



Commissioner for Children and Young People
Western Australia



Caring for the future growing up today

2013 Children's Week

Dr Michael Ungar



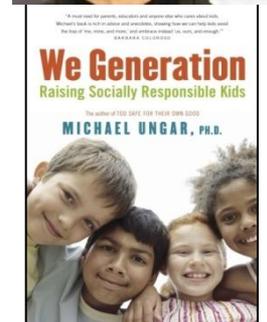
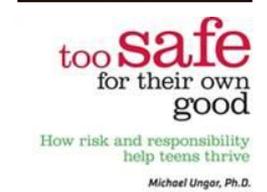
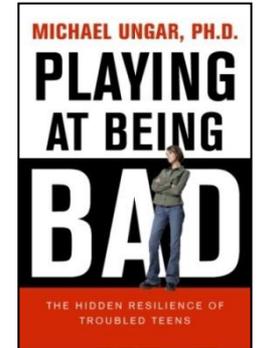
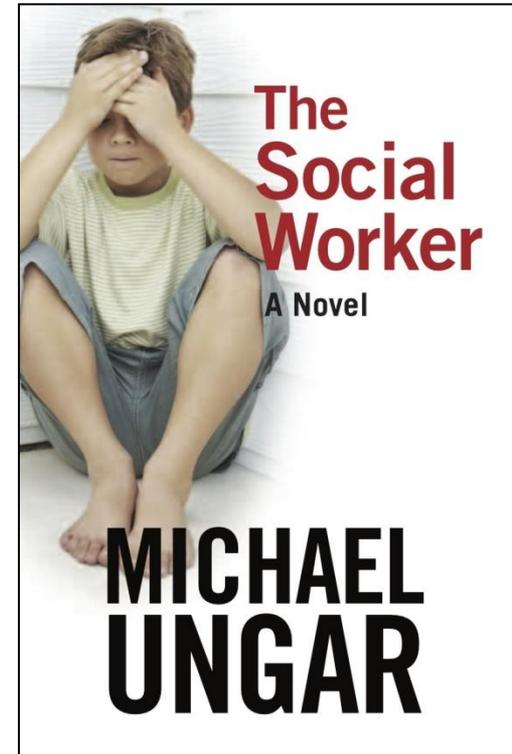
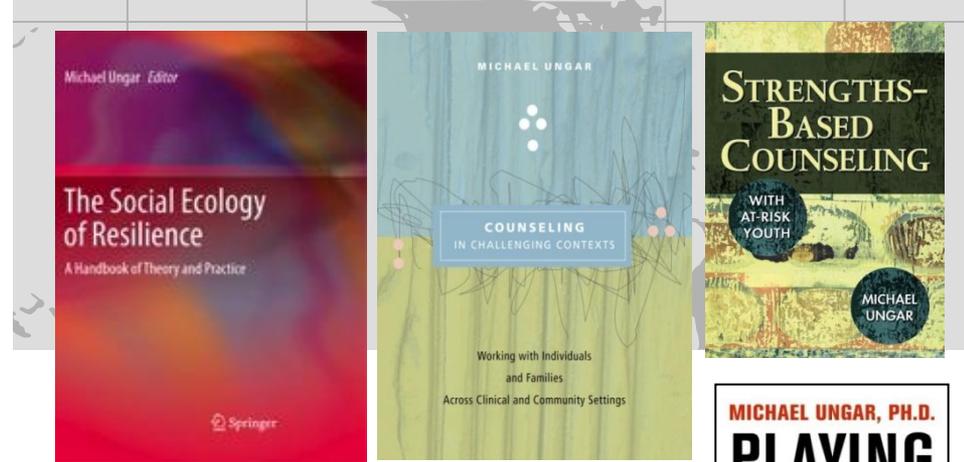
Department of Local Government and Communities
Department for Child Protection and Family Support
Mental Health Commission
Department of Sport and Recreation



