



Supportive Hands

Home Attunement Program Information Pack

Presentation for
Derek Brown

30 Mar 2020

Commercial in confidence

Who are We & Why are We doing this...

Supportive Hands is a small company that supports *Organisations, Departments, Relationships, and Individuals* in coping with change requirements in a targeted and innovative way.

Our strategic areas of support are *social services, human services, defence and emergency services, health, and education...*



Commercial in confidence

Who are We & Why are We doing this...

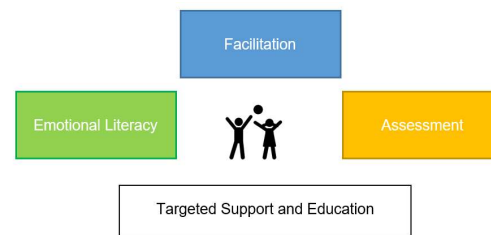
Supportive Hands have developed and are delivering the below programs;

- **The Home Attunement Program** (OoHC, Residential, Contact, Family Support, Placement Prevention, Early Intervention, Family Reunification Services and Staff Wellbeing).

Other Supportive Hands products.

- **Therapeutic Needs Assessment** (SHANARRI & TLSW Assessments – identifying need and planning requirements as well as change effectiveness).
- **Mental Health and Wellbeing Program** (School focus – CIR, Behaviour management, EL one on one program and teacher and student wellbeing program).
- **THANaS Program** (Therapeutic Health Attunement Needs and Support Program, supporting Health care, age care and disabilities *(in development)*).

Supportive Hands are striving to Improve lives through knowledge, evidence, innovation and partnerships...



