

THE NATURE OF ASSUMPTIONS ABOUT PEOPLE

- They are always present whether explicated or not
- They guide conduct and consciousness
- They may take much effort to uncover, analyse and change
- They are not always shared even when people presume they are
- Culture shapes perceptions and assumptions, typically in a "taken for granted" manner
- They underlie all acts of service and support
- They can be wrong, harmful and limiting as well as enriching, helpful and enabling depending upon their accuracy
- Assumptions Can bestow or diminish the value given to a person
- Assumptions exist in hierarchies of premises with some being "core" or pivotal assumptions
- The character of people does not always ensure that their assumptions about Others will be correct, i.e., good people (with good intentions) can be wrong

Some Key Ways To Test Assumptions About A Person

- Directly communicating. with the person.
- Observing the persons conduct - particularly overtime.
- Checking with well-informed informants.
- "Triangulation" with other facts.
- Conducting intentional experiments or exploration.

FACTORS IN WHETHER PERSONAL NEEDS ARE AUTHENTICALLY BEING MET

- The relevance of what is provided given
- What is fundamentally needed
- The potency of what is provided
- The thoroughness/rigor of what is done
- The consistency of what is provided
- The depth of what is provided
- The timeliness and responsiveness of what Is done.
- Whether what is done evolves properly

FOUR DISTINCT WAYS OF CONSIDERING NEEDS

- needs = that which is required for personal survival
- needs = that which is required for personal functioning
- needs = that which is required for an adequate normal life
- needs = that which is required for personal fulfillment

NEEDS MAY ONLY BE MET TO A DEGREE

- They may not be relevantly engaged
- They may be taken up too superficially
- The address of needs may lack intensity, Consistency and dependability
- The needs may not be well enough understood
- The needs may take time to competently address well
- The needs may be inherently challenging to Address well
- The capacity address needs well may be Limited or only partially present
- The commitment to do well may be absent
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SOME COMMON MALADAPTIVE ASSUMPTIONS ABOUT THE QUESTION OF NEEDS.

- Assuming that addressing needs is the equivalent of identifying or accessing a standardised service type or model -- available or not.
- Defining needs in terms of existing service types, professions or norms.
- Assuming that normative needs have no bearing in relation to specific specialised needs.
- Placing specialised needs as being of greater enduring priority. than normal needs.
- Designing for needs for "all time" or indefinitely.
- Presuming that needs are self evident.
- Presuming that discerning the fundamentality of needs is self evident.
- Refusing to address and reconcile the question of wants and needs.
- Equating functional needs with the entire needs of the person.
- Presuming that formal external assessments and assessors are optimal or even functional for discerning needs.
- Presuming that needs are or will be stable.
- Presuming that consumer contentment is the equivalent of the address of needs.
- Designing the service without reference to who it is that is being served.
- Designing services as if many needs are essentially frivolous in comparison to safety, security or essential shelter needs.
- Presuming that professionals do not bring hugely significant limiting and distorting elements to their judgement around needs.
- Presuming that consumers can describe needs "or demand" to fit prescribed process and deadline.
- Presuming that needs can be "met" simply because they are relevantly addressed.
- Presuming that human needs and their situation is not an inherently uncertain process.
- Presuming that human judgement and values will not be required in the interpretation of needs including that done by consumers.

NORMATIVE/UNIVERSAL NEEDS: DOMAINS OF NEED

- Nutrition
 - Health
 - Home
 - Work
 - Financial Viability
 - Autonomy
 - Value, Reputation And Respect
 - Valued Social Roles And Images
 - Social Inclusion
 - Mobility
- Security And Safeguards
- Learning, Growth And Experiences
 - Transport
 - Avocational/Leisure
 - Communication
 - Meaning/Spirituality
 - Identity And Culture
 - Adaptive Devices
 - Relationships
 - Respect For And Exercise Of Rights

WHY STANDARDIZED SERVICE MODELS ARE PROBLEMATIC FOR MEETING INDIVIDUAL NEED

- They Typically Are Designed Prior To The Person's Arrival
- They Are Designed To Generalized Specifications Rather Than Personal Ones
- They Are Designed (By Others) For People Rather Than With People
- They Are Usually Substantially Non-Negotiable In Regards To Individual Needs In Most Of Their Dimensions
- They Are Financed Based On Pre-Set Assumptions That Cannot Be Varied To Accommodate Person Related Variances
- They Are Typically Bad On Assumptions Of "Routinized" Needs That Do Not Vary From Day-To-Day And Week-To-Week
- They Are Usually Inflexible As To Model, Method And Human Resource Identities
- • They Are Normally Entrenched And Respond Poorly To Personal Demands

COMMON INHERENT LIMITS THAT CONSTRAIN OPTIMALITY IN SERVICE DESIGN

- The capacity, to understand people clearly.
- The need to proceed sequentially i.e. first things first.
- The person's current capacity to participate/co-operate.
- The time available to gain clarity and resolution.
- The state of the art.
- The willingness of others to decide or co-operate.
- The difficulty of the needs to be addressed.
- The degree of surety in terms of key facts and conclusions.
- The unrecognised or unconscious aspects of the participants' imperfections and errors.
- The introduction of uncontrolled and unexpected variables.

KEY WORTHWHILE PERSONAL COMMITMENTS WHICH ENSURE A DEGREE OF AUTHENTIC "PERSON CENTEREDNESS"

- A Commitment to Know and Seek To Deeply Understand The Individuals Being Served.
- A Conscious Resolve To Be of Service, i.e., To Give of What One Has.
- An Openness To Being Guided By Those Being Served.
- A Willingness To Struggle For Difficult Goals That Are Very Relevant For Specific Persons.
- A Willingness To Stand By Values Which Enhance The Humanity and Dignity of The Persons Being Served.
- The Conscious Cultivation of An Acute Sense of Integrity, Loyalty and Fidelity To Those Being Served.
- The Recognition That Quality Service For People Means A Continuous Struggle Against and With Vested Interests.
- Flexibility, Creativity and Openness To Trying What Might Be Possible-Including Innovation, Experimentation and Unconventional Solutions.
- Developing The Capacity To Be Hopeful, Constructive,
- Cooperative and Persistent. Internalisation of A Reflective Sense of Humility, Self and Mutual Criticism, and Modesty.
- To Always Look For The Good in People and in Situations Such That Good Can Be Encouraged.
- Initiative, Repeatedly.

**SOME CONSIDERATIONS REGARDING THE POSSIBILITY THAT
THERE IS 'RIGHTNESS' OF SOME OPTIONS RELATIVE TO
A PERSONS FUNDAMENTAL NEEDS.**

- Some elements in a person's life must be "right" in order for them to be content.
- People are unmistakably drawn to and seem to be only satisfied with very particular life choices.
- Persons deprived of "core" elements of what they draw life from seems greatly diminished.
- Some elements of life seem to hugely enliven people and bring out their "best"
- What appears to be enduringly joyful for people may be simply enough acquired but crucially missed if absent.
- Many wants could obscure the reality and advantages of addressing a person's core existential needs.
- What feeds and nourishes a person's vitality is typically close to their life purposes.
- People appear to have "callings".

**SOME KEY CONSIDERATIONS IN MANAGING TENTATIVENESS,
UNCERTAINTY AND AMBIGUITY IN REGARDS TO SERVICE DESIGN**

- Human beings always present these issues.
- All judgements about needs must be recognised as being tentative and without ultimate certainty.
- Not all uncertainties are likely to lead to disastrous consequences i.e. some may be more initial.
- It is possible to clarify the degree of centrality of uncertainty to core decisions.
- Where there are complete unknowns then it is imperative to concentrate on what is known.
- Time typically adds more clarity and thus deferring conclusions may be adaptive.
- It is not possible in life to defer decisions on needs as they are always present and at least some must be addressed at a given point.
- It is crucial that specific worrisome vulnerabilities in regard to not addressing needs be identified proactively if they are to be safeguarded against.
- It is not likely that all needs can be met at a given point in time and thus what must be done needs to, be sufficient for that moment.
- Decisions should not be taken in the moment that might injure the likelihood that long-term gain can be realised i.e. "do no harm".

POSSIBLE DIMENSIONS OF THE QUALITY OF INDIVIDUAL SUPPORTS

- Clear Understanding By Supporters Of Who The Person Really Is
- Long Term, Enduring And Inspired Commitment To The Person's Well Being
- Optimal Address Of Fundamental Personal Needs
- Optimal Address Of Person's Wants
- Quality Of "Imagining Better"
- Safeguarding Of Individual Vulnerabilities
- Personal Existential Empowerment
- Autonomy and Choice
- Directive Control over Services
- Supported Use Of Natural Supports In Meeting Needs
- Adaptive Use Of Generic Resources
- Personal Membership In Community Groups
- Real Home of One's Own
- Development Of Lifestyle Interests
- Cultivation Of Social Support Networks
- Personal Growth And Development
- Range and Satisfactoriness Of Personal Relationships
- Flexibility And Responsiveness Of Support Arrangements
- Limitations On Bureaucratic Invasiveness
- Ethical Partnering With Service Users: i.e., "Right Relationship"
- Enablement to Escape Socially Devalued Perceptions And Treatment: i.e., Acquisition of Valued Roles
- Support For The Person To "Find Themselves" And To Avoid Self Destructive Outcomes

KEY TESTS OF THE ADEQUACY OF MEASURES OF INDIVIDUALISATION

- The comprehensiveness of support available
- The understanding of the fundamentality and urgency of need
- The delivery of specific appropriate content to address the needs identified
- The value base, conduct and perceptions of those addressing needs
- The appropriateness of the methods/processes utilised
- The adequacy of co-ordination of effort
- The extent to which the persons will, comprehension and preferences are reflected in the supports provided
- The quality of effort undertaken
- The safeguards present to present quality
- The persistence of relevance through time and change