

Individual Action Planning Individual Focus



Course Descriptions

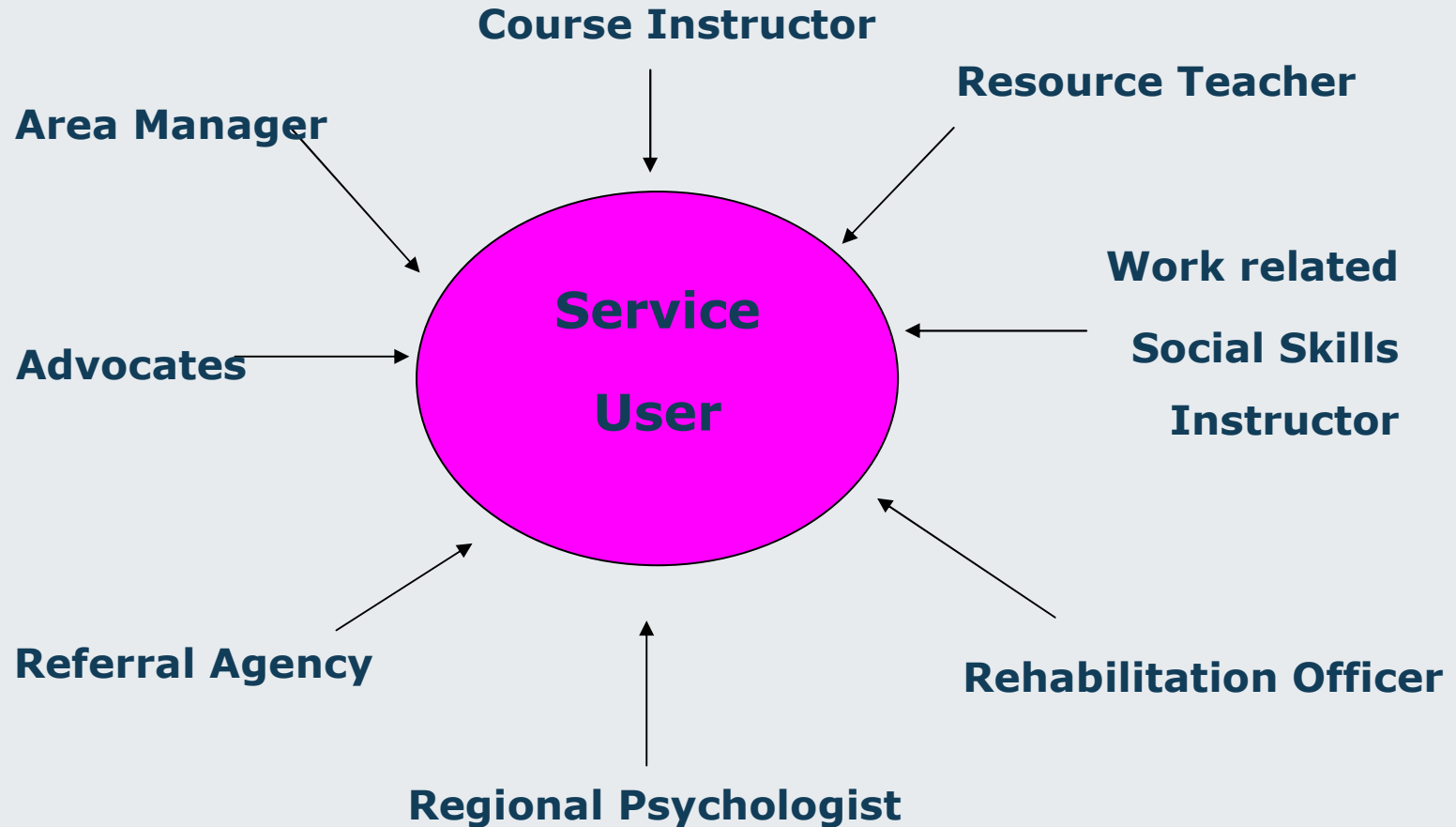
- **Rehabilitative Training**
- **Mental Health Programmes – Community Based**
- **Introductory Skills Training**
- **Vocational Training**
 - **Centre Base**
 - **Employer Based Training**
 - **IT By Distance Learning – Home Based**