Commercial in confidence

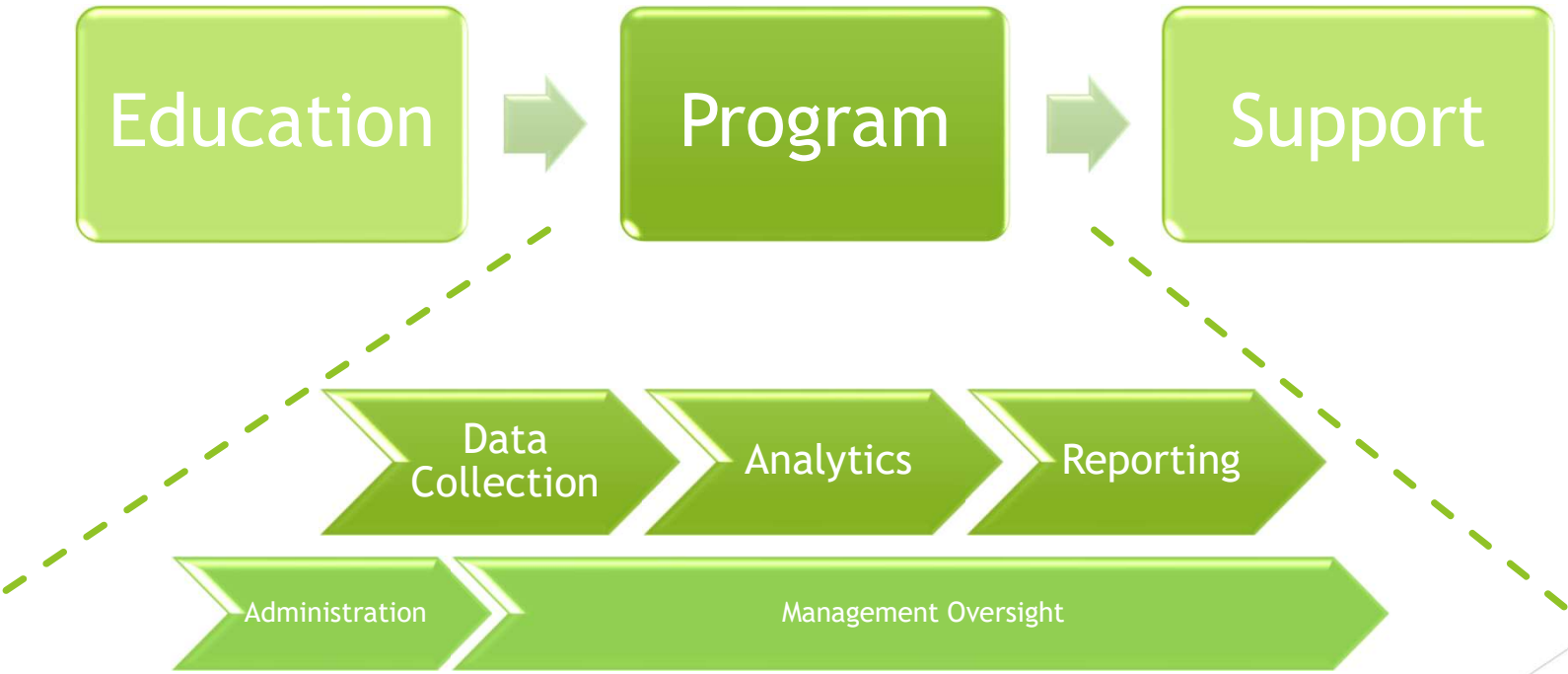
Product Drivers

Safety

Stability

Engagement

Product Service Offering



Key Features

- User friendly comprehensive assessment
- Scientific & solution focused
- Decisions created through analytics
- Multi level reporting
- Simple, understandable & trackable
- Built in data integration



HAP[®]
**Home Attunement
Program**

Commercial in confidence

Home Attunement Program

The HAP is a data driven capability, providing an intervention for an agency to capture, analyse, and share information through real time reporting with the ability in layering the information to support the decision making process.

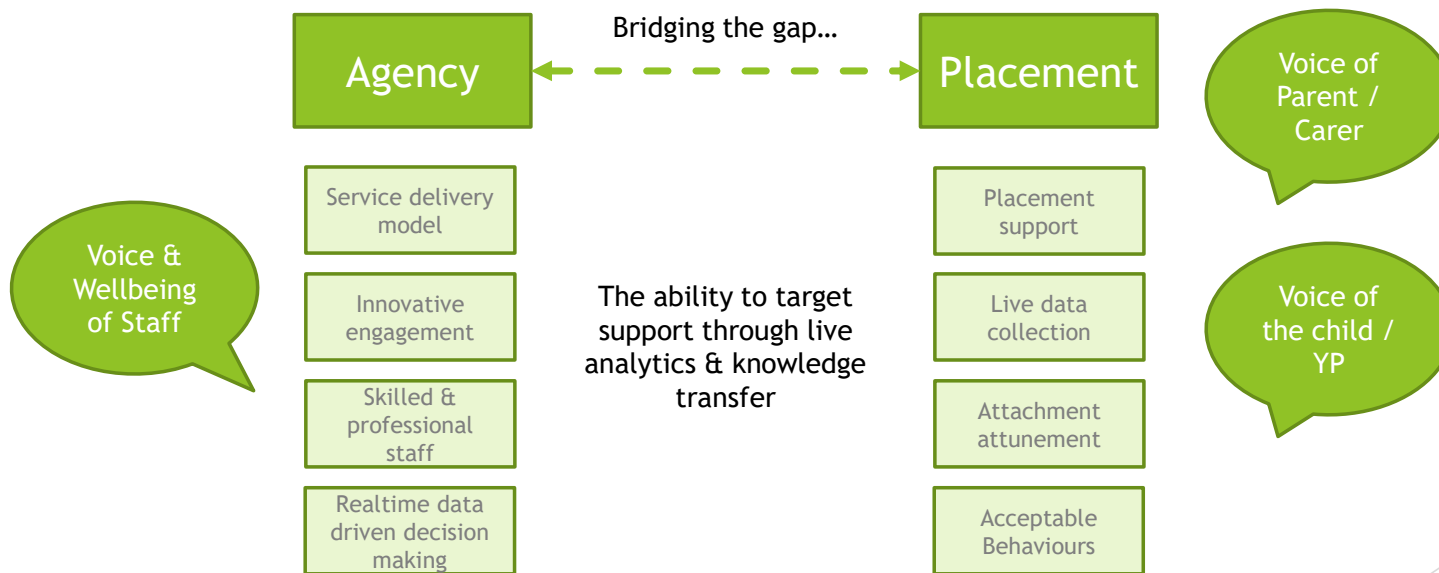
This program captures the household trend data which is used to understand targeted support requirements in areas such as:

- Environmental wellbeing understanding and support needs
- Individual and household development through targeted support; education, adaptability, interventions and attunement
- Organisation support and household engagement
- Behavioural tracking and support system
- Understanding effectiveness / data analysis
- Evaluation of targeted interventions

The Program is designed with two elements, an App used to conduct data collection within the home and a Web base function for an organisational administrator to analyse the data, create a targeted support plan, and report on the effectiveness of support.

