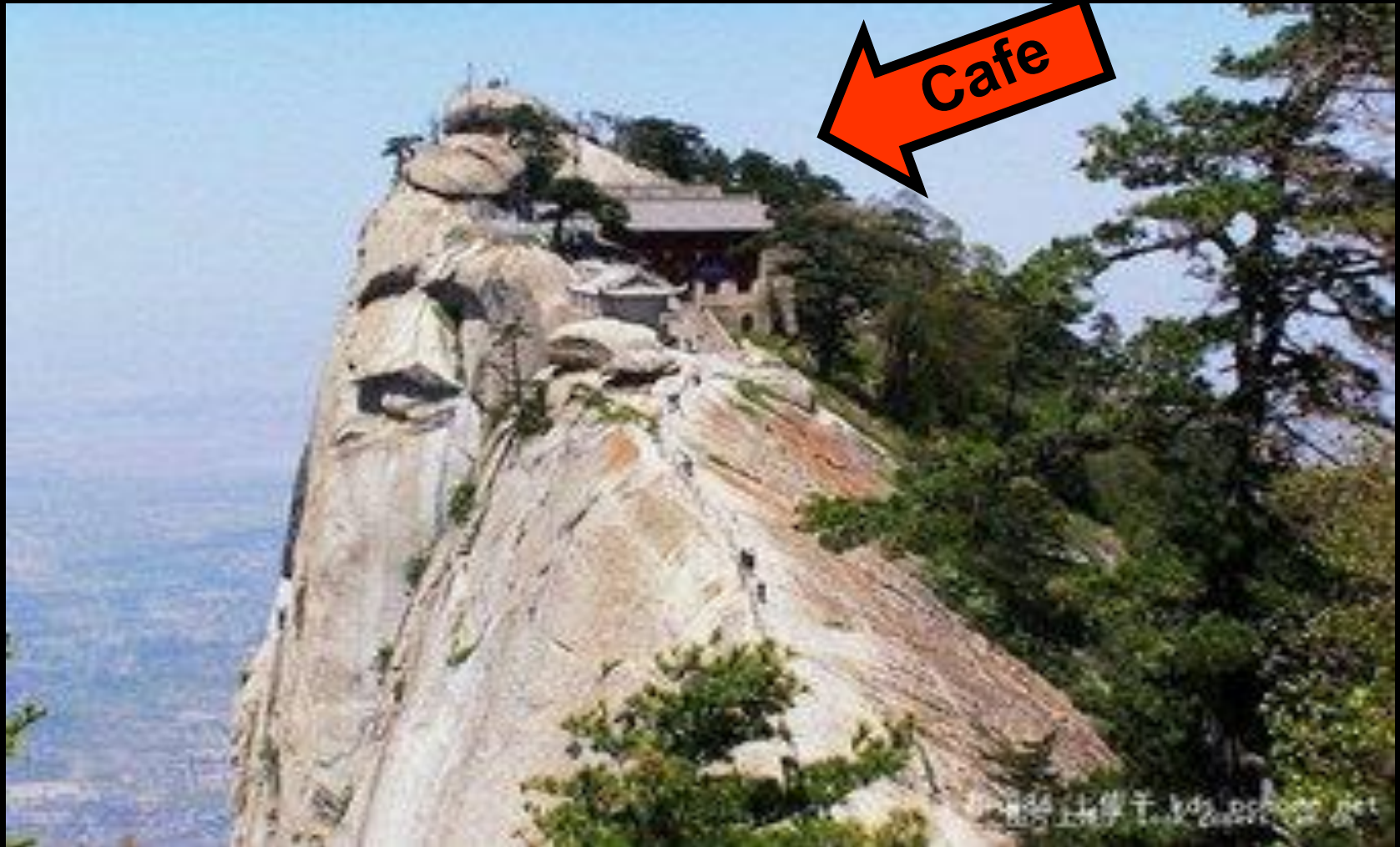
- **Growing body of literature stress the importance of system factors (2).**
- **A great deal of effort is expended by service systems to moderate the behaviours of individuals with ID.**
- **Even technically sound support plans can be poorly implemented, not adhered to and/or suffer from the effect of a number of other systems factors.**
- **E.g unfeasible support plans, plans too difficult to follow, etc.**

# On feasibility and difficulty





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# End of part One

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