



Achieving Customer Outcomes

Presented by Nichole Conolly
GCertAut (UOW)

Ivan Lovaas



“You see, you start pretty much from scratch when you work with an autistic child. You have a person in the physical sense- they have hair, a nose and a mouth but they are not people in the psychological sense”

- Ivan Lovaas, founder of Applied Behaviour Analysis (ABA)

Bruno Bettelheim



“All my life I’ve been working with children whose lives have been ruined because their mothers hated them”

- Bruno Bettelheim, self-professed Psychologist

Breaches to the UN Convention on the Rights of the Child



- Students not receiving the right or necessary support
- Students being placed in another room (often known as isolation or timeout), away from their peers because it is “too hard” to teach them
- Students being bullied by peers and teachers
- Students being excluded from excursions, camps and extracurricular activities.
- Students being told they can't take exams because they will bring the school's score down.

Mad World



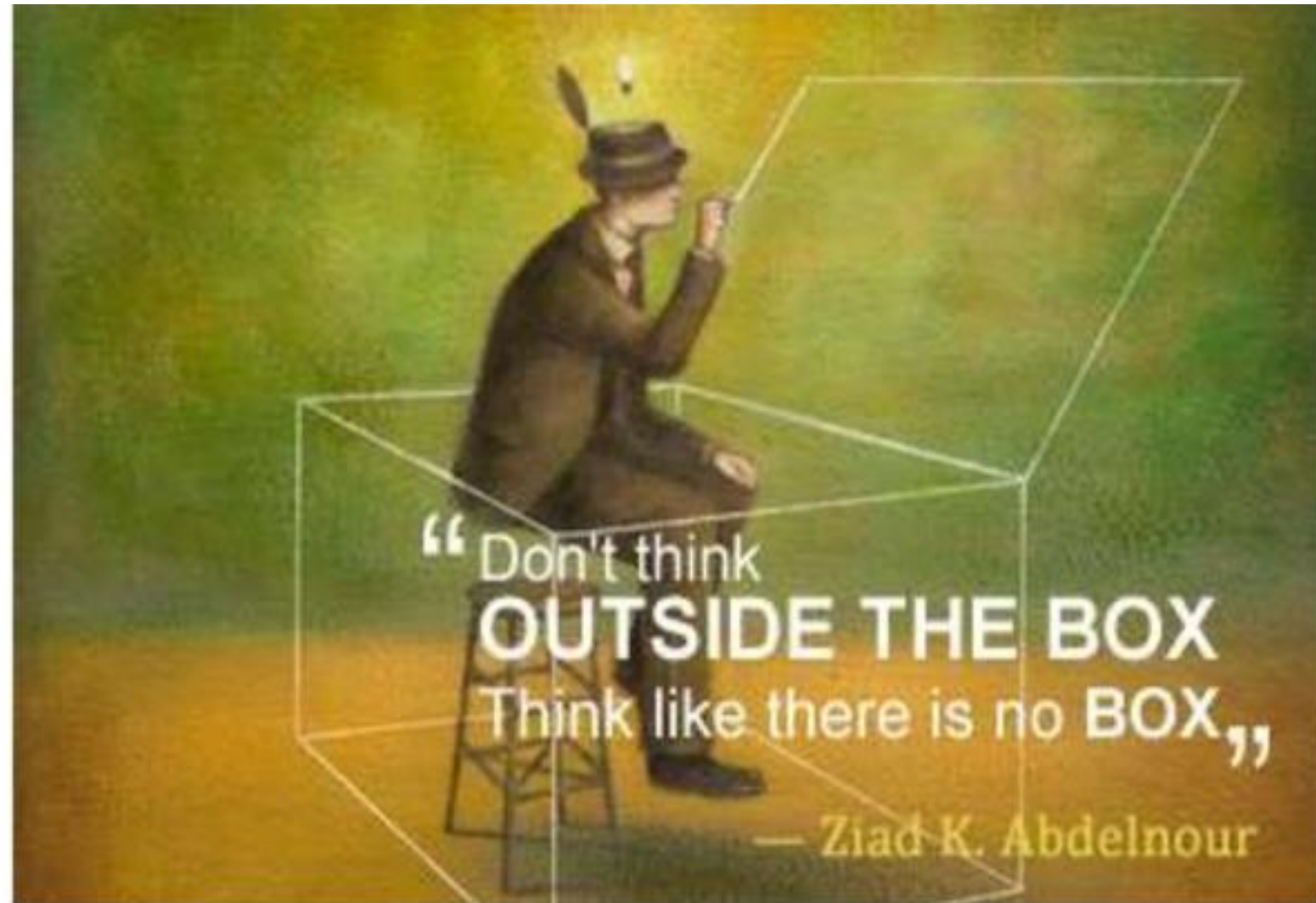
The impacts of negative words



About Nichole



- I grew up in Caloundra on the Sunshine Coast.
- When I was younger, my parents were told that I would never talk, never live independently and that they should institutionalise me and forget that I exist.
- For many years I travelled and worked with the circus. These days I teach classes to autistic children.
- I have a Graduate Certificate in Autism Studies and a Certificate IV in Education Support.
- I am passionate about musical theatre and write & public a weekly column.



“Don't think
OUTSIDE THE BOX
Think like there is no **BOX,,**

— Ziad K. Abdelnour

Statistics



- One in five people (22 %) have a mental or behavioural disorder.
- One in three people (32 %) have a severe or profound disability.
- One in three people (32 %) need help with health care
- One in four (24%) need help with household chores
- One in two people (48%) aged five or over have a schooling or employment restriction (2015)



HELLO

my name is

Nichole



WANTED

ANANNY FOR TWO ADORABLE CHILDREN. If you want this choice position, have a cheery disposition. Rosy cheeks, no warts! Play games, all sort. You must be kind, you must be witty. Very sweet and fairly pretty. Take us on outings, give us treats. Sing songs, bring sweets. Never be cross or cruel, never give us castor oil or gruel. Love us as a son and daughter and never smell of barley water. If you won't scold and dominate us, we will never give you cause to hate us. We won't hide your spectacles so you can't see, put toads in your bed or pepper in your tea. Hurry! Many thanks. Sincerely, Jane and Michael Banks
APPLY IN PERSON. 17 CHERRY TREE LANE



Don't insult us



I sat there a little frozen, still trying to process what they had just asked me and if they had really just asked that. Would you ask that to a non-disabled person? No? Then don't ask disabled people that question

Kindness

KINDNESS

Written by Nichole Conolly, Jan 29th, 2020

Kindness is like a warm, tight hug there to greet you after a long day,
it falls upon you like a bright sun ray.
It captures you quickly, as though someone has taken an unexpected snapshot,
It is like that favourite food of yours that is said to hit the spot.

Kindness is like that message from a friend that you weren't expecting,
it comes quickly, but the aftermath makes your heart sing.
It is random and sporadic, as unexpected as that cool breeze dancing through the heat.
It is like moving to that familiar dance, that familiar beat.

Kindness is a smile, one that we should show more of to others,
it is like when you share your favourite things with your sisters and your brothers.
It isn't hard to show, but sometimes it can be rarely shown,
It is up to you to show, a quality each of us own.