Home Attunement Program

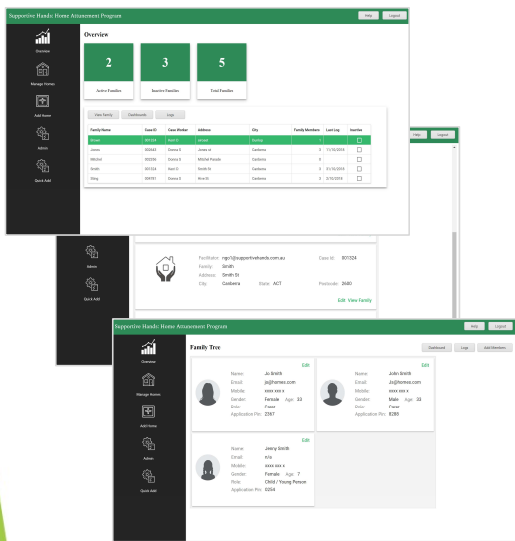
The HAP was designed to understand, enhance and support the child/young persons environment... The HAP bridges the gap between the agency and the placement focusing on Safety, stability and engagement.



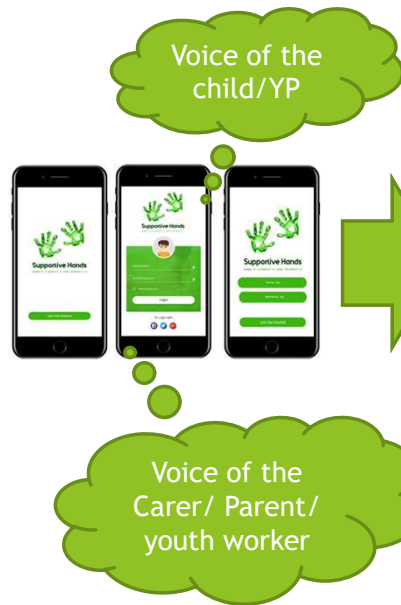
Home Attunement Program

The HAP is broken up into three key elements; agency management, data collection, and targeted support...