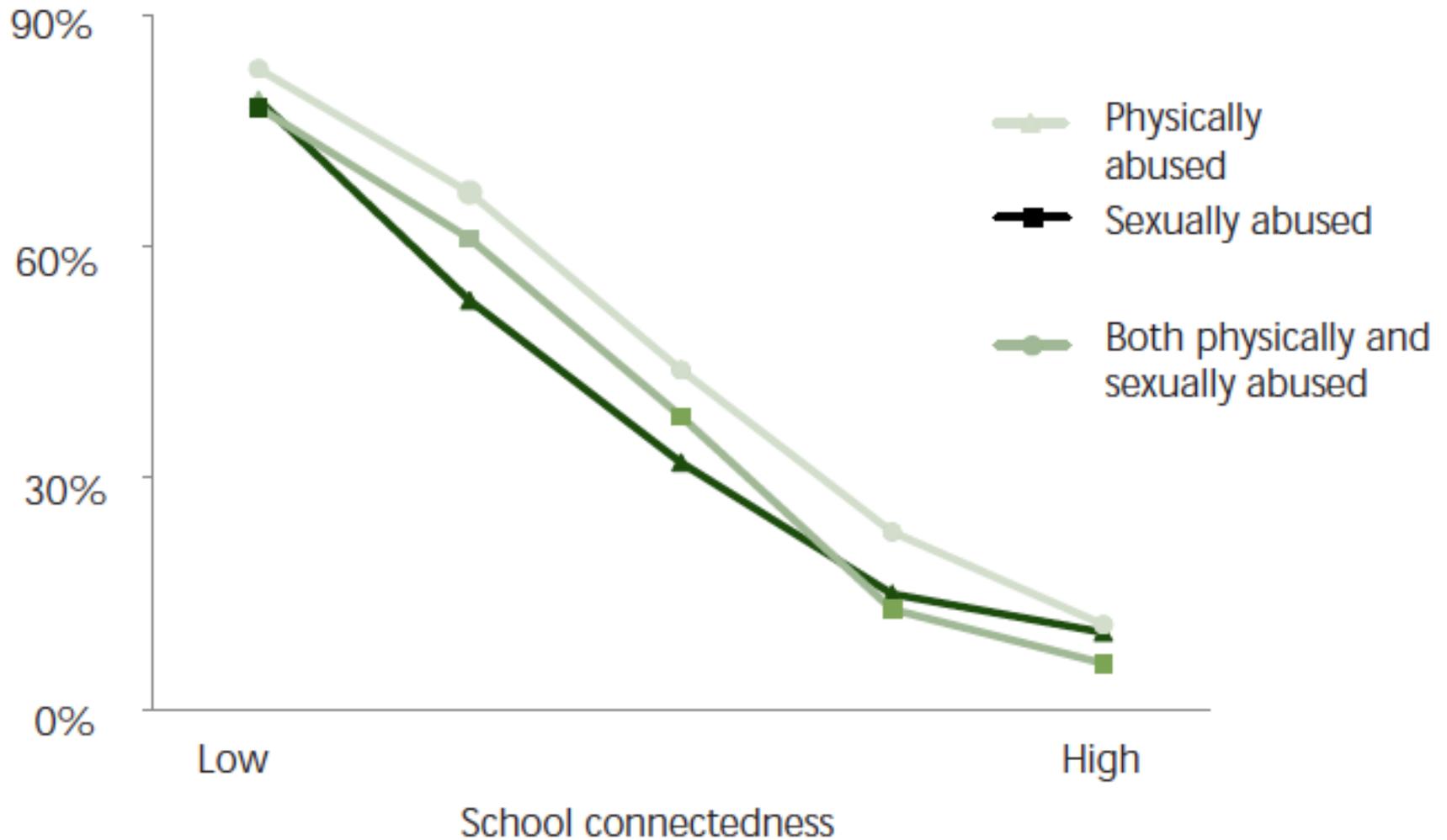
Nurturing Resilient Children, Youth and Families Across Cultures and Contexts

Perth, Australia

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Suicidal ideation and school connectedness among abused students





Five things we know about Resilience:

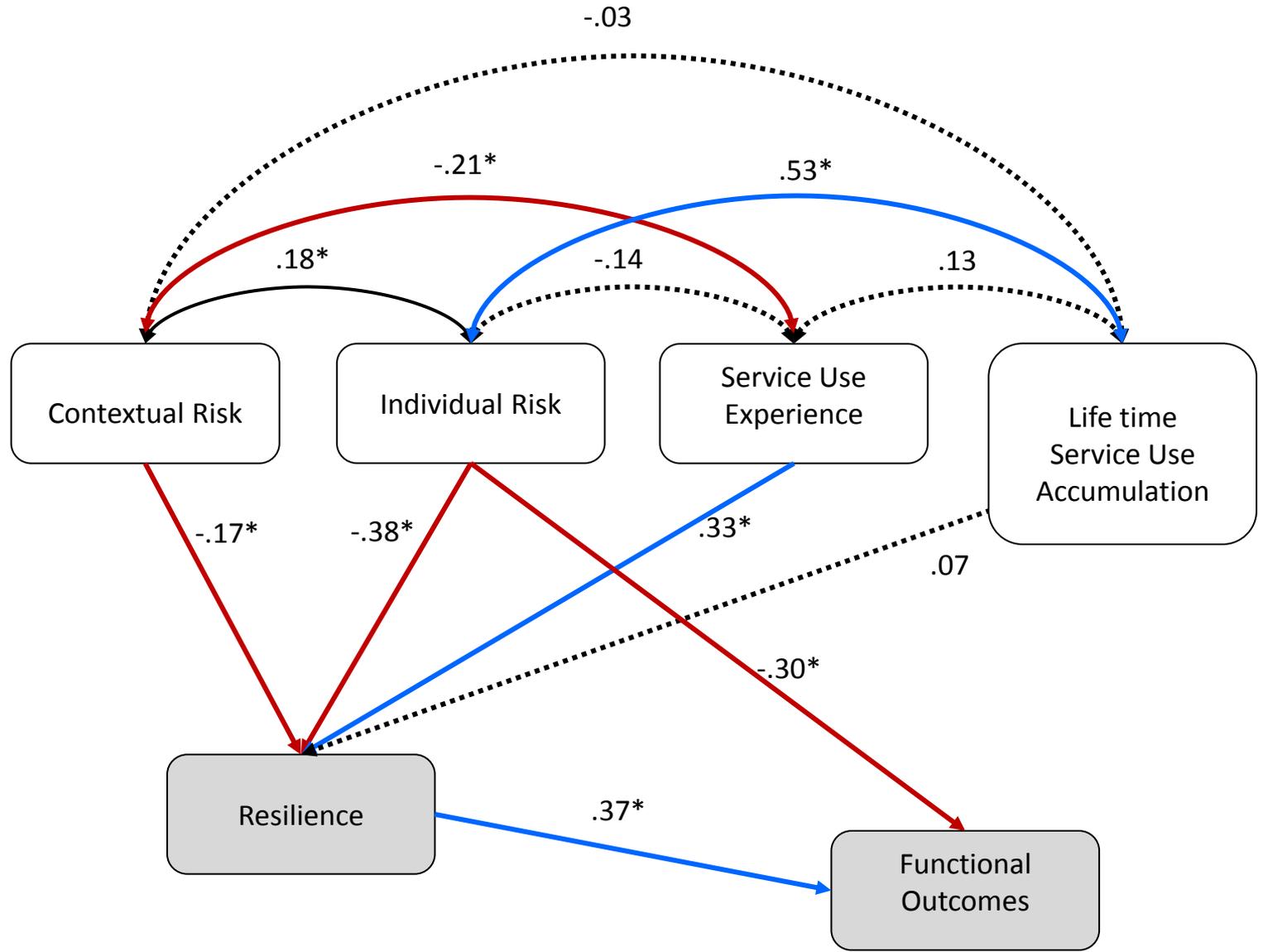
- ✚ Nurture trumps nature
- ✚ Differential impact of strengths under stress
- ✚ Resilience is cumulative
- ✚ Context and culture influence what matters most
- ✚ Long-term, not all adaptations are advantageous

