



SkillWise

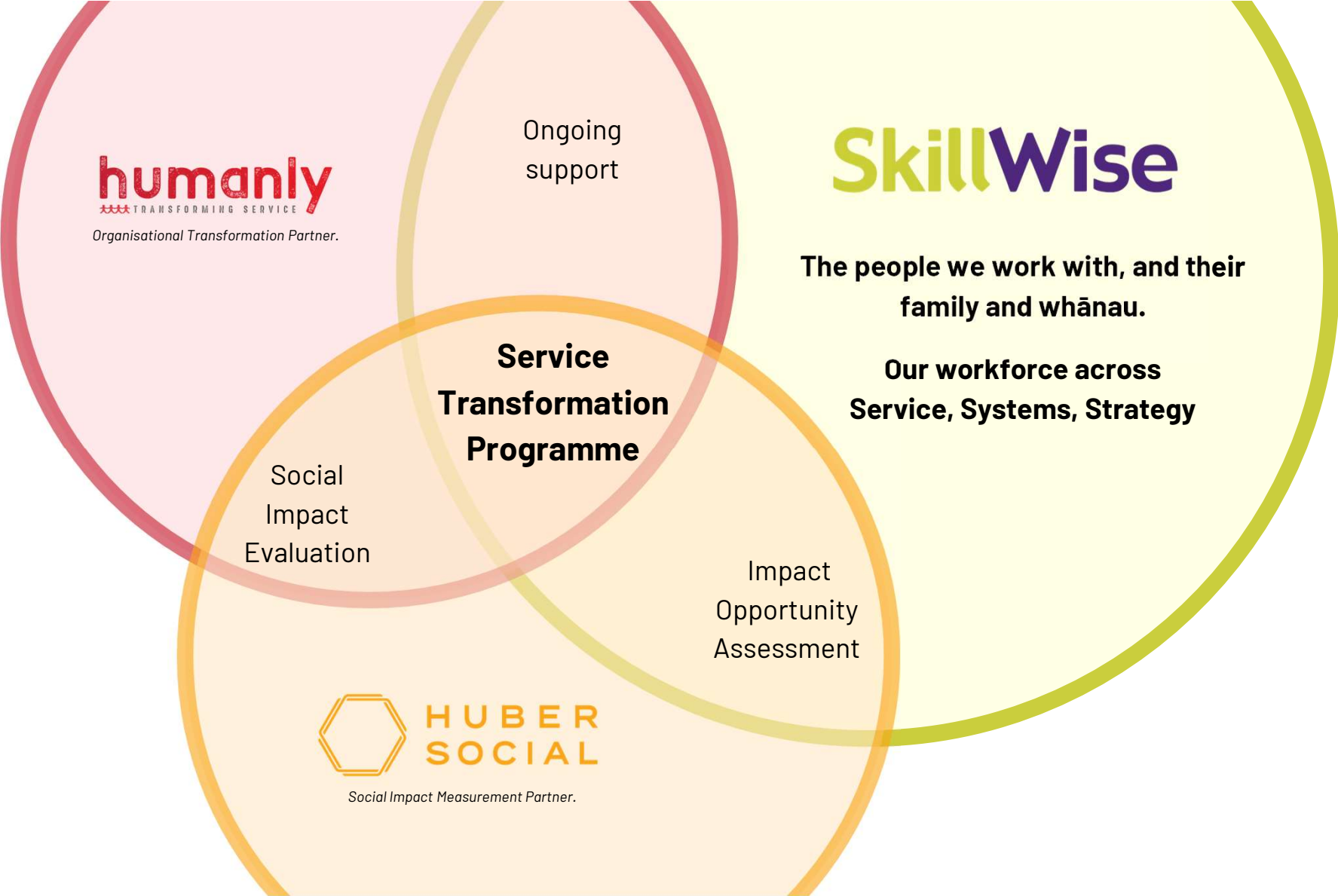
Enabling good lives to enable good lives.

Evidencing an ecosystem approach



humanly
TRANSFORMING SERVICE
Organisational Transformation Partner.

 **HUBER
SOCIAL**
Social Impact Measurement Partner.





OBJECTIVE

We want to celebrate the successes of the mahi we have undertaken (so we can do more of what works) and intentionally share knowledge and learnings with the wider community to address the gaps that are identified so that together, we are enabling good lives for everyone – person, their significant others, and our workforce.



AGENDA

01 - Setting the Scene - SkillWise

02 - The Wellbeing of our Workforce - Humanly, with Huber Social

03 - The Wellbeing of the People we work with, and their Families and Whānau - SkillWise, with Huber Social

04 - Final Thoughts

05 - Questions





SkillWise

**People are full
participating citizens +
live the life they want**

- Est. 1991 - SPAN Charitable Trust
- Ōtautahi Christchurch
- Sheltered workshop -> Community Participation

SkillWise



Group Support



Community Support



Employment Support



Flexible Disability Support
(funds hosting)

WHY CHANGE?