Case Studies

Child A-

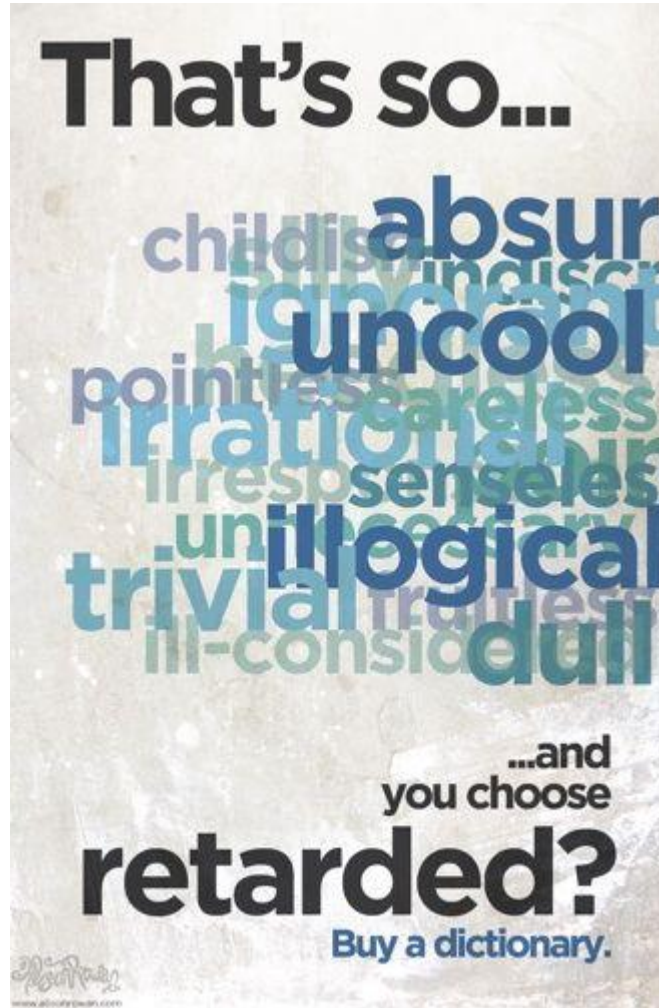
- was diagnosed at the age of three
- was institutionalised for a short time as a child
- has a seemingly irrelevant use of language
- repeats words and phrases communicated to them
- fixated on their own interests

Child B-

- was diagnosed in adulthood
- didn't speak more than a few words until the age of seven
- repeats and memorises patterns and numbers
- is passionate about their areas of interest

Perspective





Donald Triplett





Daily Goals

- Finish my Certificate IV in Education Support
- Visit more places in Brisbane
- Budget and plan for my England trip and
- Spend more time with my family

Nichole's Prac



TERM 4, 2019

Thursday, October 10th

Dates Absent:

Thursday, June 20th (Singapore- APAC Conference)

Thursday, August 29th (England- Professional Development)

Thursday, September 5th (England- Professional Development)

Thursday, September 19th (Tasmania- ACND Conference)

Subjects to study:

CHCEDS021- Assist in facilitation of student learning
(100 hours of prac needed over Term 2, 3 and 4)

CHCECE006- Support behaviours of children and young people
(Term 2)

CHCEDS019- Support students in mathematics learning
(Term 2)

CHCEDS022- Work with students in need of additional support
(Term 2)

CHCEDS020- Support students in literacy learning
(Term 3)