Services to:

- Physical Disability
- Learning Difficulty
- Sensorial Disability
- Mental Health Difficulties
- Brain Injury
- Offenders

Support Services to Mainstream Education & Training

Multi Disciplinary Team/ Individual Action Plans

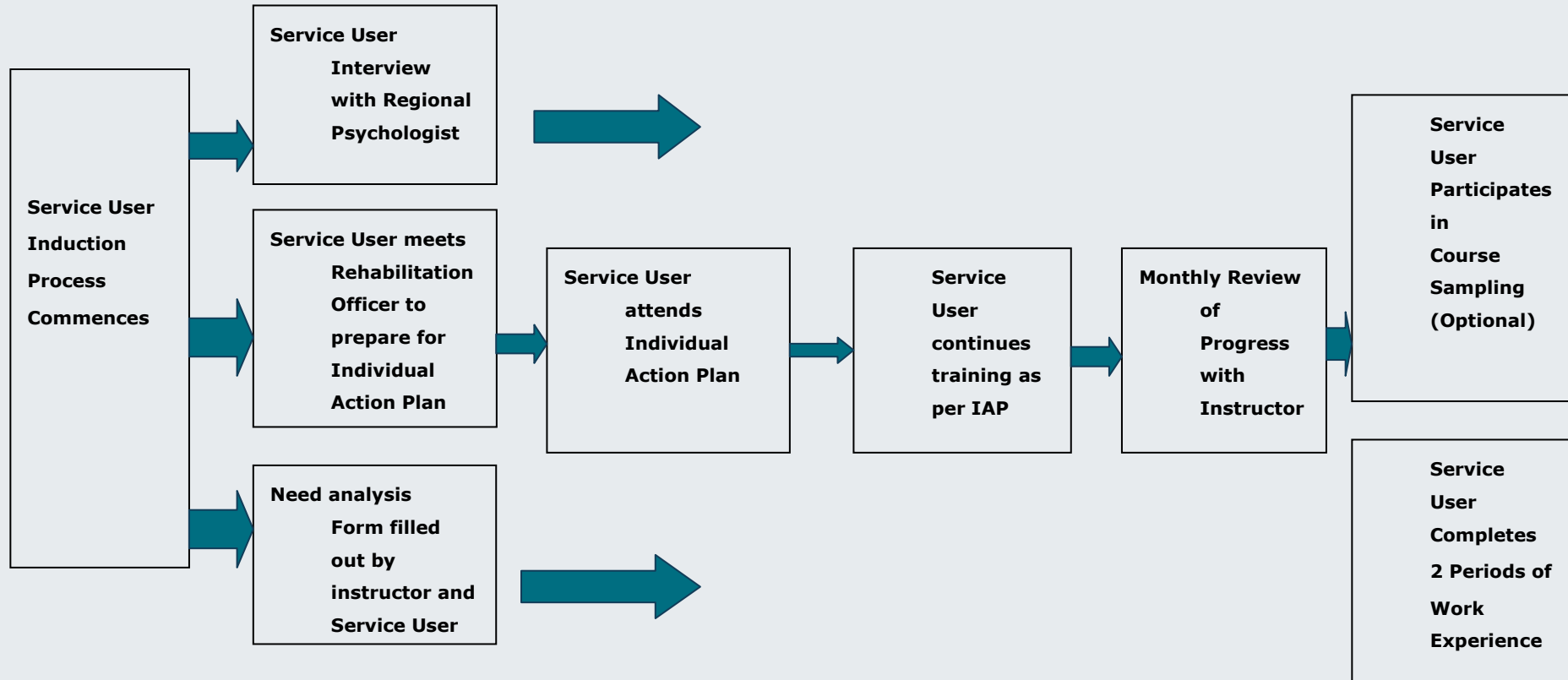


IAP preparation/Induction

- Service User Interview
- Induction
- Medical Report
- Educational Assessment
- Recognition of Prior Learning
- Interview with Rehabilitation Psychologist
- Meeting with Rehabilitation Officer
- Completion of Needs Analysis Form



NLN - IAP System



4 Month Cycle between Individual Action Plans, Additional Supports Provided: Psychological, Resource Teaching, Counselling, Life Coaching Skills

