

**Topics** for this video series have been selected based on their central relevance to the provision of quality services. Of key importance is the capacity of staff to identify with the people they support. This series of topics is directed to that purpose.

- Annual Fee** includes:
- Full video access for all staff
  - Relevant handouts and articles
  - End of topic quizzes to ensure understanding
  - Real time access to presenter for questions and discussion

Pricing for this education package is based on the size of the agency. Licensing for subsequent or multiple years are offered at a discounted rate.

For additional information about this training opportunity or to receive a quote for your agency, service or community group please contact John Armstrong.

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*Programme developed and delivered by  
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**John Armstrong**

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John Armstrong has extensive international experience over four decades as a consultant, trainer and evaluator. He trained extensively with the late Dr. Wolf Wolfensberger.

**“Must Have”  
Client related  
topics**

## Programme Outline

### One

#### **A brief history of Human Services to People with impairments**

A history of how the disability sector got to where we are now and implications for current services.

### Two

#### **What we always needed to know about intellectual impairment but were never told**

Examines the functional impacts of intellectual disability that is seldom taught. It shows how to place people to their best advantage in relation to their learning and communication. Discusses the often overlooked aspect of volition and its relationship to success as well as ways of understanding people's efforts to communicate and ways staff can help people compensate successfully. Examination of the assets many people bring to the world that are often under appreciated or recognised.

### Three

#### **Key ideas for helping maintain quality in service efforts**

Bringing the concept of quality back into thinking. Defining service purpose and what kind of lives services can support people to obtain.

### Four

#### **Key Principles for supporting people with complex needs**

Working with people who have complex needs, preventing harm and providing culturally relevant support with clear staff roles.

### Five

#### **Helpful perspectives when working with families**

Working with families, major concerns for families, providing service in context of home, forming right relationships.

### Six

#### **Making valued roles happen for people**

Making valued social roles happen for people and providing staff with key strategies for supporting people to hold valued roles.

### Seven

#### **Shaping who we are: Values we bring into support work**

Understanding our values and behaviour, how we form views of the world that deeply influence our view of other people. What values can guide and underpin good service efforts.

### Eight

#### **Helping people make good choices and decisions**

Helping people make good choices. Examining the various levels of choice and what they mean for achieving the Good Life, and the role of both staff and the agency.

### Nine

#### **Key ideas to make change happen**

Making change happen looks at the essential features of change and what an effective service culture can do to promote the best efforts of staff and their support of each other.

### Ten

#### **When Policies Aren't Enough**

Why abuse occurs in Human Services and what can be done about it. A full day workshop with specific sections addressing implications for people receiving support, families, agencies, staff and the service system.

further information about each  
programme is available online  
at [johnarmstrong.media](http://johnarmstrong.media)

**22 Hours  
Full HD  
Video**