CHCPRP003- Reflect on and improve own professional practice

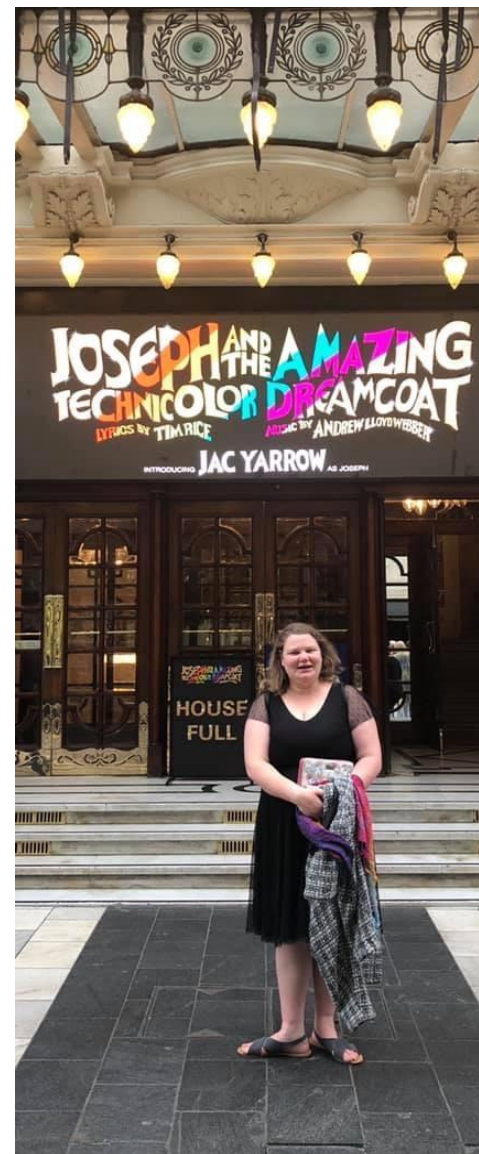


PLEASE LEAVE ME ALONE

I've got a weeks
worth of work to do
in 3 hours because I
have the time
management skills
of a carrot.

Thank you.