Advocacy

- Service User may choose an Advocate of their choice
- Rehabilitation Officer also acts as Advocate
- Rehabilitation Officer prepares and supports Service Users during IAP process

Needs Analysis

Vocational

- Vocational

Social

- Educational
- Environmental
- Psychological

Health

- Cognitive
- Medical
- Psycho-motor



Timing

- First IAP within eight week
- Thereafter every four months
- Monthly Feedback
- Facility to add to IAP

Smart Goals

- o **S**pecific
- o **M**easurable
- o **A**chievable
- o **R**ealistic
- o **T**imed

Follow up

- Previous IAP actions “scored”
- New Actions written up
- Inputted to COMPASS
- Copy to service User
- Copy to Staff
- Copy to Training File
- Copy to confidential file

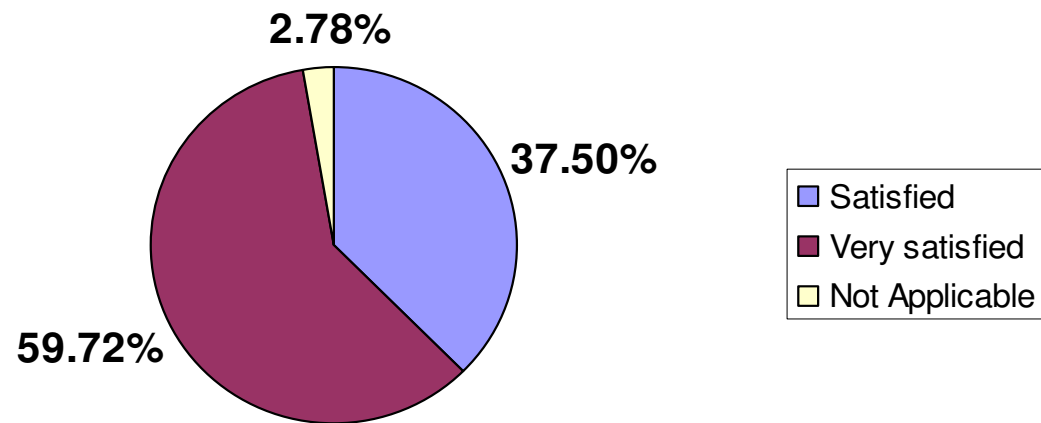
Quality Assurance of IAP Process

- Centre/Course monitoring by Programme Development Officers
- Rehabilitation Officer acts as Advocate for Service User
- Monitoring to ensure SMART goals
- Auditing of Centres by Dept Accreditation Standards and Supports (DASS)
- DASS random checks of data inputted to Compass system
- External auditing by EQUASS
- Audits by Funders

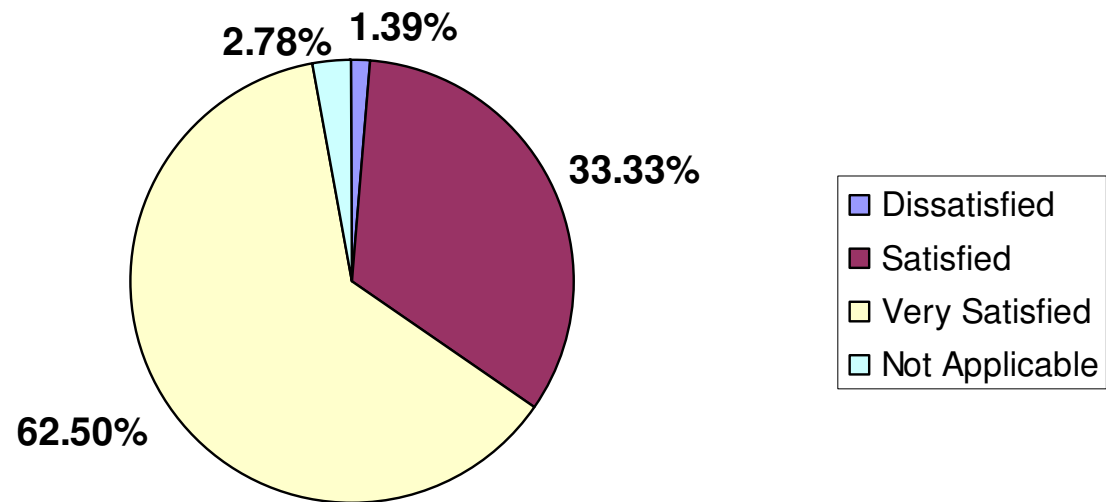
Process Review

- Annual Service User Satisfaction Survey
- Specific IAP satisfaction Survey carried out with:
 - Service Users
 - Staff
 - Managers
- Review of COMPASS Reports

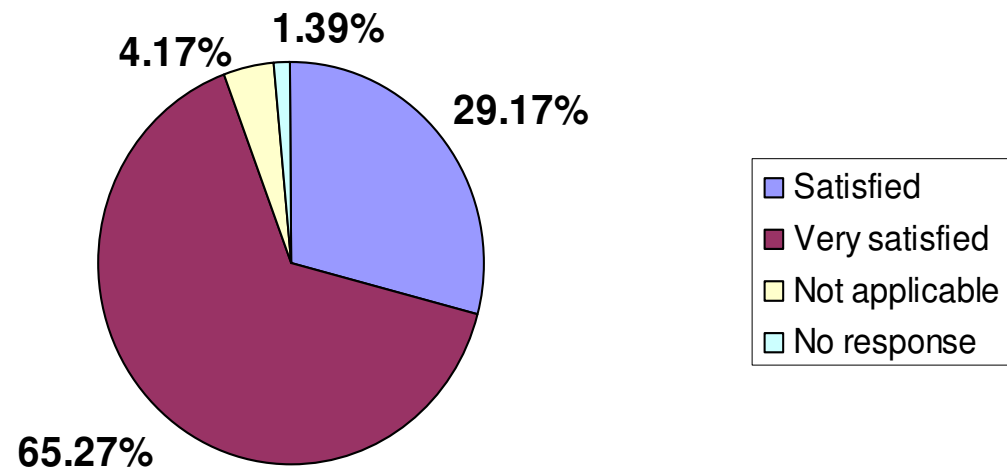
Take account of my views at monthly reviews and IAP meetings



Discuss my individual training needs with me



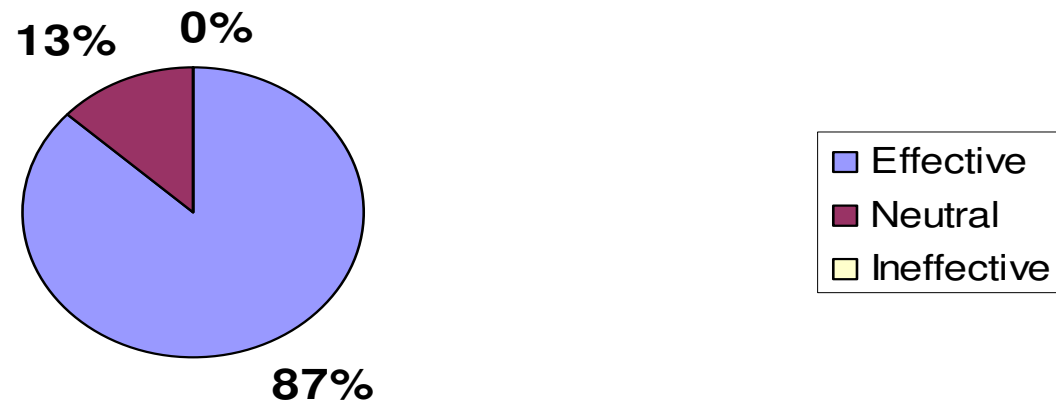
Hold regular monthly reviews and IAP meetings



Satisfaction with IAP system

Staff and Service Users

How would you rate the effectiveness of the IAP System in your Centre



Process Review Follow up

- New COMPASS Reports
- Training in SMART Goals
- Exit issues
- Scoring of Goals
- Review of frequency of IAP's

Compass Reports

- IAP's analysis by Centre by programme
- IAP's analysis by Disability Category
- Active Service Users IAP's reviewed
- Active Service Users IAP's due by Centre by Region
- Active Service Users IAP's complete

Review of IAP system and reporting methods

A Key Performance Result for 2009

4. Service User Involvement

4.1 Achieve completion of 75% of IAP actions agreed: