



Khor Ai-Na
Asia Community Service
Penang

Adopting a Family-Centred Approach

Challenges & Practice

NECIC 2012 SIBU MALAYSIA 1

TYPES OF PRACTICES


Professionally-Directed	Professionally-Allied
Problems determined and treated by professionals	Family as agents of professionals in carrying out intervention activities
Family-Focused	Family-Centred
Professionals & parents collaborate in identifying problems and enhancing child's development.	Professionals support families in identifying and addressing their own concerns

Dunst, Trivette & Deal, 1990

NECIC 2012 SIBU MALAYSIA 2

FAMILY-CENTRED PRACTICE

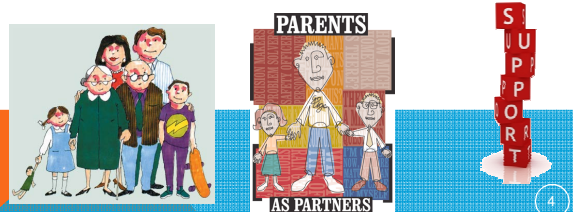
- It is both a philosophy and a method of service delivery
- It is recognized internationally as one of the most important principles for the provision of early childhood intervention services
- It highlights the role of families in determining the services, supports and resources that they receive
- It is a set of values and principles that aim to
 - Respect family values and preferences
 - Establish a mutually trusting partnership with families
 - Base services on family priorities
 - Build on family strengths, resources and competencies



NECIC 2012 SIBU MALAYSIA

PRINCIPLES OF FAMILY-CENTRED PRACTICE



- Viewing the family as the unit of service delivery.
- Positive partnerships between family and practitioners.
- The focus of intervention practices is based on family-identified strengths, desires, priorities and needs.
- Support, resources and services are provided in a flexible, responsive and individualized manner.



NECIC 2012 SIBU MALAYSIA 4

CHALLENGES FACED BY ECI SERVICE PROVIDERS

- Not the norm to consult with parents
- It is our job to provide education
- We are the professionals
- Western culture to involve families
- At most, form a PTA as a token
- Services respond to the changing needs of families.





CHALLENGE

NECIC 2012 SIBU MALAYSIA

CHALLENGES FACED BY ECI WORKERS

- Agency policies are restrictive
- Competencies – lack of training in effective communication skills
- Attributes & Attitudes - lack of maturity; lack of confidence; over-confidence; too clever, too helpful
- Differences in expectations and goals
- Lack of time - wants faster results, sees too many children to make each individual an effort
- Not valued enough
- More comfortable working with children than adults. Parents not responsive? More literate & educated? more affluent and more demanding?
- Balancing between 2 roles – as a friend and as a professional


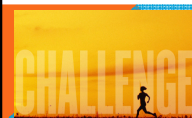


CHALLENGE

NECIC 2012 SIBU MALAYSIA

CHALLENGES FACED BY PARENTS



- Look up too much to professionals esp. doctors
- Viewed as a "patient", not as a "client"
- Lack confidence; intimidated by professionals
- Guilt having a child with disabilities; and not providing enough
- Constraints on time and energy; other pressing family issues
- Differences in expectations
- Not enough support options available
- Too many protocols and red tape

NECIC 2012 SIBU MALAYSIA

STRENGTHS-BASED BELIEFS

- Families have the abilities to overcome life's adversaries with support
- Families that can hope can also grow and change
- All families have strengths that can be identified, enhanced and valued
- Interventions must build on the assessment of strengths and resources as well as needs of the families

NECIC 2012 SIBU MALAYSIA

KEY ELEMENTS OF F.C. APPROACH

- ❖ Respect – recognising each other's expertise
- ❖ Collaboration – work together; listen more
- ❖ Support – physical, emotional assistance
- ❖ Choice – ask questions instead of issuing commands
- ❖ Information – provide options; offer suggestions; two-way communication
- ❖ Strengths – assets; abilities; attributes; assistance
- ❖ Flexibility – individualised;
- ❖ Empowerment – an expert model disempowers!



NECIC 2012 SIBU MALAYSIA

WHERE ARE WE IN THE PARADIGM?

	Professionally-Directed	Professionally-Allied
	Family-Focused	Family-Centred

Family-Centred Practices Checklist (*Family, Infant and Pre-School Program* by Linda L. Wilson & Carl J. Dunst, 2002)

Family-Centred Helppgiving Practices Checklist (*Family, Infant and Pre-School Program* by Nicole Roper & Carl J. Dunst, 2006)

How are families included in your services?





NECIC 2012 SIBU MALAYSIA

FINAL THOUGHT

Family centred care is neither a destination nor something that one instantly becomes.

It is a continual pursuit of being responsive to the priorities and choices of families.

- C. Bissell -

NECIC 2012 SIBU MALAYSIA