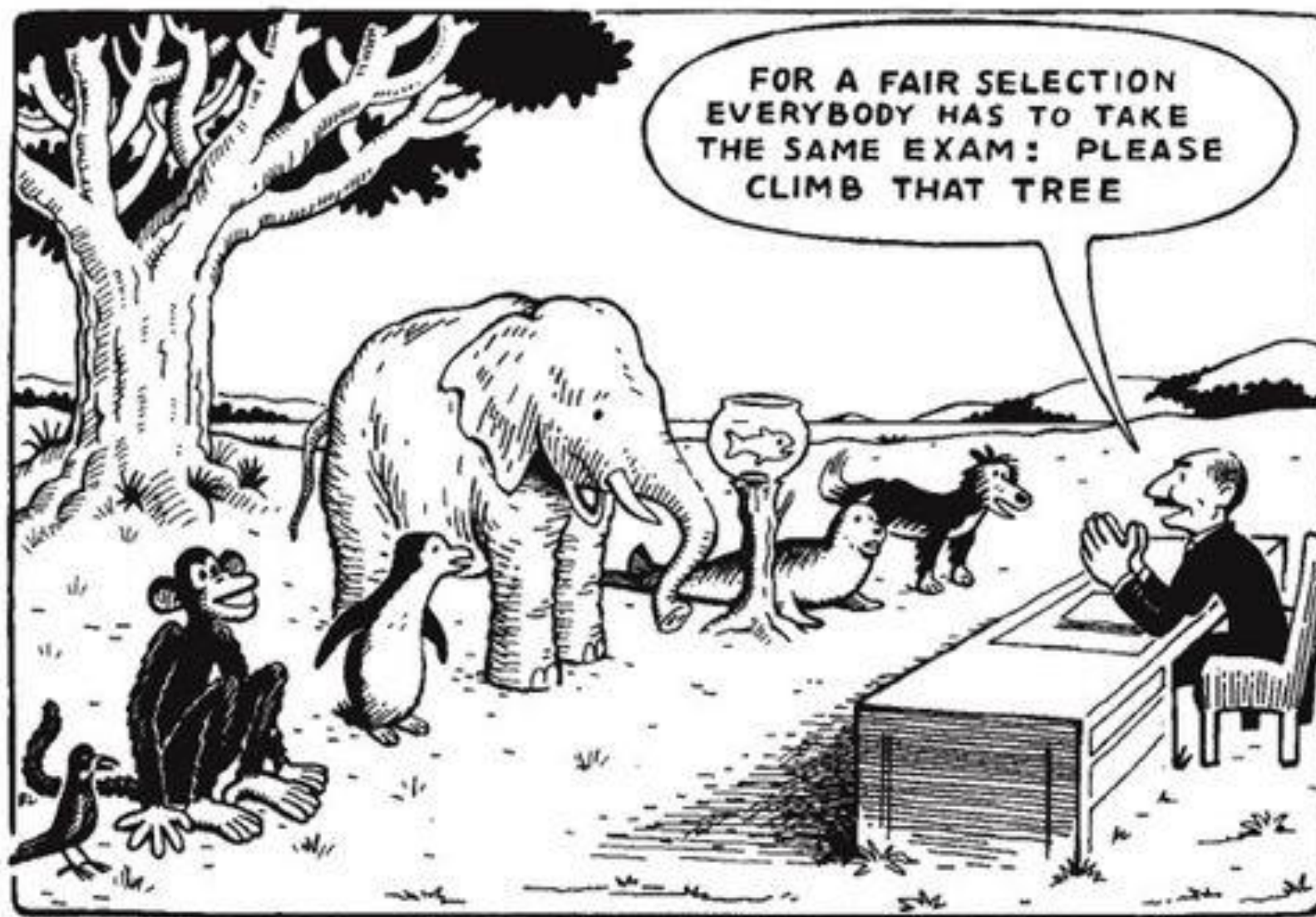




Words hurt



severity
symptoms
deficits
distress
difficulties
indifference
delay
impairment
significant
disturbances
restricted
fixated
stereotyped
deficit
insistence
poorly
failure
expected
preoccupation
abnormalities
reduced
absence
excessively
unusual
abnormal





Solutions



1. We can empower individuals by giving them the tools and opportunities to advocate for themselves in regards to their views and interests. When