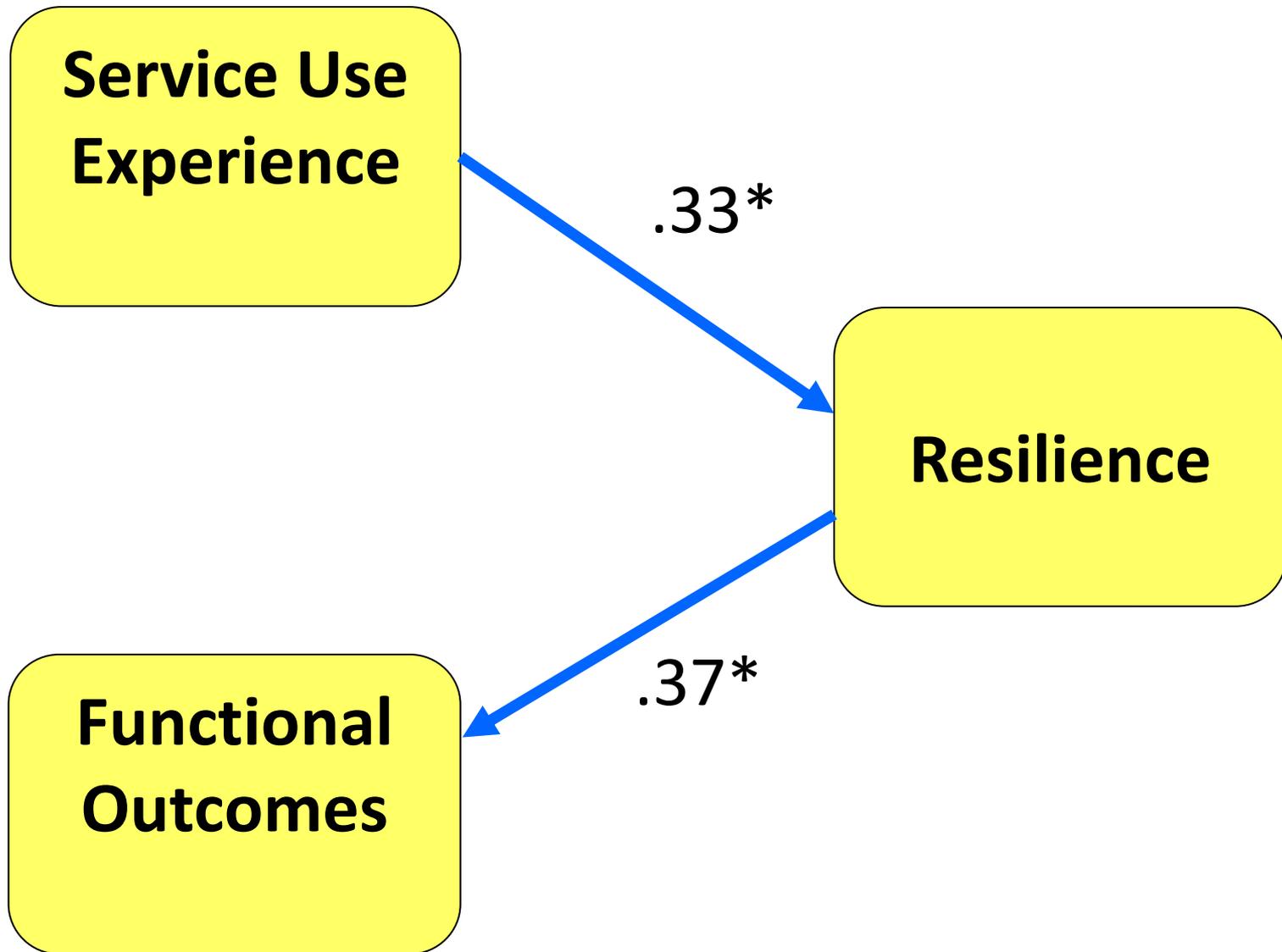


Psychological Resilience is...