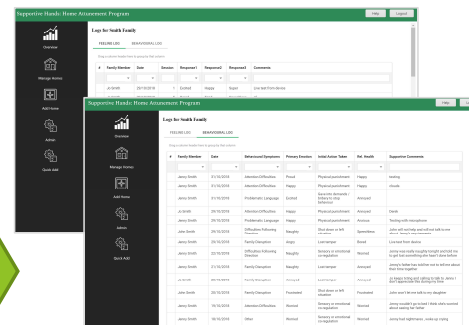
Agency Management



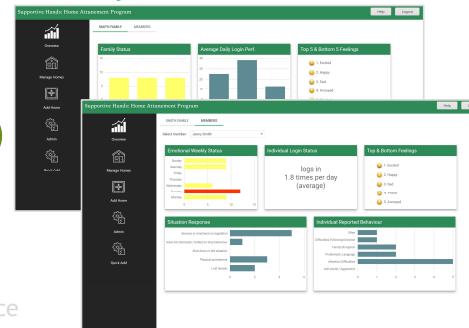
Live Data Collection



Feelings & Behavioural Logs



Family & Individual Dashboards



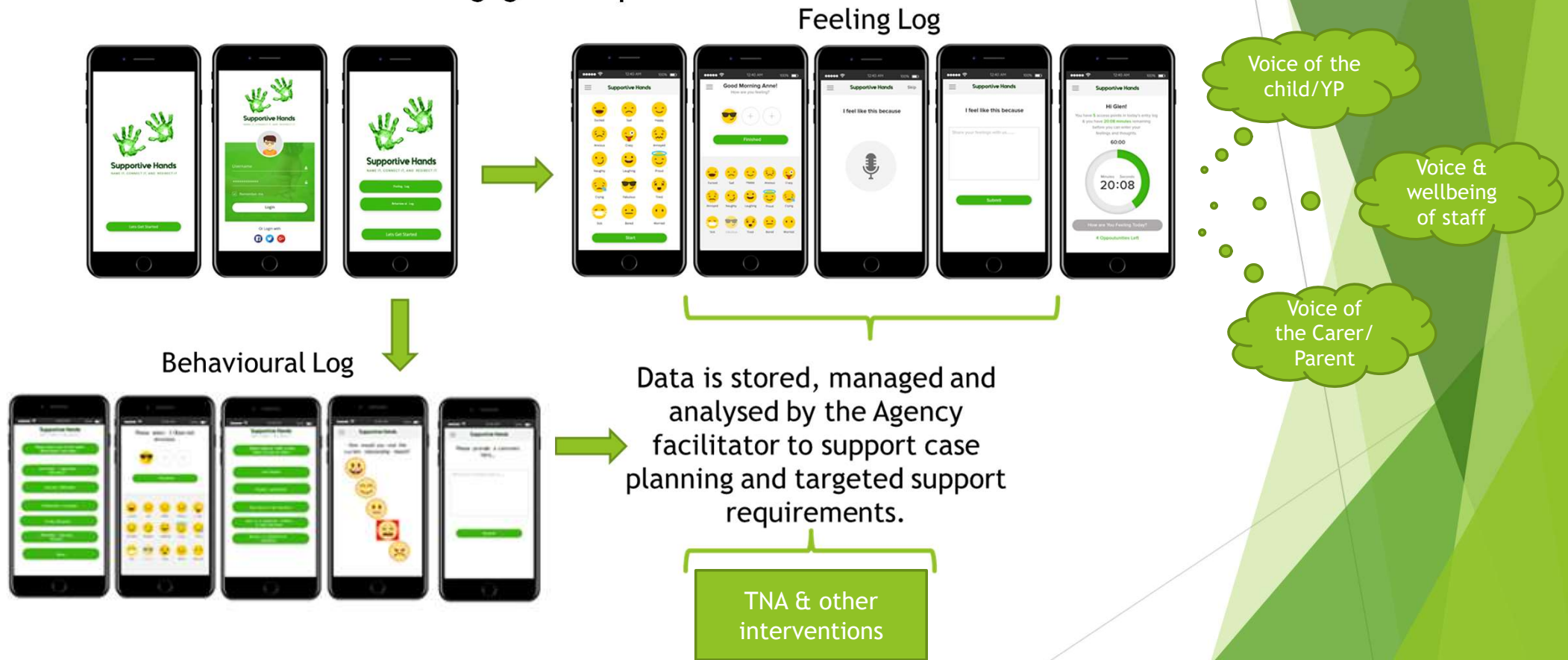
Reporting Capability

Placement Understanding (live reported data) & Targeted Support Management



HAP Mobility

Below shows the mobile engagement process for the household...



HAP Mobility - Critical Incident Reporting (CIR)



The behavioural log supports the CIR at the point in time allowing the carer to remain with the situation...

1. Record the incident by indicating 'CIR'
2. Input the 5W's
3. Follow up with data quality and check the incident box
4. Team leader follows up on the CIR report
5. Copy line item and follow policy requirements

Supportive Hands
Home Care & Services

Kerri Cronan-Dixon
HAP NGD 1

Logs for Smith Family

FEELING LOG BEHAVIOURAL LOG

Drag a column header here to group by that column

#	Family Member	Date	Behavioural Symptoms	Primary Emotion	Initial Action Taken	Rel. Health	Supportive Comments	Contact/Incident
	Jo Smith	22/01/2020	Difficulties Following Direction	Naughty	Shut down or left situation	Angry	Joe not following directions Logged by:js@homes.com	<input type="checkbox"/>
	Jo Smith	22/01/2020	Family Disruption	Naughty	Lost temper	Angry	Jenny doesn't listen to what is required because Joe is doing activities and giving her directions at ondlaine to requirements Logged by:js@homes.com	<input checked="" type="checkbox"/>
	Jenny Smith	3/01/2020	Difficulties Following Direction	Super	Physical punishment	Angry	Xx Logged by:js@homes.com	<input type="checkbox"/>
	Jenny Smith	2/01/2020	Family Disruption	Fabulous	Physical punishment	Frustrated	Logged by:js@homes.com	<input type="checkbox"/>
	Jenny Smith	2/01/2020	Attention Difficulties	Anxious	Lost temper	Frustrated	Logged by:js@homes.com	<input type="checkbox"/>
	Jo Smith	2/12/2019	Difficulties Following Direction	Naughty	Shut down or left situation	Angry	She won't follow direction I need help Logged by:js@homes.com	<input checked="" type="checkbox"/>
	Jo Smith	26/10/2019	Family Disruption	Angry	Lost temper	Frustrated	Joe answer my calls and I'm really frustrated I'm really angry I need help Logged by:js@homes.com	<input type="checkbox"/>
	Jo Smith	16/10/2019	Difficulties Following Direction	Naughty	Lost temper	Frustrated	Jo won't answer my calls Logged by:js@homes.com	<input type="checkbox"/>
	Jo Smith	12/10/2019	Anti-social / Aggressive	Angry	Shut down or left situation	Angry	Jo is out of control and is stopping Jenny from seeing her next week Logged by:js@homes.com	<input type="checkbox"/>

