

# WE ARE BUILDING A PARTNERSHIP

**SERVICE USER**

## **Good partnership provides room for change**

Good cooperation between the service user, employee, service provider, and service organizer is based on trust and transparency.

Personal budgeting is a comprehensive approach, which requires the commitment of each member of the network.

**SERVICE ORGANIZER**

## **When services are developed together, the person**

- is empowered as the person who makes decisions and choices
  - receives the services and support they need
- is able to live a good and meaningful life and participate in their own networks as a full member.

Good partnership is unprejudiced and transparent. It provides the opportunity to try new things without fear.

Cooperation strengthens each participant.

**SERVICE PROVIDER**

## Service organizer and service provider: good partnership in person-centred work



It is your job to work together to support the service user in their decision-making. This requires the following things, for example, from the cooperation:

### Transparency

Offer the service user a genuine opportunity to explore different options regarding services and support.

- Arrange a preliminary meeting with the person to prepare a service plan. Evaluate the person's needs.
- During the meeting, utilize methods of communication and self-expression that are the most suitable for the person. This could include the use of pictures, audio materials, and texts.
- Reserve enough time for the meetings at the beginning of the person relationship as well as toward the end.

### Equal encounter

The service user is an expert on their own life. They have access to information no one else has – Listen to the person's story

- Respond to any questions that are brought up using your personal skills and competence.

### Trust

Provide the service user with information that reinforces their trust in their own decision-making and the services.

### Good interaction

Use communication methods and tools that are the most suitable for the service user.

- Concentrate on listening to the person's personal point of view on their situation in life.
- Reserve enough time for the meetings.

### Joint development

Prioritize the service user's experiences in the evaluation of services. Provide support for change and inclusion.

- Take the person's suggestions and ideas into account in the development work.
- Invite development persons to participate in the work.

### Flexibility

Make yourselves actively available to each other. React quickly to the service user's changing situations.

## Service organizer and service provider: good partnership in development work



Regularly engage in joint development work. New type of cooperation allows you to create services of increasing quality and versatility.

Agree on the methods and resources used in the development work together.

Create a mutual understanding of the need for change.

- Move from diagnosis-orientation toward a person-centred approach.
- Consider the extent and timeliness of the services.
- Revise the information to make it more accessible.

Choose a working method that best supports the objective.

- Which method is the most suitable: networking, cross-sectoral teams, working groups, or some other alternative?

Agree on contact persons and the parties who convene the team. Pay attention to both person and needs-oriented approaches and multivocationality.

Choose methods that allow you to harness the various skills of team members.

- Experiment with novel solutions, such as walking meetings, visits, or presentations on each person's work for the other members of the development team.

Commit to working together and maintaining a schedule.

Agree on places where the work will be carried out.

- Offer suitable facilities from your individual places of work.
- Find completely new places where you could meet.
- Familiarize yourselves with the everyday environments of the service users.

## Good partnership: The service user and the service organizer



### Comprehensive approach

As the service user, I want to plan a life that is my own in a comprehensive manner. Together with the service organizer, we will examine:

- What objectives do I have as a user of the services? What do I dream of otherwise in life?
- How my wishes, fears, and expectations can be taken into account in the services?
- What are the things that need to change in order for my objectives to be fulfilled?

### Effective practices

Services have a significant impact on my daily life and the way I live my life. It is important that the people in charge of my service plan get to know me and familiarize themselves with my situation in life during the planning. Together with the service organizer, we can consider:

- How to arrange time for us to become familiar with each other?
- What tools and methods do I need in order to share my story and my wishes?

The service organizer will survey both new service providers and those that are already familiar to me. Together we can discuss how different service providers are able to respond to my individual needs. I am provided the opportunity to meet with the service provider.

### Ensuring the accessibility of information

Records and decisions pertaining to me are prepared in a manner that ensures they are comprehensible and accessible. Where necessary, I have access to inclusive documentation.

### Customer-orientated approach

The service organizer prioritizes my best interests. I have the right to specify the activities or services I wish to participate in. The service organizer will observe both the law and professional ethics in their activities.

## Good partnership: The service user and the service provider



### Commitment

As the service user, I am provided a service that is of good quality. The service provider is active in promoting the fulfilment of my rights. My resources and objectives are taken into account. The service provider aims to ensure continuity and a person-oriented approach.

### Desire to change

The service provider recognizes their ability to help and support. Where necessary, my services are redesigned boldly in order to create new solutions. The service provider will advise me and those close to me and provide information on any changes.

The service provider will act as my sparring partner, encouraging and motivating me.