- ✦ In the context of exposure to significant adversity
- ✦ resilience is the capacity of individuals to *navigate* their way to the psychological, social, cultural, and physical resources that sustain their well being, and...
- ✦ their capacity individually and in groups to *negotiate* for these resources to be provided...
- ✦ in culturally meaningful ways.









The PRYM Experience of Service Assessment

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
1. Overall, I am satisfied with the services I received	1	2	3	4	5
2. I helped choose my services	1	2	3	4	5
3. The people helping me stuck with me	1	2	3	4	5
4. I felt I had someone within the service to talk to when I was in trouble	1	2	3	4	5
5. I had a say in how this service was delivered to me.	1	2	3	4	5
6. I could get the service when I needed it	1	2	3	4	5
7. The location of the service was convenient	1	2	3	4	5
8. Staff respected my religious and spiritual beliefs	1	2	3	4	5
9. Staff spoke in a way that I understood	1	2	3	4	5
10. Staff were sensitive to my cultural and ethnic background	1	2	3	4	5
11. I am now better able to cope when things go wrong	1	2	3	4	5
12. There was a service I needed, but I couldn't get.	1	2	3	4	5



The PRYM Experience of Service Assessment

1. Overall, I am satisfied with the services I received
2. I helped choose my services
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The PRYM Experience of Service Assessment (cont.)

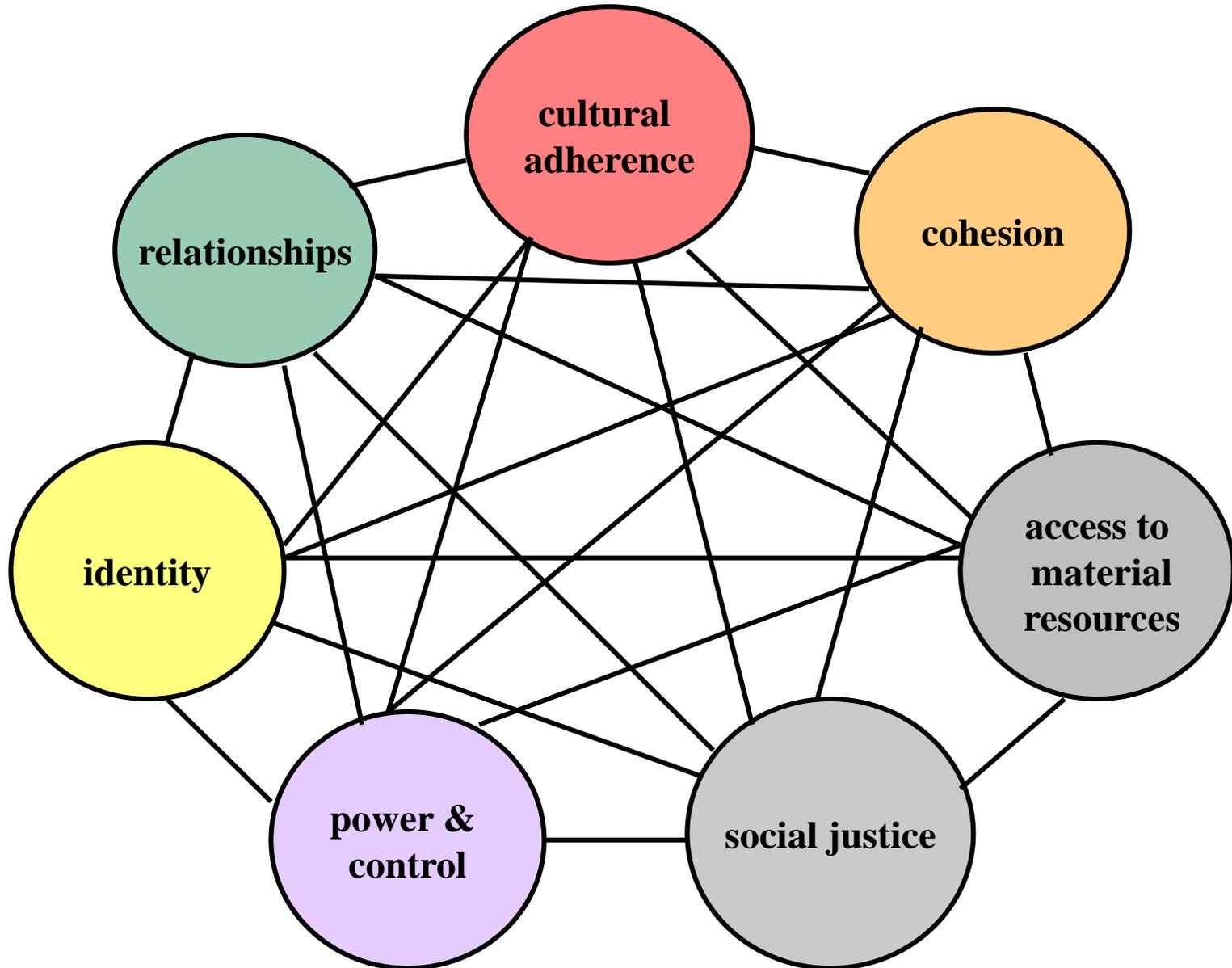
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8. Staff respected my religious and spiritual beliefs