The carer applies the 5W's in the comment session...

Who - What - Where - When - Why

Reporting Capability

The reporting capability provide the below key elements of an intervention period or selected time-frame;

1. Intervention Summary and Recommendations
2. Family and Individual dashboards
3. Individual feeling and behavioural logs

Home Attunement Program


HAP NGO 1

Case Id: 001324

Name: Smith

Case Worker:

Prepared by Supportive Hands Pty Ltd
Created on: 20-October-2019



1

Smith Family

Jo Smith
Jenny Smith
John Smith

Reporting Period:
1/07/2019 - 23/09/2019 (12 weeks)

Case Id: 001324

Report Summary

Situation: Jo and John are not able to talk or negotiate in the best interests of Jenny to promote shared care of Jenny as directed by the Family Law Courts.

target: To provide Jenny with a safe environment whilst moving from her mother and fathers place of residences.

Judice: Jo, John and Jenny were to use the HAP program to capture behaviours and emotions within the family during the trial period of John looking after Jenny over second weekend. This was supported by agency caseworker which involved targeted interventions, regular education, engagement and monitoring of live data entries on a daily basis.

Observed results were:

- Jo is overwhelmed by the family breakdown and unable to engage in meaningful negotiations to support positive time between Jenny and John. Jo is overthinking feelings more when reactive to her behaviour and unable to consider the consequences of her behaviour on Jenny and John.
- John is overwhelmed by the family breakdown and not being able to negotiate with Jo who is no longer satisfied by the Family Law Court directions. John is feeling disappointed and has started to withdraw from contact with Jenny (he presents as depressed) without even to have given up on seeing the daughter, feeling as if he had to be able to do so not put her in the middle of the situation.
- Jenny has started to withdraw into herself as a response to feeling disappointed and needing to keep both parents happy. She has requested information from her mother and father about when she will see them but either not able to get an answer. This both that she does not have a voice and is unable to participate in any negotiations.

The breakdown in the relationship means there is no negotiation to meet the best interests for Jenny and abide by the Family Law Court directions.

Recommendations

- John to seek a mental health plan from his doctor
- Family Functions Therapy for Jo and John to help them understand the function of their relationship impacting on Jenny's mental health. Terms of engagement to be established.
- Jenny to attend group counselling for children from separated families to support her to articulate her feelings and emotions.
- Family Functions Therapy for Jo and John to help them understand the function of their relationship impacting on Jenny's mental health.
- Jenny to attend group counselling for children from separated families to support her to articulate her feelings and emotions.
- Social worker to meet with family fortnightly to discuss individual needs.
- conduct HAP in 8 months time.

Prepared by Supportive Hands Pty Ltd Sunday, 20-October-2019 Page 1 of 31

2

Smith Family

Reporting Period:
1/07/2019 - 23/09/2019 (12 weeks)

Family Emotional Status



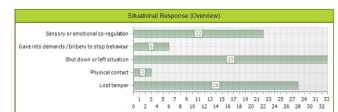
Top 5 Feelings

- 1. Sad
- 2. Excited
- 3. Anxious
- 4. Happy
- 5. Worried

Reported Behaviours (Overviews)



Situational Response (Overviews)



Prepared by Supportive Hands Pty Ltd Sunday, 20-October-2019 Page 4 of 31

3

Jo Smith

Reporting Period:
1/07/2019 - 23/09/2019 (12 weeks)

