



Helping you make the *shift* you need

Case example - Guide for Participants: \* Pseudonyms used

\*Phil is a young 18 year-old man living with a psychosocial disability. Phil dropped out of school in Year 9 and lives with his family in Canberra. Phil struggles to make friends and is often led astray by certain people in the community. Phil's family and Support Coordinator have tried to find services to help him meet his NDIS goals relating to capacity building and community access. These services eventually fade out after they suggest he needs a 'different' type of support, leaving Phil in a 'gap between services'. Phil continues to spend most of his time in his room playing computer games at night and sleeping through the day.

Phil's Support Coordinator hears about *Shift & Co.* Following an initial meet-up to agree upon the desired outcomes (through the 'Needs Mapping' process), *Shift* Mentor/Coach \*Simon is assigned to support Phil, under the category 'Increased Social and Community Participation'.

Simon initially meets with Phil every Friday for 2hrs to focus on building skills in the areas of planning and routine. Together they create a detailed plan outlining the exact steps they need to take for Phil to reach his overall goals – to live independently, build a network of friends and to take charge of his life.

To start, they focus on the limiting beliefs that have been barriers to Phil's success and decreased his motivation. Simon and Phil troubleshoot these together and make a plan that allows Phil to slowly expose himself to these new situations.

Three months pass and as per the outcomes-based framework, the first review occurs. In this time, Phil has:

- Started to go on weekly community outings;
- Has joined a local soccer team;
- Committed to seeing his psychologist (which Simon has taken him along to);
- Practiced implementing some of the strategies provided by his psychologist;
- Started going to bed 1hr earlier each night.

After reviewing his progress, they establish the specific plan for the next 3 months. They have taken into account the fact that Phil is generally more task-avoidant when he is tired and lonely. To address this, together they plan for harder activities to be scheduled not long after he wakes up, when he is at his best.

Phil still has a long way to go, but he's much further along the path than he had been before meeting with Simon.

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