

# G'DAY

## **Managing Demanding Behaviour** *(and Sustainability)*

- Steve Morgan
- National Housing Conference 2008

# Field reality!

- Changes to society, government policy changes, and funding for programs designed to provide social housing, mental health support and other supportive programs for marginalised youth and other disenfranchised members of the community exert strain.
- Strain is bad.

# Manifest

- Increasing strain upon marginalised people.
- Increasing strain upon service providers.

Increasingly complex clients

Disproportion of resources

# What is a complex client?

- What is a complex worker, for that matter?



## Multiple attachments

1. Uncertainty of goals
2. Uncertainty of rules
3. Easily broken trust
4. If I change, then other problems may emerge  
(ecological view)
5. People can't cope with what I have to say
6. Trauma
7. No justice – it isn't fair

Life may seem like a war





- Problems show as
- Violence, substance abuse, disrespect, suicidal threats, non-compliance, reluctance, disorganisation, deception, manipulation
- - even dependency



# Solutions

- On a letter to:
- PO Box 1197
- Kenmore
- Queensland 4069

# Implications for housing workers

- An expansive skill-set
- Professional development
- Training
- Structures of support

# training

- Mental health
- Mental illness
- Alcohol and Substance abuse
- Institutionalisation
- Personality dysfunction
- Intellectual and Developmental Disorders  
Conditions
- Dependency

- Most people are not trained in these forms of work
- Most workers probably do not wish to be in receipt of advanced training

# Realistic aims

- To cope a little better.
- To understand the issues a little better.
- To make a difference, more frequently.
- To be a little more confident about how to deal with complex clients.
- To be sustainable

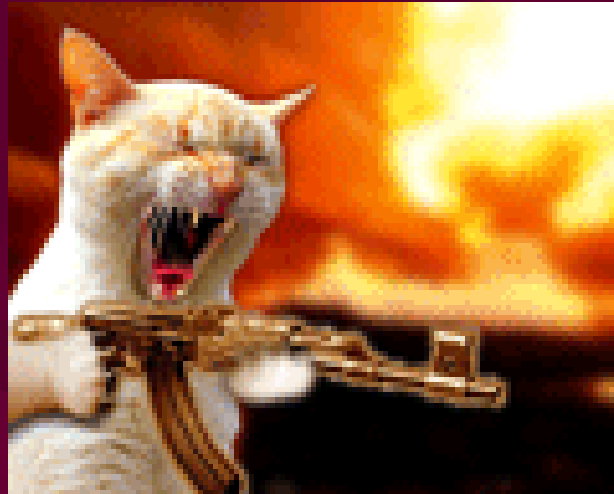
# Survive and thrive – enjoy work



# At issue

- Sustainability
- Risks of worker burnout, staff turnover, re-training costs and recruitment issues
- This applies to staff across organisations
- Sustainability guide – identification of risks

# Work may become a struggle



# A warning sign of strain



# Anger at work?



exhaustion



# Key issues to aid sustainability

- Attitude and antennae = Goodwill

- Values

# Expectations of yourself/ your client



- Perception of self: Results: dangers of...

- Mentorship, supervision, co-supervision, guidance

- Team work

- Professionalism/ discipline/ prepare
  - May need cognitive flexibility/ plasticity of mind

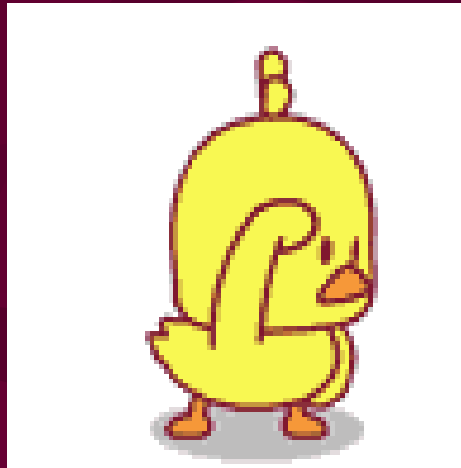
# More good stuff

- Balance in life

Lots of the F word



FUN



- Physical Health

- Endgame, exit strategies, renewal and regeneration

- Love and support