The PRYM Experience of Service Assessment (cont.)

9. Staff spoke in a way that I understood
10. Staff were sensitive to my cultural and ethnic background
11. I am now better able to cope when things go wrong
12. There was a service I needed, but I couldn't get

Seven Resources





Video

📍 A day in the life of a resilient child...



Appreciative Inquiry

- ❁ Describe an experience at work (or as a volunteer) where you have been able to help a child get some, or all, of his/her nine needs met.
- ❁ Who, and/or what, was required to make this experience possible for you and the child?
 - ❁ What did your agency, supervisor, community, government, or colleagues do that made services work well?



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Better to Substitute than Suppress



Six Principles of Service Design *(for vulnerable children)*

1. Be **multi-level**, ecologically complex in their delivery
2. Be **coordinated**, challenging the barriers created by service silos
3. Emphasize **continuity** over time, in both the seamless delivery of multiple services and the engagement of staff with the individuals they serve



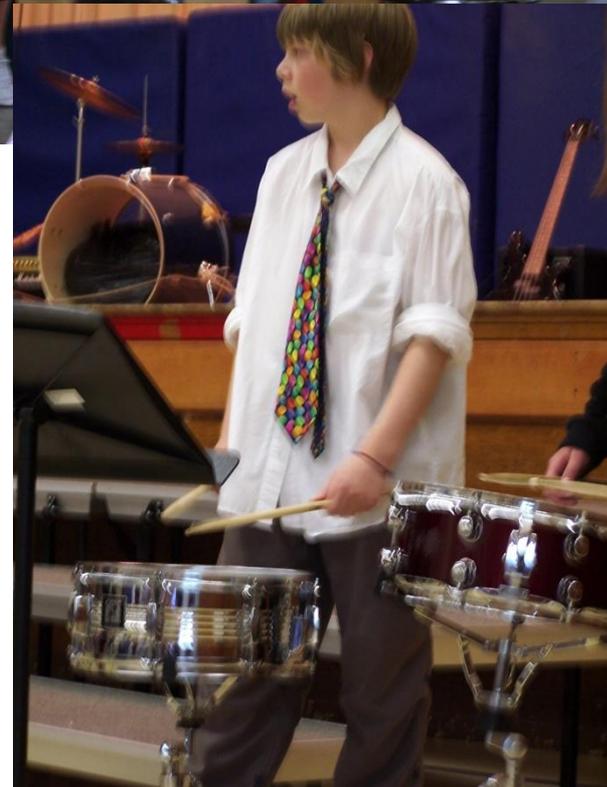
Six Principles (cont.)

4. Be **negotiated**, with services matched to people's cultures and contexts
5. Be designed along a **continuum** from least to most intrusive
6. Be **effective**, whether that effectiveness is demonstrated based on practice based evidence or rigorous evaluation of manualized interventions

Thank you!



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and the 2014 Thinker in Residence

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