



UnitingCare Community Options

A Good Life for All

Sustaining the Magic

Organisational Change



Organisational Change

Presenters:

Ronda Held - CEO

Sabrina Casey - Team Leader Quality

Organisational Change

The Five Disciplines

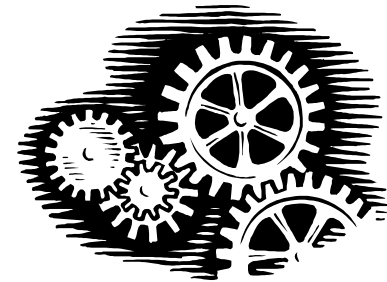
- Systems Thinking
- Shared Vision
- Mental Models
- Personal Mastery
- Team Learning



Organisational Change

Systems Thinking

- ability to comprehend and address the whole and examine inter-relationships between the parts.
- see the organisation as a dynamic process
- short term – long term issues; delays & feedback loops



Organisational Change

Shared Vision

- capacity to hold a shared picture of the future we seek to create
- encourage innovation and experimentation
- translating vision into shared vision



Shared Vision

Creation of a new vision statement

- The consultation process
- The vision

***A Good Life
for All***

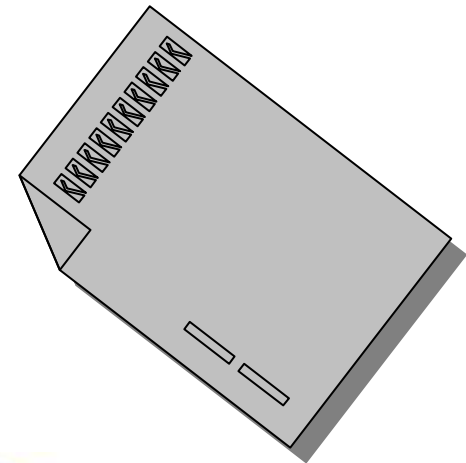
Shared Vision

Evidence that staff understand the vision

Employee Opinion Survey results:

“I understand UCCO’s vision and mission”

- 90.5% staff agree
- 9.5% neutral
- Non-one disagrees



Shared Vision

Catherine's Story

ME TIME



Shared Vision

Induction

- Vision, Mission & Values
- Our Guiding Principles
- Setting the scene – the journey so far

Induction

SELF CARE

- Supervision Model
- Employee Assistance Program
- Pastoral Care

Organisational Change

Mental Models

- What are mental models?
- How we changed our mental model



Mental Models

How we changed our thinking

- Planning and Facilitation (P&F)
- Individual Lifestyle Project (ILP)
- Appreciative Inquiry (AI)
- Service Impact Reviews

Mental Models

Rethinking Case Management

Planning and Facilitation

- Focus on supporting participants to explore where they want to be in the future
- Purpose of program

Mental Models

Individual Funding & Family Governance

- Initiated in 2003
- To respond to participant and family needs, being flexible and responsive
- The Victorian Disability Plan 2002-2012 encourages individualised planning and support

Individual Lifestyles Project

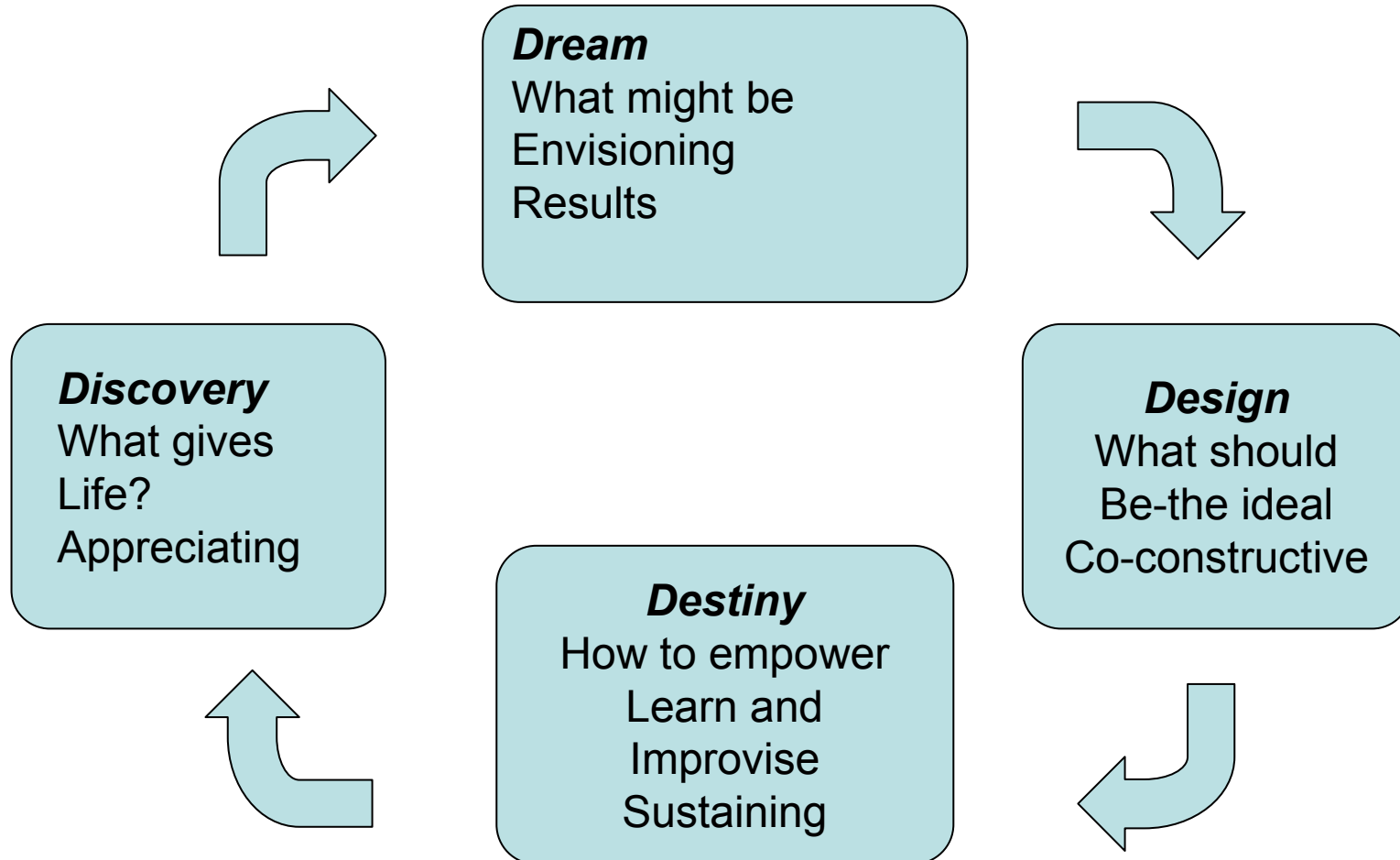


Mental Models

Appreciative Inquiry

- Is a way of thinking about the world around us
- Builds on the best of what is
- Assumes that we get more of what we pay attention to

Appreciative Inquiry



Mental Models

Service Impact Reviews

- Clear definition of quality
- Peer review approach to evaluation
- In depth look at the impact of our services
- Uses the Appreciative Inquiry approach

Personal Mastery

- Comparing our personal vision and current reality
- Creative tension drives people to learn and develop
- Live in a continual learning mode



Personal Mastery

SuperVision

Aims:

- Encourage self awareness
- Build on existing skills
- Facilitate learning
- Link to development planning

Personal Mastery

SuperVision

Benefits:

- Collaboratively develop supervisees Key Work Areas and Expectations
- Clarity for both parties
- Hearable feedback

Personal Mastery

SuperVision

Principles:

- Regular supervision
- Learn and change from own insights
- Feedback given in a supportive environment

Team Learning

DISC Profiling

DISC - **D**ominance, **I**nfluence, **S**teadiness
and **C**ompliance

- Building team relationships by improving communication and understanding behaviour

Team Learning

DISC Profiling

Teams will discuss factors which will assist them to work more effectively through:

- Understanding styles of behaviour
- Understanding styles of communication
- Consequences of perceptions
- Adapted and natural styles

DISC Profiling

Benefits:

- Gain commitment and co-operation
- Develop effective teams
- Resolve and prevent conflict
- Gain endorsement



Team Learning

Process for developing principles



Team Learning

UCCO Guiding Principles

Commitment

Accountability

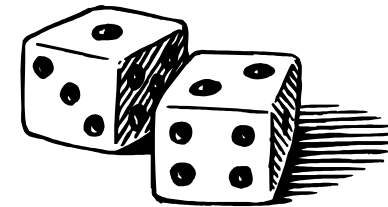
Respect

Diligence

Integrity

Confidentiality

Effectiveness



Team Learning



*Launch of the **G**uiding **P**inciples*

Our Guiding Principles



Team Learning

- How do we bring an organisational learning cycle to life?
- Sharing of knowledge through cross functional communication

Organisational Change



Questions

For more information:

www.ucco.org.au

or visit our stand Community Care Innovations
in the trade display area