you visit places such as the movies, allow the individual to choose the movie. It can be condescending and frustrating when people treat you as a child. Allow us to talk in meetings and offer to assist only when needed.

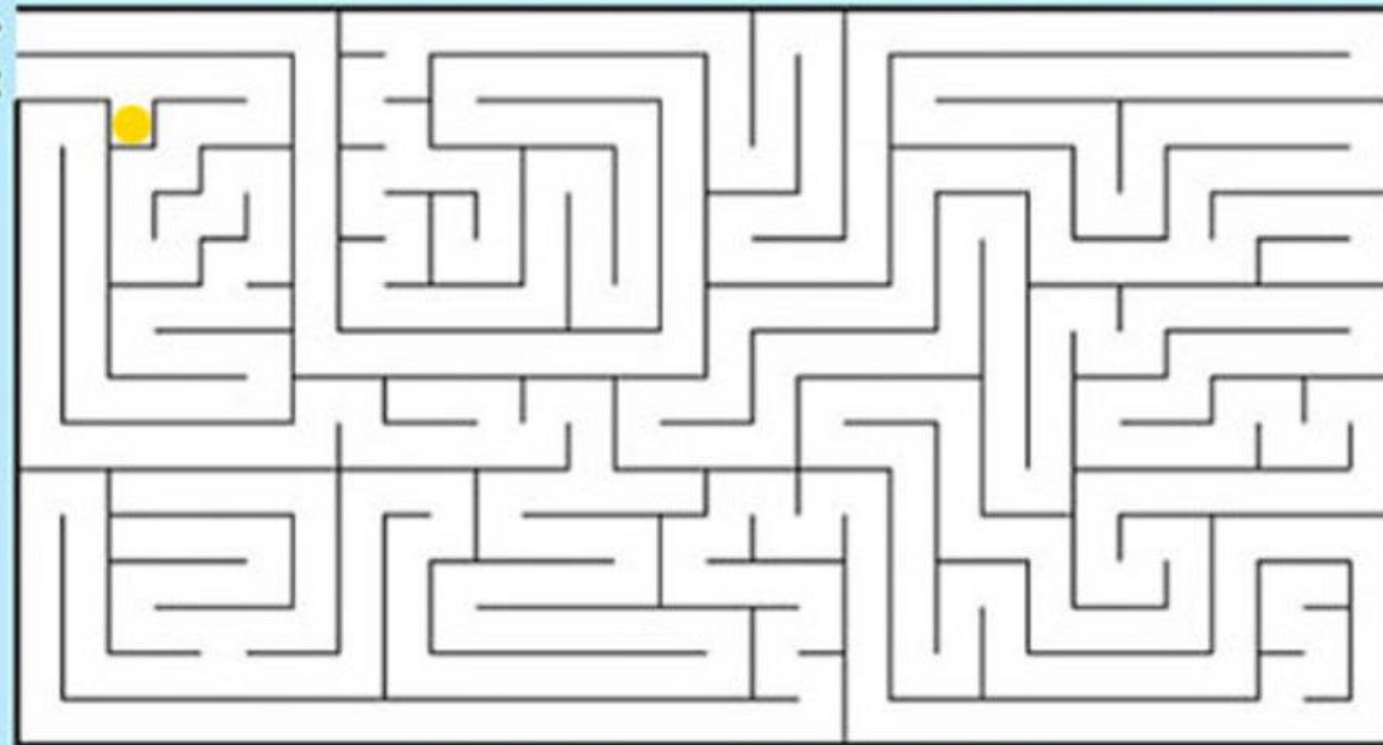
2. We can promote the rights of individuals whilst maintaining their dignity. Recognise that we live with our disability every day, acknowledge our barriers and assist us but only how we would like assistance.