- New leadership team
- Old strategic plan
- Question: how are we enabling good lives?
- Opportunity: Humanly's programme

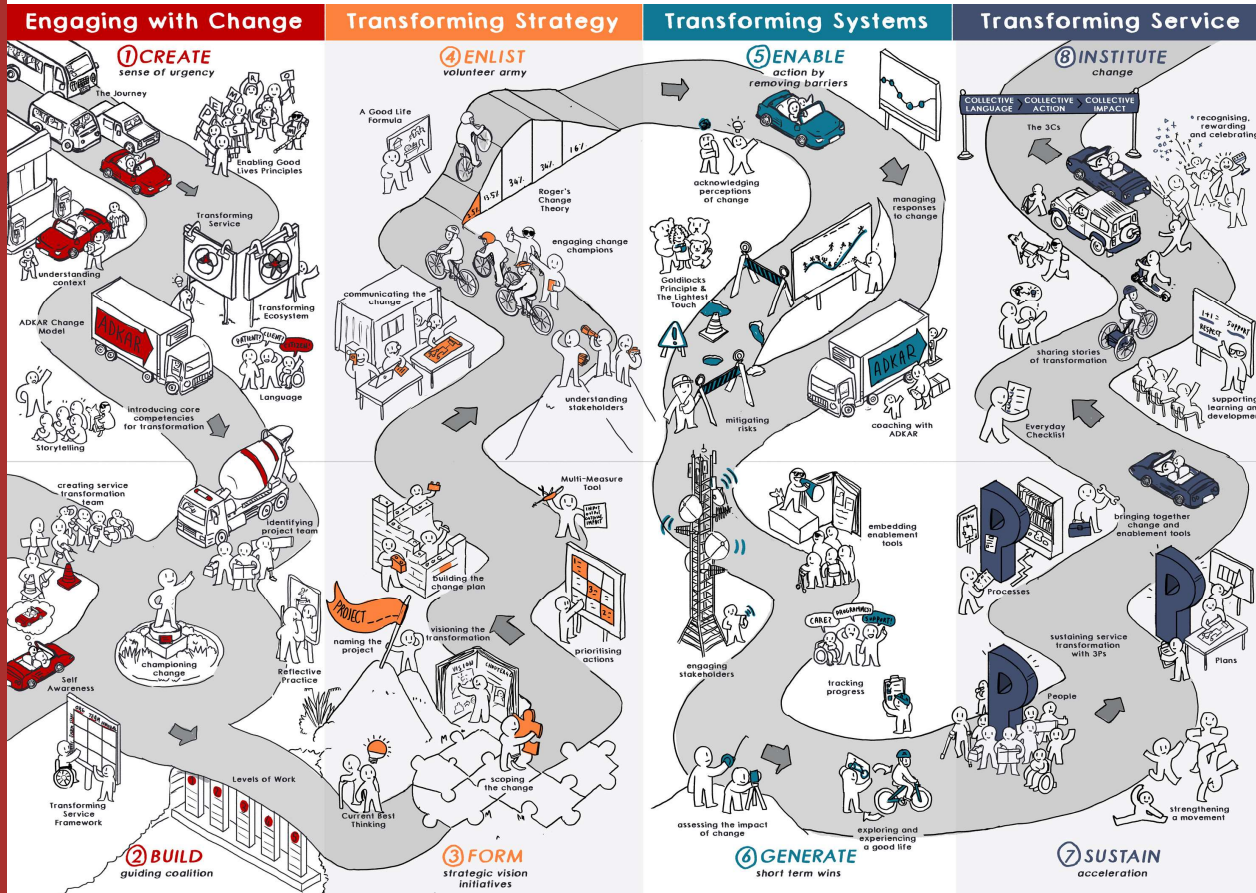




THE WELLBEING OF OUR WORKFORCE

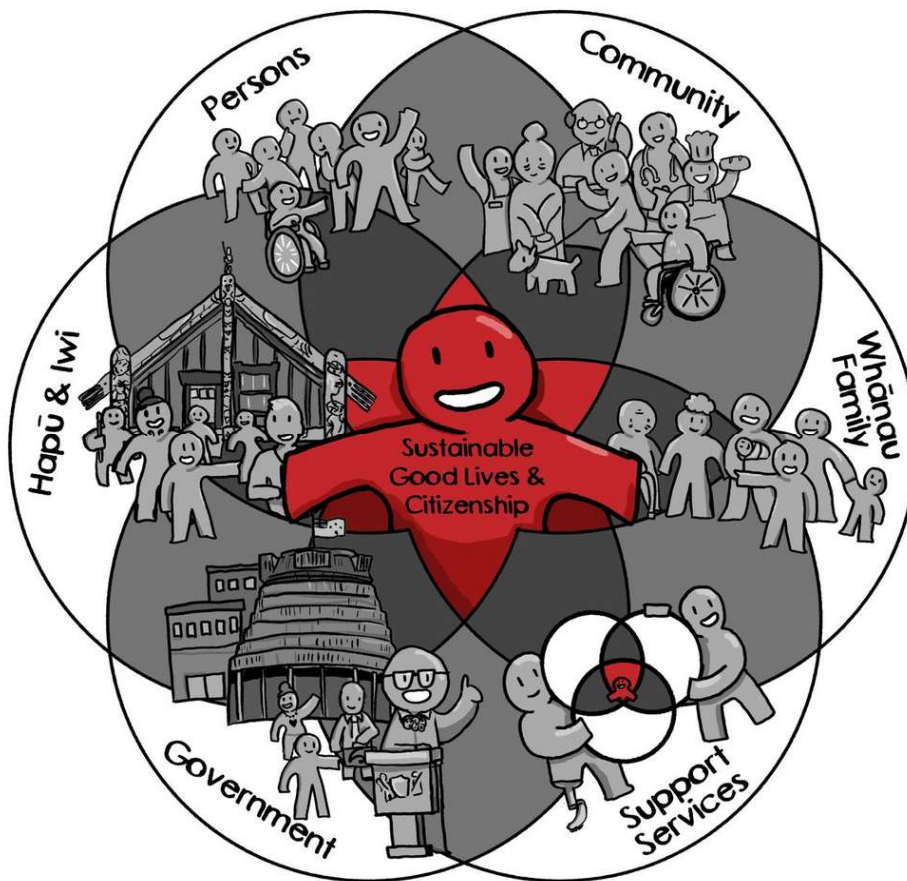


Transforming Service Map

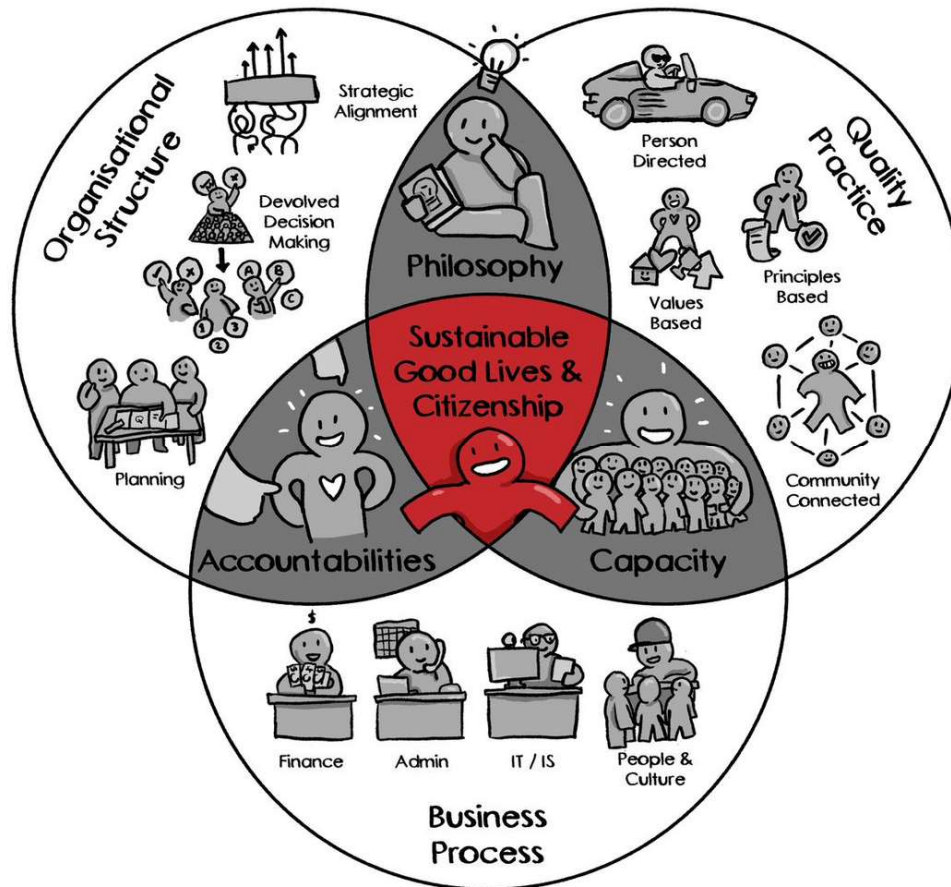




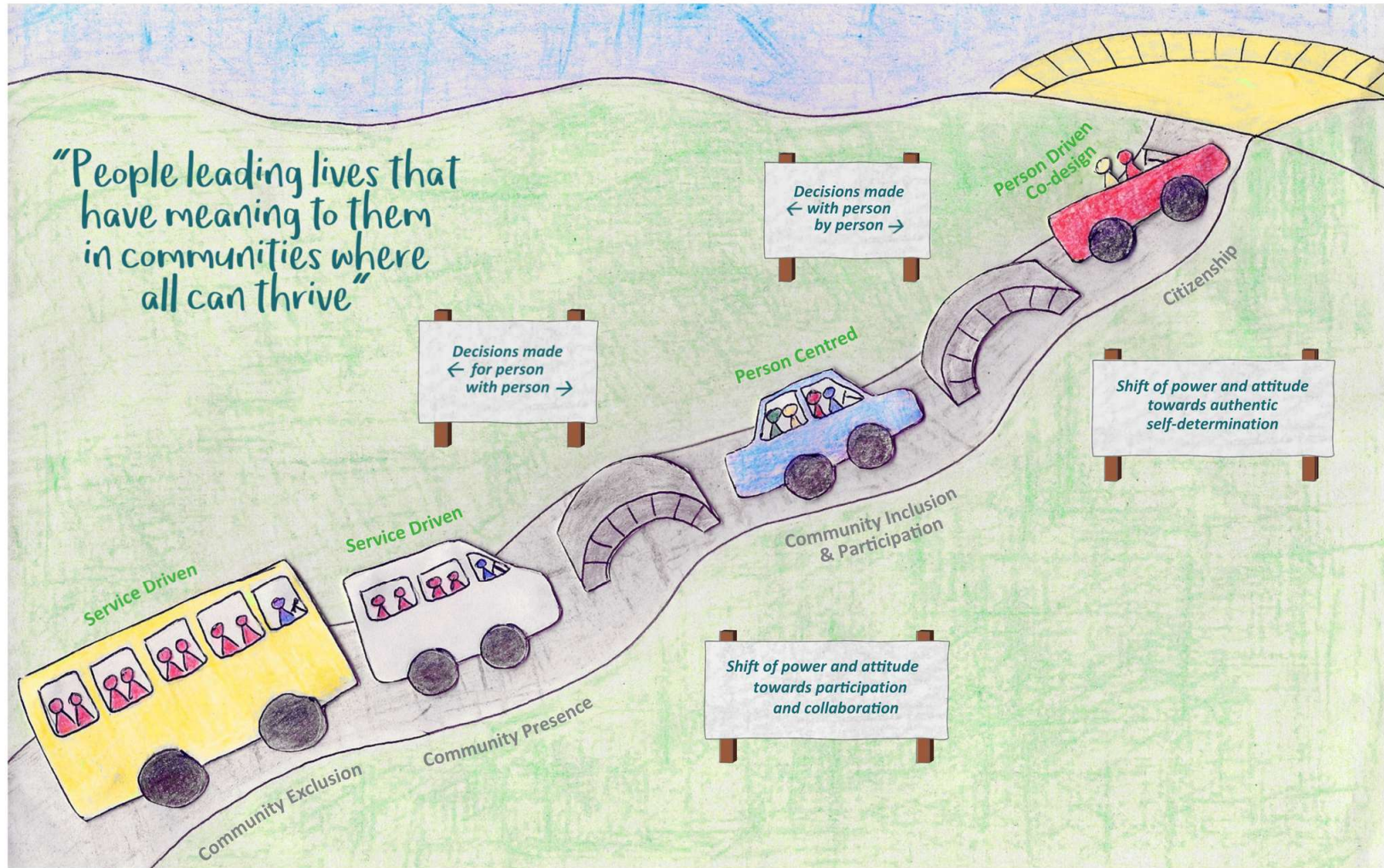
Transforming Ecosystem Venn



Transforming Service Venn

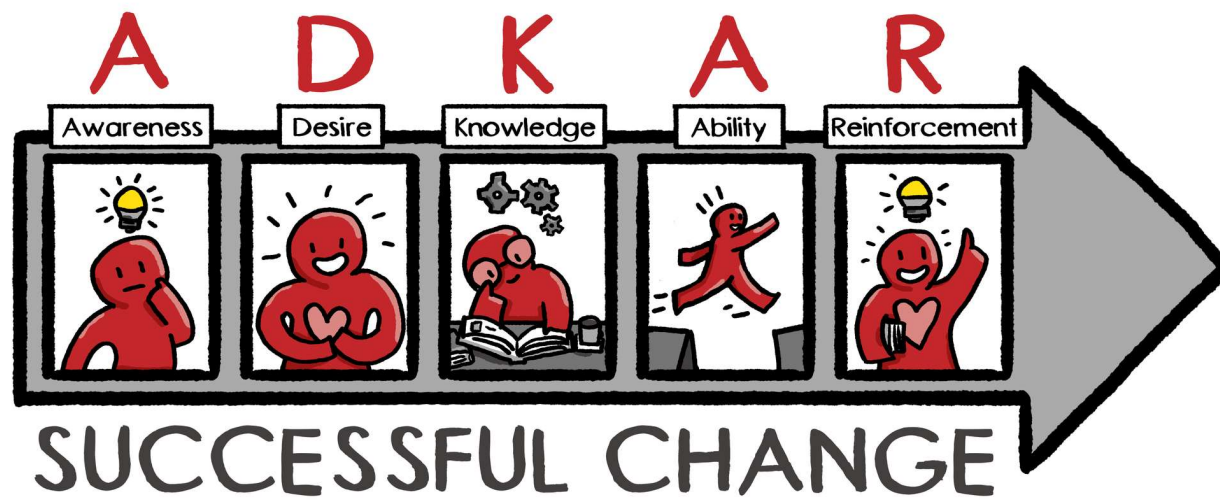


The Journey[©]

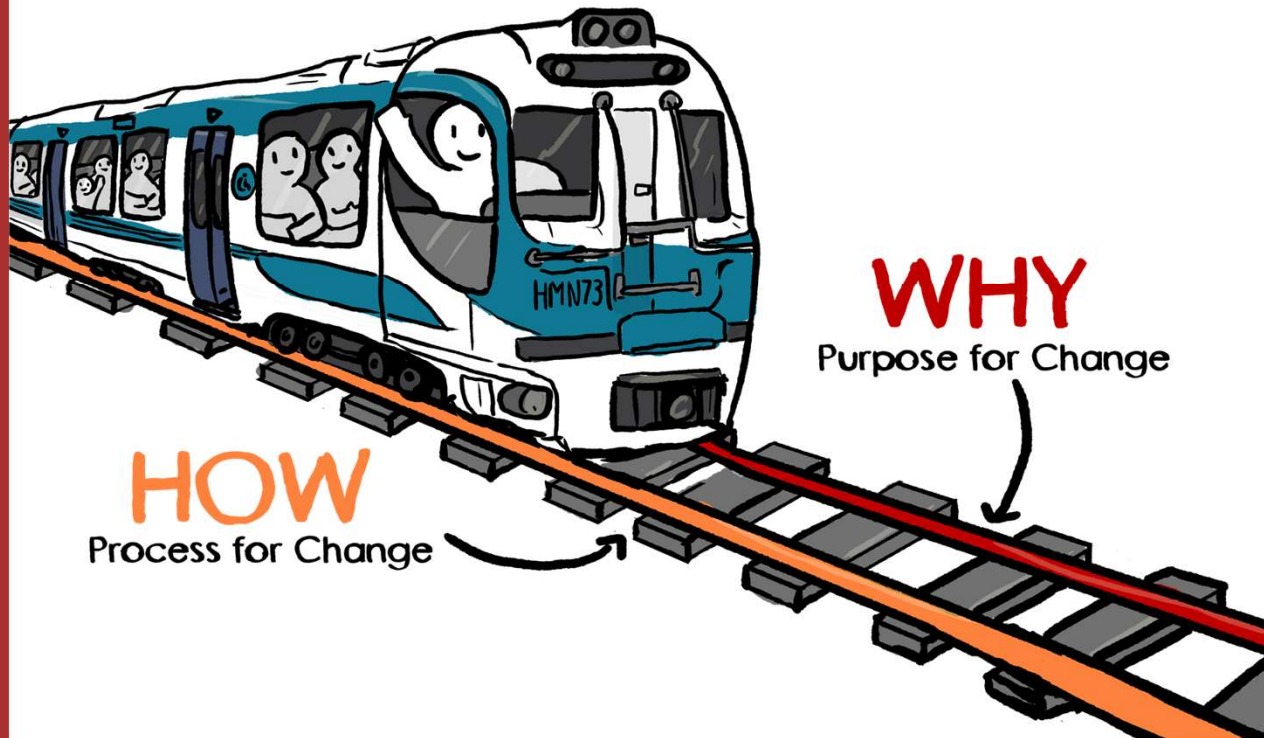


Interactionz makes no representation or warranty of any kind regarding the accuracy, validity or fitness for a particular purpose of any information contained in this document. Interactionz does not accept responsibility for any loss or damage, however caused (including through negligence), which you may directly or indirectly suffer as a result of or otherwise in connection with your use of this document, including any loss or damage incurred as a result of your reliance on advice or recommendations provided in connection with this document, to the fullest extent permitted by law.

Prosci Change Management Tool



humanly Approach
TRANSFORMING SERVICE
h



“You’ve kind of bombarded us with a lot of stuff! - which at times has been overwhelming - but I feel like I’ve got this great toolbox ... of resources that I can tap into when I need them”

Victoria Ross, CE at SkillWise directly after finishing the programme.



**IMPACT
MEASUREMENT**

Evidencing Impact and Understanding Workforce Wellbeing



- Measurement from February 2022 to May 2024.
- In this period, Humanly worked with over 550 participants from more than 110 teams across 77 organisations.
- Analysis includes 381 responses in total, 295 from programme participants and 86 from organisation members. These came from across 86 teams.

The Humanly Impact Thesis

1. Impact

Organisations delivering person-directed philosophy and practice, facilitated by humans supported into the best position to serve.

2. Outcomes

Humanly achieves this impact by building capabilities and providing access to opportunities across the following areas:

- **Clarity of purpose.**
 - **Hope.**
 - **Ability to act.**
 - **Community connection.**
 - **Personal wellness.**
-

Measurement Points



Programme Participants



Members of Participating Organisations





KEY FINDINGS

THE HUMANLY PROGRAMME

Humanly programmes improve workforce capability



Reduced Burnout*

+8%

Participants reported feeling uncharacteristically irritable or impatient with co-workers less often



Determination

+7%

Being determined to finish a task, even if it is difficult



Job Capability

+6%

Knowing what one needs to successfully support other to live their best life



Job Suitability

+6%

Feeling one's job allows you to play to your strengths



Listening Deeply

+5%

Understanding the importance of listening deeply for meaning

The impact of Humanly programmes is felt across the organisation



Job Satisfaction Skills

+25%

Organisation members feel more satisfied and less disillusioned with their job



Opportunities for self- development

+17%

Organisation members have the opportunity at work to develop better self-understanding



Loneliness

+14%

Organisation members are feeling less lonely or isolated at work



Self-efficacy

+14%

Organisation members feel able to shape their own future



Enjoyment

+14%

Organisation members enjoy life and have fun



Supportive Team

+11%

Organisation members receive compliments and words of encouragement from colleagues

Respondents state Humanly is achieving its goals

- Greater understanding of enabling good lives
- Great connections
- Greater understanding of the disability sector

“[Humanly] gave me real tangible knowledge on enabling good lives and how potentially impactful it can be when implemented not just ticked.”

- Humanly programme participant - family member



KEY FINDINGS

THE WELLBEING OF OUR WORKFORCE

Predictors of Wellbeing for Humanly Participants

Humanly participants have high wellbeing and are high scoring across almost all factors measured



Clarity of Purpose - Awareness of personal values

Awareness of one's personal values and what is important



Work Satisfaction - Pride

Feeling pride in one's achievement at work

Holistic Wellness is a Priority Need for Humanly Programme Participants



Stress 4.12

Participants feel stressed or overwhelmed some of the time





Anxiety 4.19

Participants feel anxious or worried some of the time



Sleep 4.74

Participants do not feel that they get enough sleep or feel well-rested



**THE WELLBEING OF THE
PEOPLE WE WORK WITH
AND THEIR FAMILIES AND WHĀNAU**

WHAT CHANGED?

Better Understanding

- SkillWise Journey - Visual created



WHAT CHANGED?

Better Understanding

- What people & families said - friends, skills & experience + more community.
- Better understanding of external influences - Enabling Good Lives; UNCRPD, Te Tiriti, Sector changes.



WHAT CHANGED?

New Strategic Plan

Aligned to
principles of
Enabling Good
Lives

Te Tiriti guides
us & our work

Measure our
impact

Transform from
Day Base to
ACE provider

'Everyone
supports
everyone'

Pathways into
the community

Focus on
friendships

SkillWise
becomes an
everyday place

White Room
gets a new
home

Voice of
stakeholders

WHAT CHANGED?

New way of working

- New service model - more responsive
- Want people's goal plans to drive how we work
- Want our activities to be a part of a person's journey (not the end)

SkillWise

How we work



Community Connector

WHAT CHANGED?*

Transforming our Community Team

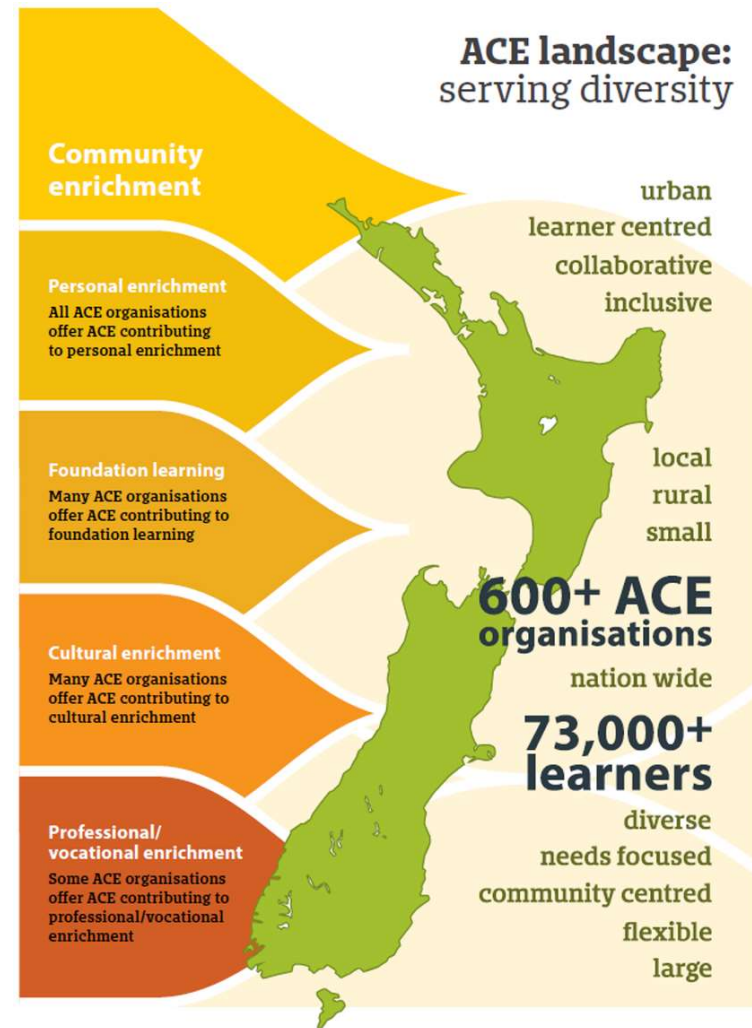
- Everyone (staff) supports everyone (people)
 - No more key workers or caseloads
 - Goals matched with staff strengths
 - Started small & grew gradually
 - Work on one thing at a time
- New role = Community Connector, with a focus on friendships

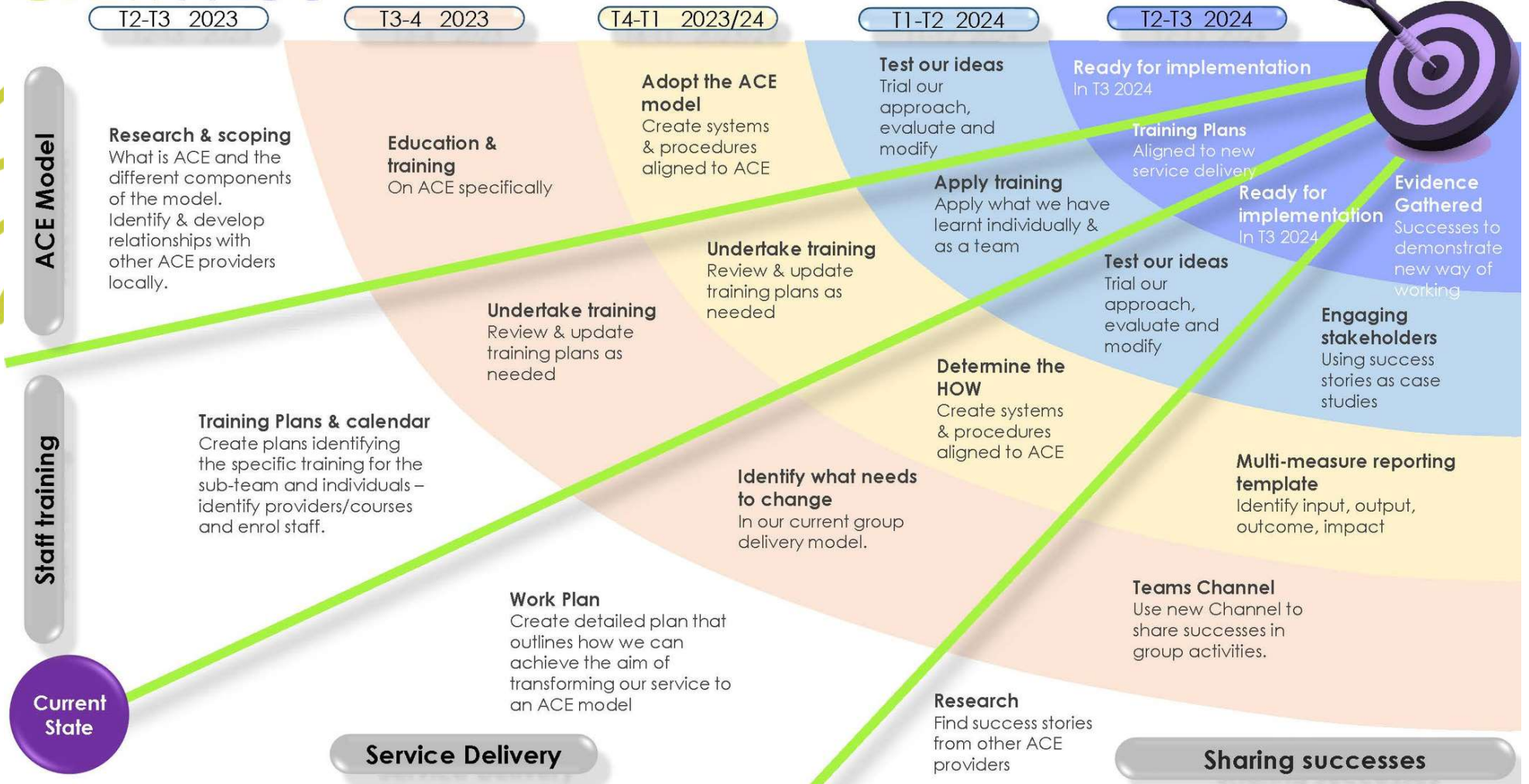
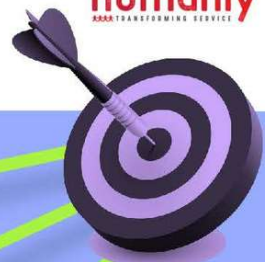


WHAT CHANGED?

Transforming our Group Service

- Day Base to Adult Community Education (ACE) provider
- ACE is community-based learning & learner driven.
- ACE Sector - framework and tools.
- Build a responsive service
- Long term (5 year) plan is to become an everyday place.







IMPACT MEASUREMENT

With all the changes that were being made to the organisation, our next step was to gain an understanding of the impact this has on the people we work with, and their families, and if this is making a positive difference in their lives.

Measurement Objective

Data Driven Insights into what matters most



- Codesign - outcomes workshops.
- Impact Thesis for both People SkillWise work with and their families/whānau
- Holistic measurement, bespoke to the community yet comparable.

SkillWise Impact Theses

1. Impact

People with intellectual impairment and/or learning disabilities living the life they want.

2. Outcomes

Through building capabilities and providing access to opportunities across the following areas:

- **I am connected.**
- **I am my whole self.**
- **I am skilled and knowledgeable.**
- **I love my life.**

Outside of scope:

- *Housing Suitability*
 - *Income*
 - *Community Attitudes / Inclusion*
 - *Health*
 - *Spirituality*
 - *Connection to land and nature*
-

Ethics and Validation

3.3.1 Survey Validation Guide

During the validation process particular attention will be paid to the following areas:

the survey, and the processes around it, re...
people and their families?
the survey and the processes around
what we see in validation and the exp
on or heavy-handed support base
community may understand or be ca
mark.

of consent was immet
tion required? Do w

asked for fur

part of with "I

amples / ex

that ha

asked

of th

ndant c

questi

answers

stand the

out of with "I

ve been flagged as potentially more complex will be used in a sampl

ation group. Three questions will be tested with each validation grou

understanding. This equates to 30%- of the total survey that have had

ctly - final percentage dependant on the final total question set number

as it to understand the questions? (Likert)

g? Are participants appearing restless or more easily distracted? At what time?
10 questions per section appropriate? Were participants reading the introduction
ction? Were participants appearing frustrated or bored at any time during the
t time? In what section?
e that the facilitation was helpful, or a hinderance, to gaining truthful honest responses.
co: Can you tell us about your experience completing the survey - specifically thinking
length of time it took. (Open field)
ses to: Would you have liked more support answering this survey? If yes, what type of support
ou have liked? (Using examples as above, plus an open field)
ndent
sponses to: Can you tell us about your experience completing the survey - specifically thinking
out the length of time it took. (Open field)
Responses to: Would you have liked more support answering this survey? If yes, what type of support

Consent

...of...
support based on preconceived ideas of what the individuals from the disabled community may understand or be capable of is common in the sector, and not a suitable approach to this work.