Feeling Logs

Date	Session	Response 1	Response 2	Response 3	Comments	Contacted
09/10/2018	1	Worried	Sad		Jenny being so in thought she won't listen to anything I say she's sad about her own thing and I'm really worried because I think it's because she spent the weekend with her dad	<input type="checkbox"/>
07/10/2018	1	Excited	Tired		I'm excited that Jenny is coming back this morning I really missed her	<input type="checkbox"/>
21/10/2018	1	Happy	Angry		I'm really happy that Jen is home but I'm angry because she won't tell me who she's there	<input type="checkbox"/>
21/10/2018	1	Tired	Sad		I'm tired and I'm sad I was up all night missing Jenny	<input type="checkbox"/>
20/10/2018	3	Worried	Speechless	Sad	I'm worried and speechless I just went past John's house and there is a car that I don't know in the driveway I want to know he's there I'm worried who he is introducing Jenny's	<input type="checkbox"/>
03/11/2018	1	Sad	Worried		Missing Jenny helps today	<input type="checkbox"/>
08/11/2018	1	Tired			Because I just woke up	<input type="checkbox"/>
03/10/2018	1	Worried	Annoyed	Tired	Jenny is not listening to me when I ask her to do things	<input type="checkbox"/>
05/10/2018	2	Annoyed	Frustrated	Anxious	John won't buy things for Jenny he says he can't afford it. I don't have the money either	<input type="checkbox"/>
23/07/2019	1	Frustrated	Angry	Annoyed	John will not answer or return my phone calls. This is against what the caseworker has told us to do with respect to managing Jenny's behaviour. I logged for 48 hours.com	<input type="checkbox"/>
22/10/2018	2	Angry			I'm angry because John won't tell me who who is at contact with Jenny on the weekend and I think I need to know because she's not sleeping and having nightmares	<input type="checkbox"/>
04/10/2018	1	Annoyed	Worried	Tired	John wants Jenny to bring clothes, he should have to buy them	<input type="checkbox"/>
08/02/2019	1	Sad	Worried	Tired	I had this way because Jen is just gone to John and I don't think she will like it. I logged for 48 hours.com	<input type="checkbox"/>
05/10/2019	1	Frustrated	Worried	Anxious	John will not answer his phone	<input type="checkbox"/>

Prepared by Supportive Hands Pty Ltd Sunday, 20-October-2019 Page 6 of 31

Home Attunement Program – Output Focused

Below is the suggested Program resource / capability model...



External Dept / Agency Partnerships



Multiple relationship requirement

Role

- Funding
- Decision making
- Placement support
- Regulations
- Social services
- **Data Reporting**



Executive Group



1-6 Key positions
CEO, Dir, Ops
MGR

Role

- Resource MGT
- Facility / strategic decision making
- **Data analytics**
- **Read only Access**
- **Dashboard MGT**
- **Reporting**
- Compliance



Facility / Unit Management



5-10 Key positions
Team Ldr, Unit
MGRs

Role

- Resource MGT & PD
- Operational decision making
- **Live data analytics**
- **Dashboard MGT**
- **Unit redundancy & wellbeing**
- **Therapeutic Needs Assessment**
- **Behavioural MGT oversight**



Youth workers / Carers



20-40 Key positions
Carers, support
staff

Role

- Social services
- Day to day care
- **Feeling daily log**
- **Behaviour MGT**
- **Behavioural log**
- **Live data analytics**
- **Individual reporting**
- Carer / staff development



Voice of Family



Parents, Carers,
siblings

Role

- **Feeling daily log**
- **Behaviour MGT**
- **Behavioural log**
- **Live data analytics**
- **Individual reporting**
- **Family support and development**

Note - Above **bolded** role elements are directly supported by the Supportive Hands Residential Emotional Enhancement Program.

Tailored Deployment & Costing Model

Supportive Hands will tailor the deployment package that best meets needs and requirements.



UNDERSTAND

We are focused on active listening to understand your needs & requirements, whilst establishing a collaborative relationship in the development of achievable goals.



EDUCATE & DEPLOY

Critical to any successfully outcome is the engagement, communication, education, & commitment. We will work with the organisation to ensure clarity & buy-in is established to support program deployment.



MONITOR & SUPPORT

We will support the program whilst monitoring data quality & system reliability. Key to the program success is to ensure all roles & responsibilities are aligned & are using the data to its potential.

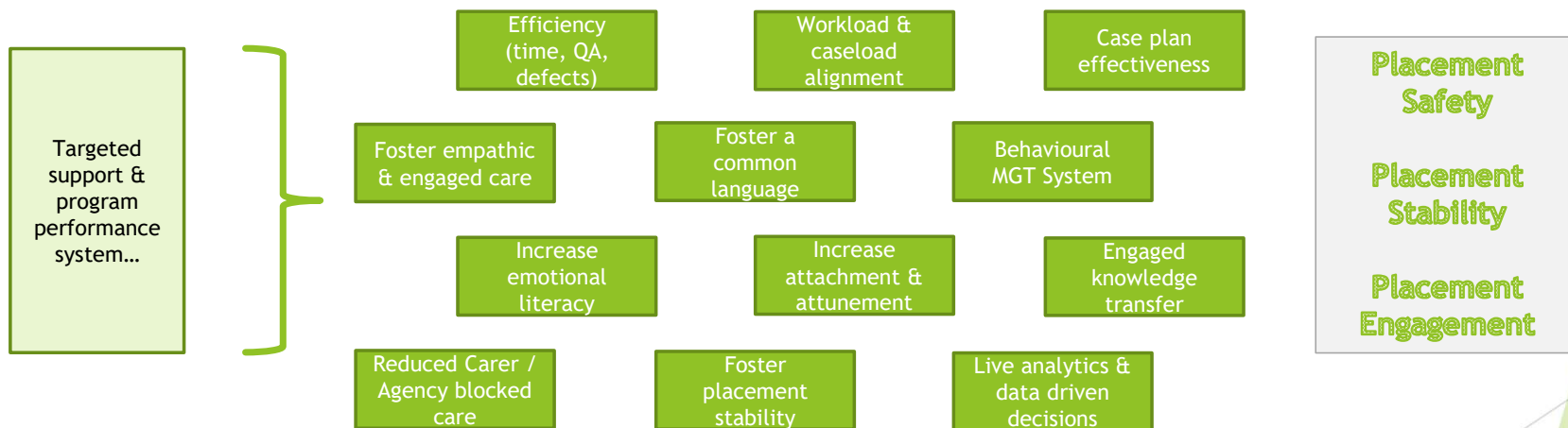
Agreed
deployment
approach.

Commercial in confidence

Benefit Realisation Focused (Outcomes)

The key to a program success is benefit tracking through the **Home Attunement Program**.

The **HAP** built in metrics provide an understanding of case planning effectiveness, behavioural management and emotional wellbeing.



Standard Alignment

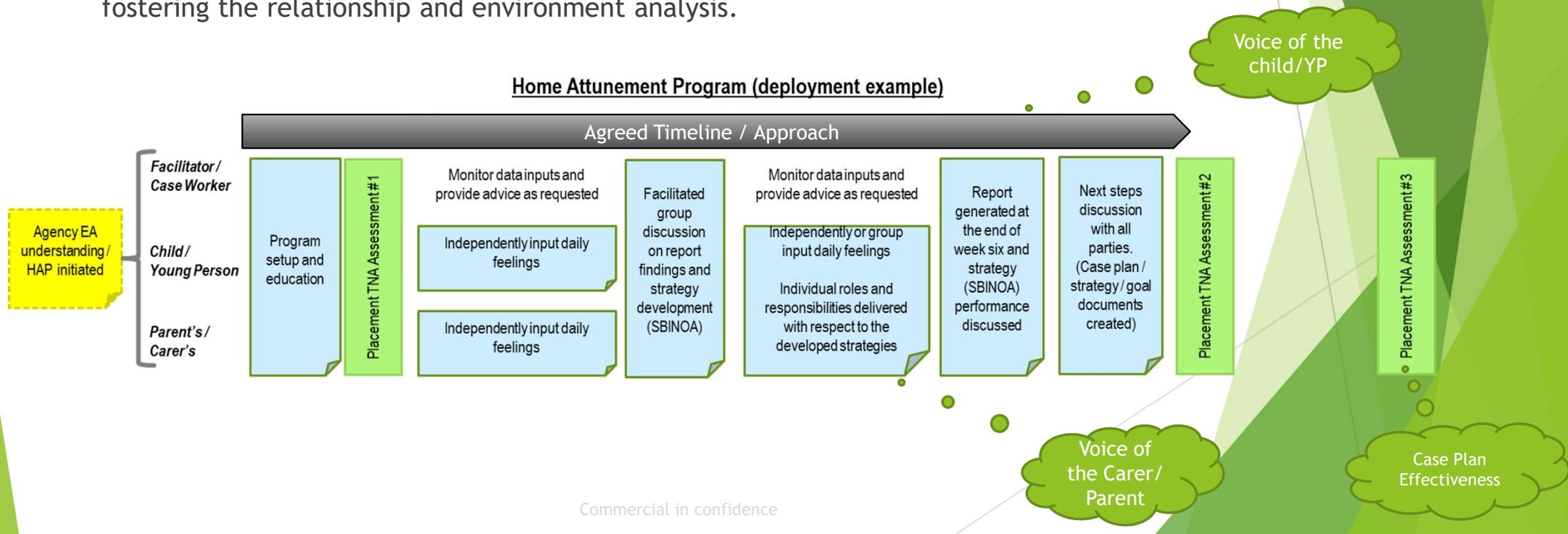
The Home Attunement Program (HAP) is align with Standard requirements. We can confidently implement research-based outcomes that result in meeting the following **Child Safe Standards of Permanent Care (NSW example)**.