3. We can achieve, each and every one of us are different. If one method or way doesn't work then try another. It is like being in a maze, if one path comes to a dead end then turn around and try another.



BLUEPRINT OF

entrance >
exit <



● things you need to buy

Facts



Do you know that:

- Within the Organisation for Economic Co-operation and Development (OECD), 2014 saw Australia rank 27th or DEAD LAST regarding the relative income of people with disabilities.
- 2014 also reported that only 54 % of disabled Australians participated in the workforce
- 1.2 million people with disabilities have difficulty using public transport and
- most disabled Australians are restricted when carrying out at least one every day activity



We've been sold this lie that disability makes you exceptional and it honestly doesn't. ... I want to live in a world where we don't have such low expectations of disabled people that we are congratulated for getting out of bed and remembering our own names in the morning.

— Stella Young —

AZ QUOTES

What we want you to know

If we are doing the same job as someone else, we want to be paid the same. We have the same bills but often disabled people find themselves employed under gestures of goodwill or “service to the community” or work experience. Did you know that workplaces have the right under the Fair Work Act of 2009 to pay disabled employees considerably less than their non- disabled counterparts?



If I could put my autism
down, let's face it... I
would have lost it by
now...



THIS IS ME

©NICHOLE CONOLLY

Inspired by Keala Settle-The Greatest Showman

For far to long I have hidden my true self away,
determined that I will not be hurt again today.

"No one wants you" my mind uttered
"you are autistic, you are broken" my body shivers and muttered.
Blend in to the world around you.

I let them grind me down to the deepest of pits,
All of my artisicness gone, scared to share my creative bits.
But I know there is a part only I can play.
I know my true self will live to see another day.

When people are determined to see me fail,
I will use those waves to set sail.
I am braver then even I believe,
Even when I feel battered, when I want to cry and grieve.
As a phoenix rises.
I refuse any longer to show compromises.
Take me or leave me.
What you get is what you see.

When doubt tries to sneak in,
instead of believing it, I will grin.
I will smash the blockades in my way,
Darkness will no longer get its way.
I will become stronger through these moments.
Negativity is powerful but my personal strength is more intense.

I will not fight for your love,
My love for myself overpowers that need beyond and above.
I am worthy,
This is me.

Nichole Conolly



CONTACT DETAILS

Facebook-

<https://www.facebook.com/NicholeConolly/>

Theatre Column-

<https://www.theatrepeople.com.au/theatre-people-weekly-wrap-february-2nd-2020/>

I HAVE BUSINESS CARDS WITH ME, PLEASE ASK!



DISABILITY SUPPORT WORKERS CONFERENCE

MADE POSSIBLE BY:

