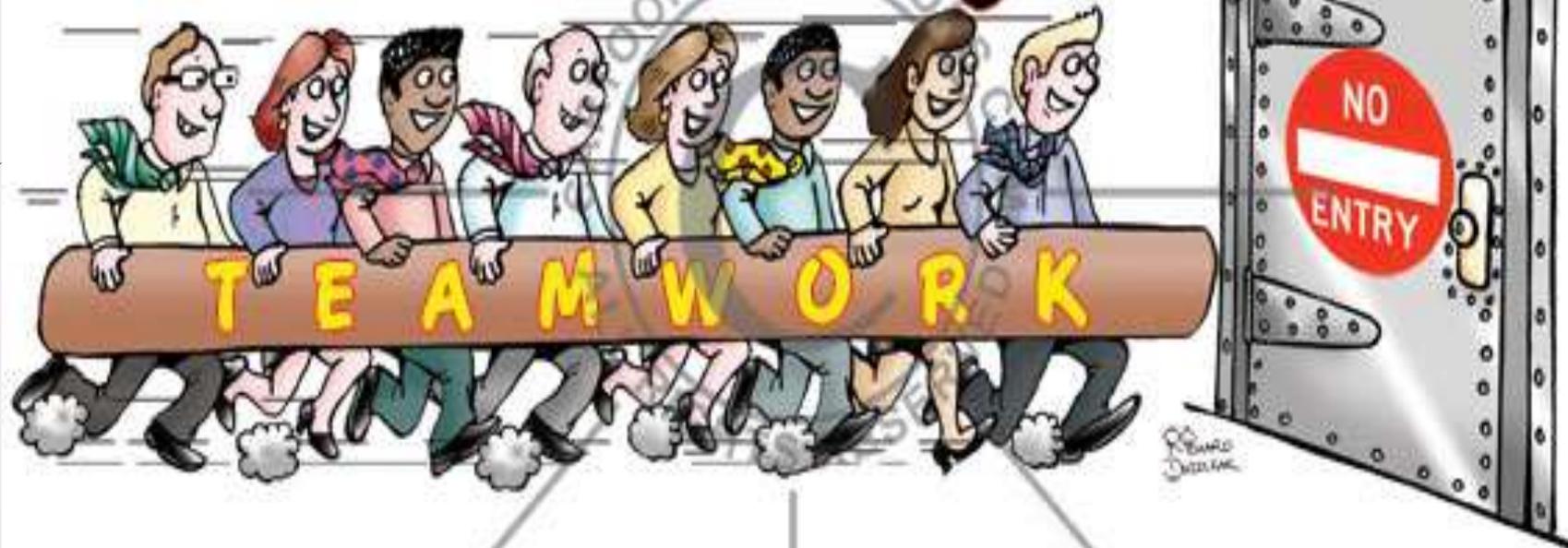




# Creating an environment for collaborative social work practice – a system in need of **REPAIR**

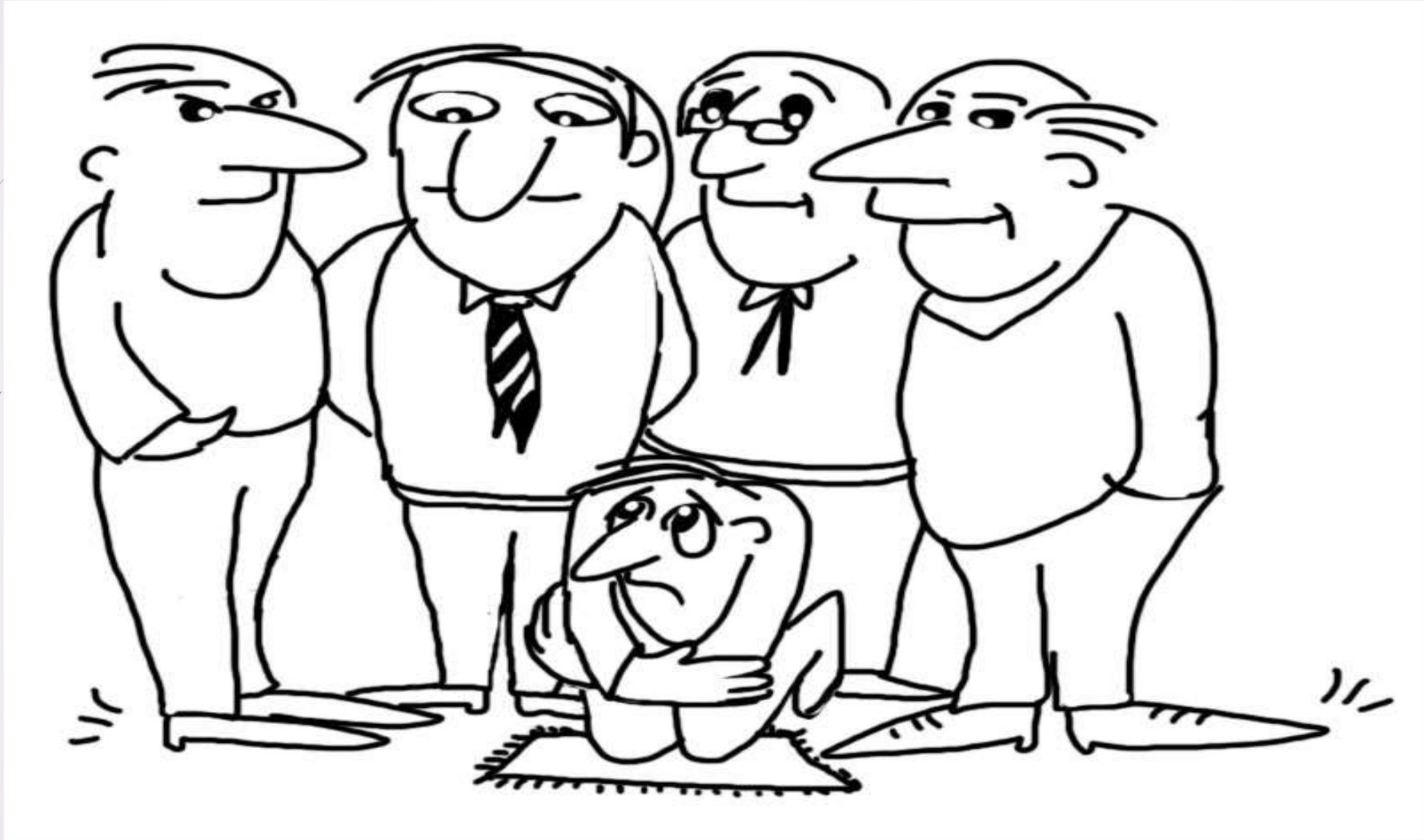
Toni Hocquard, Regional Manager, Stand Children's Services Tū Māia Whānau - Midland

**TOGETHER we can make  
massive breakthroughs!**



[www.cartoonmotivators.com](http://www.cartoonmotivators.com)



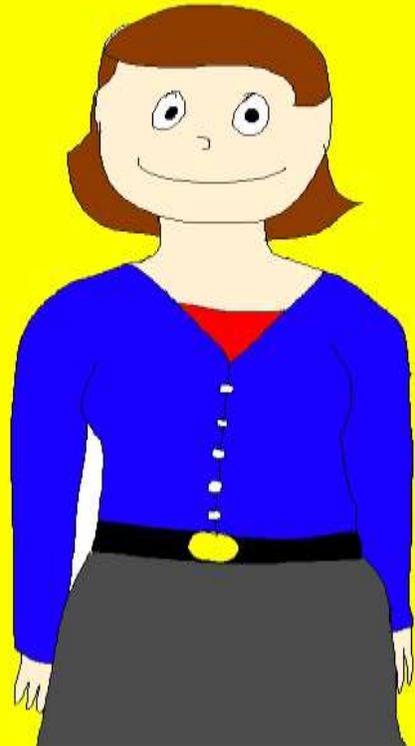




“Working in a culture of criticism  
and blame creates anxiety”

(Lucie Heyes, The Guardian, 2014)

NEW SOCIAL WORK GRAD



SAME GRAD, 6 MONTHS LATER



# Stress and Burnout

“Many common diseases.....may not be primarily due to such apparent causes as diet, genetics, or occupational hazard.

They may merely be the non-specific stress effects of attempting to endure more than we can.”

*HANS SELYE, 1974*



# Secondary Traumatic Stress

“It is the stress resulting from wanting to help a traumatized or suffering person”

(Perry, 2014)

# REPAIR Model

Grant Sinnamon 2013

- ▶ The first years of life are a crucial time for the developing brain.
- ▶ The brain has the most plasticity or capacity to change.
- ▶ Impact of experiences on brain development greatest at this time
- ▶ Easier and less costly to form strong brain circuits during early years
- ▶ But, brains never stop developing – never too late to build new neural circuits

Proposed six-step neurosequential model for intervention

# REPAIR Model

Grant Sinnamon 2013

- REGULATE
- EVALUATION
- PRESENT
- ATTEND
- INTERVENTION
- RESILIENCE – re-engage, re-connect

# Regulate

Regulating the environment and removing any threats

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“A distinguishing feature of social work as one of the ‘helping professions’ is the emphasis on micro and macro change. Not only is social work concerned with helping individuals and groups in particular situations, it is also concerned with changing systems that oppress or disadvantage individuals or groups”

(Harms, Connolly, 2009, p.14 cited in Weld, 2017, p.6)

A purple arrow graphic pointing to the right is positioned on the left side of the slide, pointing towards the main title.

# Social work needs positive news stories – why are they so hard to tell?

Lucie Heyes, The Guardian January 2014

Several thin, curved purple lines originate from the left side of the slide and extend towards the text area.

Negative media  
coverage causes high  
staff turnover and a  
barrier of mistrust – it's time  
to change public  
perceptions

# REGULATE

➔ SWRB Registration

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“ Social work has the potential to be a moderate to **high risk** occupation. It is very difficult to assess the prevalence of **poor social work practice**. However, it is essential to **protect the public** from the outset by preventing poor practice and high risk situations from occurring. High risk situations may include **misconduct, incompetence, malpractice or abuse**”

(Ministry of Social Policy, July 2000)

# REGULATE

- SWRB Registration
- Providing an environment that is calm and predictable – stable contracts

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“I’m sorry we underfunded you and then blaming you for failing” compensation fund

- The fund was set up particularly for those providers who.....after careful setting out what they needed for their programme to work (based on evidence from studies and their community trials), had been given about half of that for a two year “pilot” before it was cancelled for showing no gains

Berentson- Shaw, J. 2017

# REGULATE

- SWRB Registration
- Providing an environment that is calm and predictable – stable contracts
- Environment free from threatening stimuli and triggers – judgmental commentary vs good news stories

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# E KO TE MATAKAHI MAIRE THERAPEUTIC SOCIAL WORK

(Nicki Weld, 2017)

**NO 768 IN A SERIES OF UNLIKELY EVENTS**

**SOCIAL WORK IS SUCH A WORTHWHILE,  
FULFILLING CAREER THAT I'VE DECIDED  
TO GIVE UP MY FABULOUS INCOME AS  
AN INVESTMENT BANKER TO BECOME ONE!**



**FRAN**

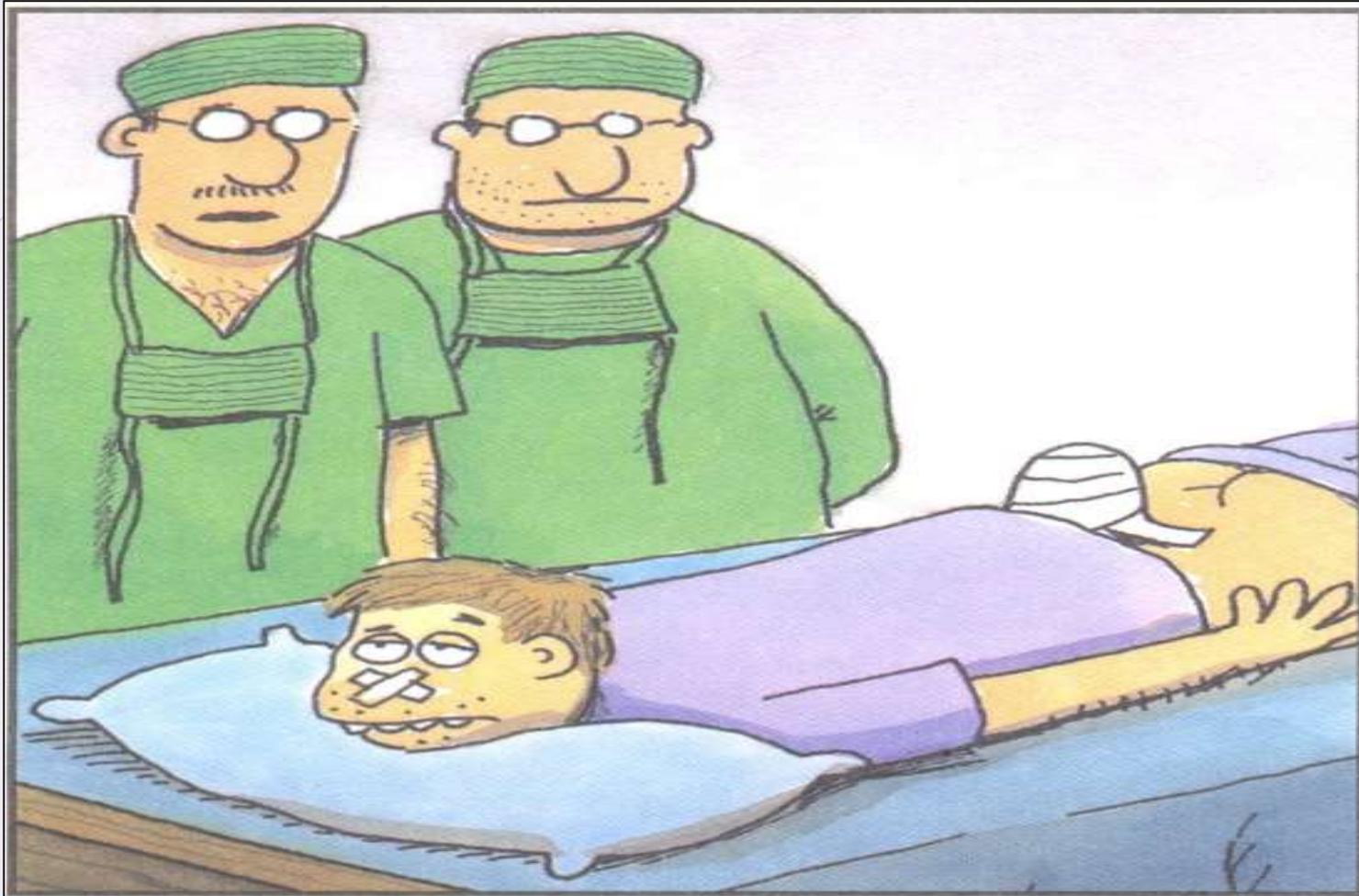
# EVALUATION

Refers to undertaking context-appropriate assessments of what is required

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“How one poses the question is crucial to the direction one takes in looking for the answers”

(Antonovsky, 1979, p.12)



“First, the good news,  
Mr. Parker...we were able to  
reattach your nose.”

A purple arrow graphic points to the right, positioned above the title text.

# WORLD HEALTH ORGANISATION (2002)

Health outcomes for  
people with  
chronic conditions  
are poor

# WHO (2002)

- ▶ Due to their very nature, chronic conditions require management across time.
- ▶ When patients receive support to self-manage with **regular** follow up, health outcomes are better

A decorative graphic on the left side of the slide consists of a solid purple arrow pointing right, with several thin, curved purple lines extending downwards and to the right from its base.

WHO (2002) argues that a paradigm shift is needed away from the acute/episodic model of health care. The report states that health care costs become excessive when chronic conditions are poorly managed and they assert that “as long as the acute care model dominates health care systems, health expenditure will continue to escalate, but improvements in populations health status will not” (WHO, 2002, p.6).

(Hocquard, 2005)



Part of Brain	Presenting issues	Strategy
Poorly organised brainstem/diencephalon	Issues with self-regulation, attention, arousal and impulsivity	Use variety of patterned, repetitive somatosensory activities e.g. positive interactions with trustworthy peers, teachers and caregivers, music, movement (e.g. dance), yoga (breathing), drumming, therapeutic massage
Limbic	Relational- related problems	Traditional play, art therapies etc
Cortical	Development of insight	CBT or psychodynamic approaches

# PRESENT

- Providing supports that are present and available

- 
- Supervision
  - Training/PD
  - Peer Supervision
  - Learning Culture
- 

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But

“Children need a supportive presence that is not threatening – this relates to both a physical presence and emotional availability (unconditional positive regard)”

(Sinnamon, 2013)

- ▶ Helpers have the same needs as those they serve
- ▶ Resilience rests on relationships (harm caused by relationships best healed by relationships)
- ▶ Trust creates safety and social engagement
- ▶ Being powerless is the most robust trigger of stress and cortisol release

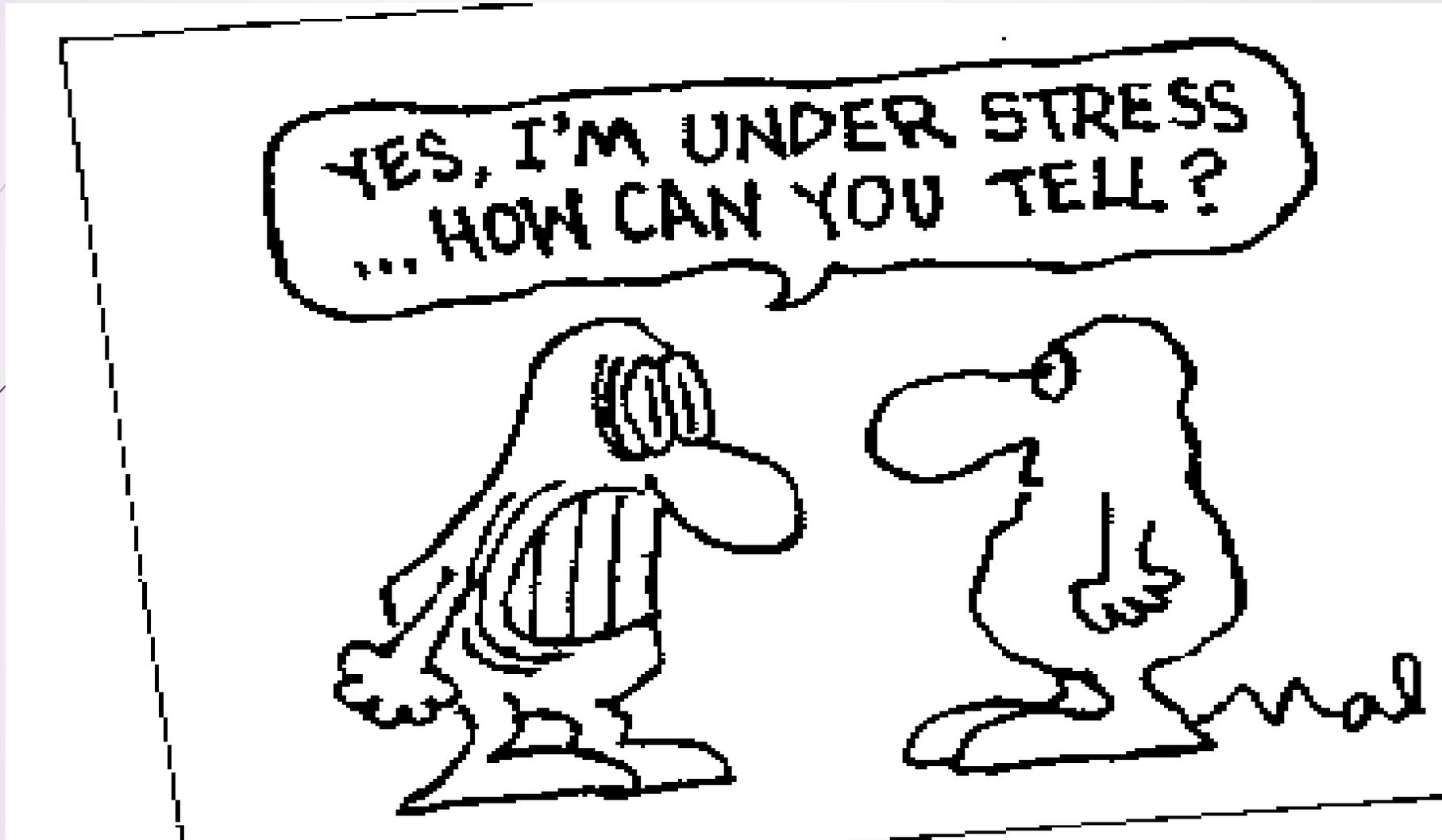
(Larry Brendtro, 2017)



# Secondary Traumatic Stress

- ▶ Important role of group cohesiveness in regulating individual stress reactions
- ▶ Importance of being valued and being in the presence of others who respect and care

(Perry, 2014)



# Attend

Attend to immediate needs

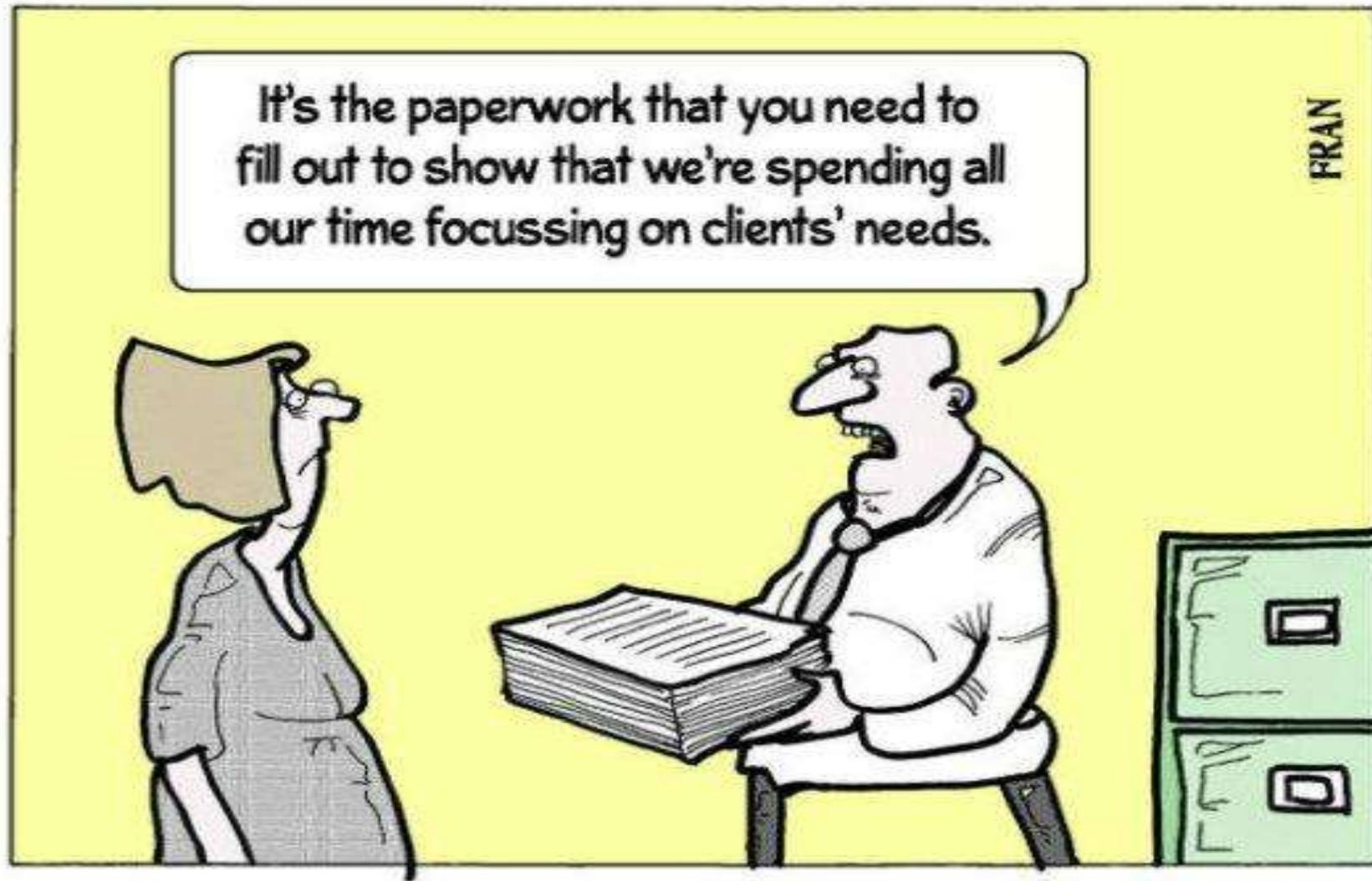


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# Workload and Casework Review: Qualitative Review of Social Worker Caseload, Casework and Workload Management (2014)

A decorative graphic on the left side of the slide consists of a solid purple arrow pointing to the right, positioned at the top. Below it, several thin, curved purple lines of varying shades sweep upwards and to the right, framing the text area.

Social Workers do not  
have enough time to  
spend with children and  
families



I THINK HE'S BEEN WORKING TOO HARD  
...WE ASKED HIM TO BRING HIS BEST  
FRIEND WITH HIM!



A decorative graphic on the left side of the slide consists of a solid purple arrow pointing to the right, positioned at the top. Below it, several thin, curved purple lines of varying shades sweep downwards and to the right, creating a sense of movement and framing the text area.

The review found "effective leadership, support systems and processes alongside manageable workloads make a significant difference to a social worker's ability to deliver high quality practice."

# INTERVENTION

Providing formal therapeutic  
intervention

# Interim Report of the Expert Panel: Modernising Child Youth and Family

- In April 2015 the Minister for Social Development established the Modernising Child Youth and Family Expert Panel to oversee the development of a new child-centric operating model for CYF.
- In this report, the Panel concludes that while there are pockets of good practice, and a committed frontline workforce, the system as a whole is not delivering effectively for children and young people.

# Vulnerable Children's Act 2014

5 Ministries accountable for protecting vulnerable children – NZ Police, Health, Education, Justice, Social Development

No more resources



Create an environment of contract stability and remove constraining KPI's

1. Identify needs across the continuum – high/medium/low
2. Map resources across the continuum – reorganise if required
3. Assess capacity and capability across the continuum – identify gaps

0

24

# RESILIENCE

Refers to re-engaging, re-connecting

# *Resilience*

**is the capacity of a system,  
enterprise, or person to maintain  
its core purpose and integrity in  
the face of dramatically changed  
circumstances.**



**Andrew Zolli**

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# Resilience rests on relationships

(Larry Brendtro, 2017)

# Guidelines for Collaboration

(Bronstein, L.R., 2003)

- Interdependence
- Newly created professional activities
- Flexibility
- Collective ownership of goals
- Reflection on process

# Four Influences on Collaboration

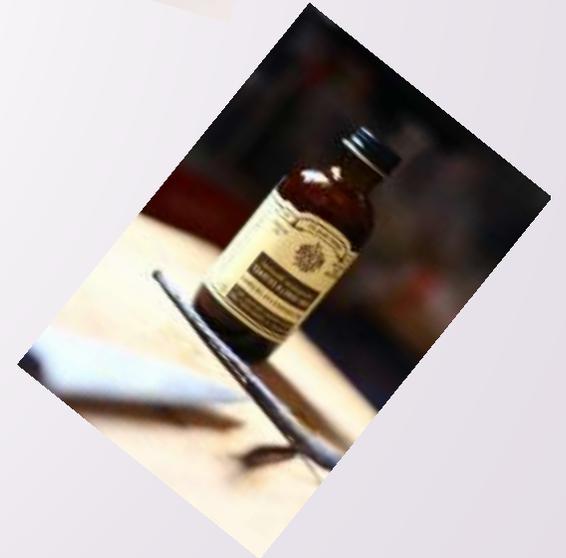
(Bronstein, L.R., 2003)

- Professional Role
- Structural Characteristics
- Personal Characteristics
- History of Collaboration



Effective  
Collaboration is like  
making a Cake

# Here is your chocolate cake





# REPAIR Model

Grant Sinnamon 2013

- REGULATE
- EVALUATION
- PRESENT
- ATTEND
- INTERVENTION
- RESILIENCE – re-engage, re-connect



**KEEP  
CALM  
AND  
START  
COLLABORATING**

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