0:00 / 0:23

Melde
HUBER SOCIAL

SkillWise is working with experts Melde and Huber Social.

To do a survey with people supported by SkillWise.

We want to know what is important to your wellbeing.

The survey will take

The answers in this survey are on a scale from 1 to 5 that looks like this:

To answer a question you click on the one option that best describes how you feel about the statement.

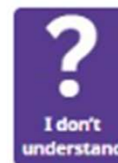
00:11 01:12

required.
- Responses to: Was there anything you particularly liked about the survey?
- Responses to: Was there anything about the survey you didn't like, or you think we could have done better?
Independent

The Survey Tool

▶ 0:04 / 0:08

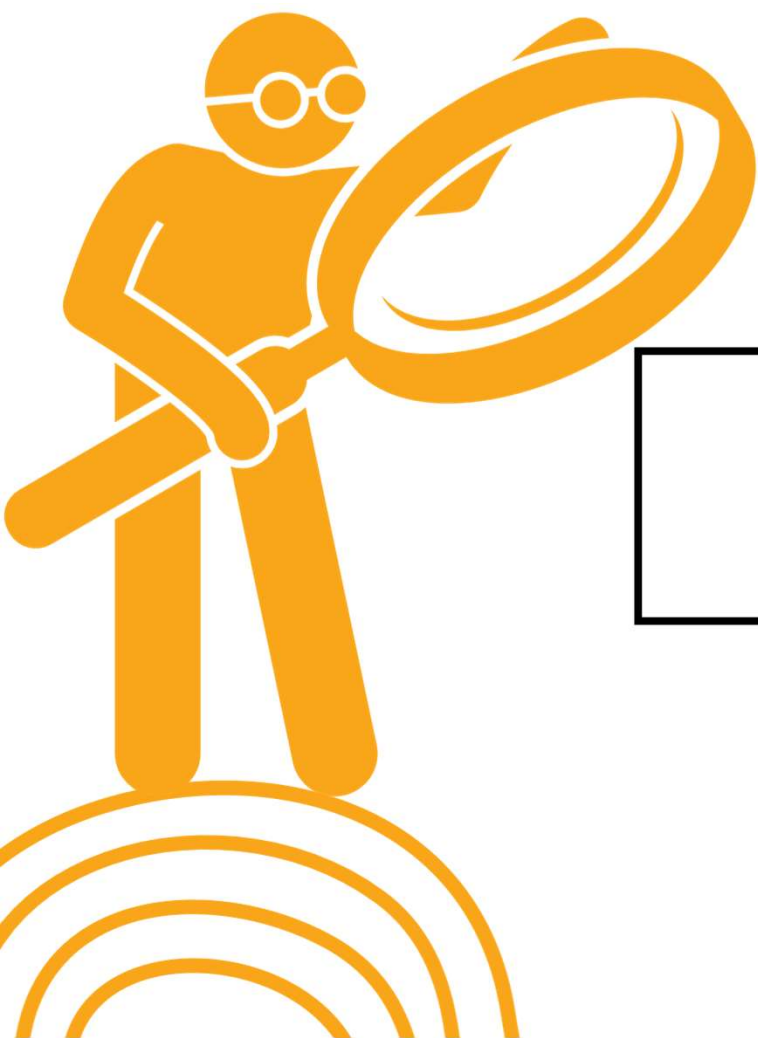
12. I am able to share my thoughts and feelings with others.



Back

Next

19%



PRELIMINARY FINDINGS

**Top three drivers
for wellbeing for
people SkillWise
work with:**



**I have something to
look forward to every
day**

I love my life
(Purpose)



**I know how to manage
my emotions**

I am Connected
(Emotional Intelligence)



**I have the opportunity
to connect with my
culture and heritage**

I am my whole self
(Cultural Availability)

What's Next

- Continue analysis and report development. Report due out July/August 2024.
- SkillWise will await the results of the survey. Then see what areas that we can focus on to improve wellbeing for people and family/whānau
- What do we stop doing? Keep doing? Start doing?



KEY TAKEAWAYS



The wellbeing of workforce is enabling good lives to enable good lives, at all levels and in all roles of an organisation.

Janelle Fisher
Lisa Clausen

humanly.nz



More leaders need to be asking themselves - how do you know what you are doing is having the intended affect?

Victoria Ross
Rachel Banks

skillwise.org.nz



That measurement exists that can serve you to better support everyone - the people you serve, their families and whānau and your workforce.

Michelle Macaskill
Nat Baigent

hubersocial.com.au



QUESTIONS?



Being Well Staying Well

The first event of a brand new series especially for people supporting people.



10 July 2024

9:30am

 Your hosts



Karyn Davis-Engbreitsen
Well³



Lisa Clausen
Humanly



Janelle Fisher
Humanly



Michelle Macaskill
Melde

MORE
DETAILS
**COMING
SOON**

