



Guide to gathering information through conversations template

This template provides conversation prompts aimed at gathering information to inform the development of a person’s social story; and to record their choices, preferences and decisions about their living and support arrangements. There is no order to gathering this information, the conversation is best to start where the person is at.

PERSONAL DETAILS	
Name:	
Date of Birth	NDIS # (if relevant)
Preferred contact details	
Name of Aged Care Service	
Person/s assisting & Relationship	
Are there other people you would like to have involved in the conversations	

Gathering information

1. What I like people to know about me

Guiding note to gather the information.

The following conversational points may help the person to share information about themselves for others to learn and understand more about them and help to shape their social story.

- *How would you describe your personality (good sense of humour, easy going, strong willed...)*
- *What values are important to you (honesty, respect...)*
- *Who are the people who are important to you*
- *What interest or, hobbies do you have? What do you do, where do you go on holiday?*
- *What experiences have you had that have made an impact, or are important?*
- *Do you have cultural needs and interests? Can you tell me about these?*

2. About my background

Guiding note

The following conversation questions are to learn about the person's life & experiences including work, family, housing /accommodation, holiday, adventures, and other pursuits

- *Can you talk about your background and tell us about where you grew up, about your family, study and work. Situations and circumstances that have made a difference/created change in your life*

3. Previous living arrangements

Guiding notes

The following conversation questions are about understanding the person's previous accommodation and living situations and their experiences of these living arrangements including places they don't want to live or cannot live in.

- *Where have you lived in the past?*
- *What did you like about any of the places you have lived in? Why did you move?*
- *What didn't you like about places you lived? (tips: safety, transient residents, not long term accommodation, too many people, not enough support, in the middle of nowhere etc)*
- *Where were you living before moving into residential aged care?*
- *Were you living with anyone?*
- *Were you receiving support or needing support?*
- *Why do you think that you came into care? What was the situation before aged care?*
- *Did you feel you had a choice about where you live now? Did you have family or friends who made decisions for you or assisted you with the decisions?*

4. Current living and Support arrangement

Guiding notes

The following conversation questions are about understanding what makes their current living arrangement right for them and what improvements or changes would help. Try to take a holistic approach of who the person is, their background and the risks in any current and future situation.

- *What do you like about where you live? What is important about the support you receive here?*
- *What changes would you like and why. How would these changes improve your living and support arrangements?*
- *Have you thought or talked with anyone about not wanting to live here and wanting to know if there are other places that might be possible for you to move to?*
- *Do you know what other options there might be that could meet your needs?*

5. Choice and Decision Making

Guiding notes

- *What are the types of choices and decisions you make every day?*
- *Do you get many opportunities to make decisions, or do you leave it to others?*
- *Are there bigger decisions that you receive support with or like to have support to talk through matters with? Are there people you like to have support you to do this?*

<i>The types of choices and decisions I make independently</i>	
<i>Decisions that I make where I need support or like to have support with.</i>	
<i>Choices & decisions that other people make for me or I feel they make for me</i>	
<i>The people that support me with choices & decisions and the types of decisions they support me with</i>	
<i>What I would like to change about how I make decisions.</i>	

6. The support you need or like to have with making choices and decisions

Guiding notes

- *Would you like to be involved or be more involved in choices & decisions?*
- *What is the support you need or would like to make choices and decisions?*

For example: to have a regular support person who can get you information, take the time to explain the information, give you time to think about the information and ask questions. To have sufficient support of a speech therapist to build my communication skills and resources where required. This may include easy to read prompts or summaries of information.

7. Knowledge of NDIS and your NDIS supports

- Do you know how your NDIS funded supports assist you?
- Do you feel you are involved in planning & making decisions about how to use your supports?
- Would you like more involvement in planning meetings with the NDIS?
- Would you like to know more about the NDIS and other supports they could provide?

8. Is there anything you would like the NDIS, the residential service, or significant others to know about your preferences about your living arrangement?

- Do you want to make any change to your current living arrangement? Are you at this point in time happy with where you live?
- Will you tell us if your choice changes?
- Would you like to consider other options?
- Do you need more time and information to think about this?
- What information might be of help?