- **Standard 2:** providing a positive care environment
- **Standard 4:** identity
- **Standard 5:** family and significant others (we uphold this by ensuring appropriate involvement of family and significant others)
- **Standard 6:** participation in decision-making (we help ensure the child or young person is appropriately involved through the process)
- **Standard 7:** confidentiality and privacy
- **Standard 8:** emotional and social development (we help you support the child's / young person's emotional, social and behavioural development)
- **Standard 9:** health
- **Standard 10:** education
- **Standard 11:** behavioural support
- **Standard 14:** case planning and review
- **Standard 17:** documentation and record keeping (we help create an articulate and systemised documentation and record-keeping system)

Program (TNA/HAP) Alignment

The Home Attunement Program (HAP) and other interventions such as Therapeutic Needs Assessment (TNA) and Therapeutic Life Story Work (TLSW) can work closely together in the data collection process to provide an evaluation of intervention effectiveness targeted support.

A key factor of this approach is the ability for real time data collection by the household fostering the relationship and environment analysis.



System Integration

The Supportive Hands products allow collection and analytics to be conducted in the understanding, strategy design, and support execution. The products also produce tailored reports that are to be integrated into the file management system of the agency / department.



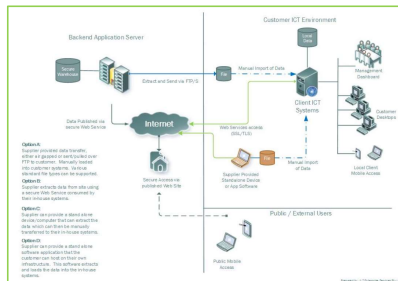
Supportive Hands Products
Cloud based analytics and data recording.



Web based Product Reporting
File / data saved as PDF, XLS, XLSX, RTF, DOCX, MHT, HTML, TEXT, CSV, Image.



File and KPI Management
It is recommended that the report or data is imported within the Agency Knowledge Management System.



System Integration
Tailored service to support organisational requirements.

Commercial in confidence

Tailored Deployment & Costing Model

Supportive Hands will tailor the deployment package that best meets needs and requirements. The costing model is a licensing approach with individual licenses by household or team within a 12 month period.

Note - there are no in-App or additional purchasing options, however an additional fee may be charged for training, configuration, and IT requirements.

HAP

#	AUS	UK	USA	<i>discount</i>
1-50	\$300	£180	\$210	0%
>50	\$285	£170	\$200	5%
>100	\$270	£160	\$190	10%

Commercial in confidence

Thank you

Supportive Hands would like to thank you for time and we look forward to receiving your interest and feedback.

Please feel free in reviewing the web page

www.supportivehands.com.au

for additional information and contact details.

Regards

Derek Brown

Director and Principal Consultant
Supportive Hands Pty Ltd

m: (+61) 0415 450 500

e: derek@supportivehands.com.au

w: www.supportivehands.com.au

