



GOLDEN
KEY

Golden Key Programme Vision

People with the most complex and multiple needs feel safe, have choices and drive their own recovery journey.

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People with the most complex and multiple needs feel safe, have choices and drive their own recovery journey.

Systems are flexible, dynamic and responsive to the needs of people with histories of complex trauma.



System Change

Transformational – City Wide

System Change

Transformational – City Wide

Transactional – Individual or organisation wide

System Change

Transformational – City Wide

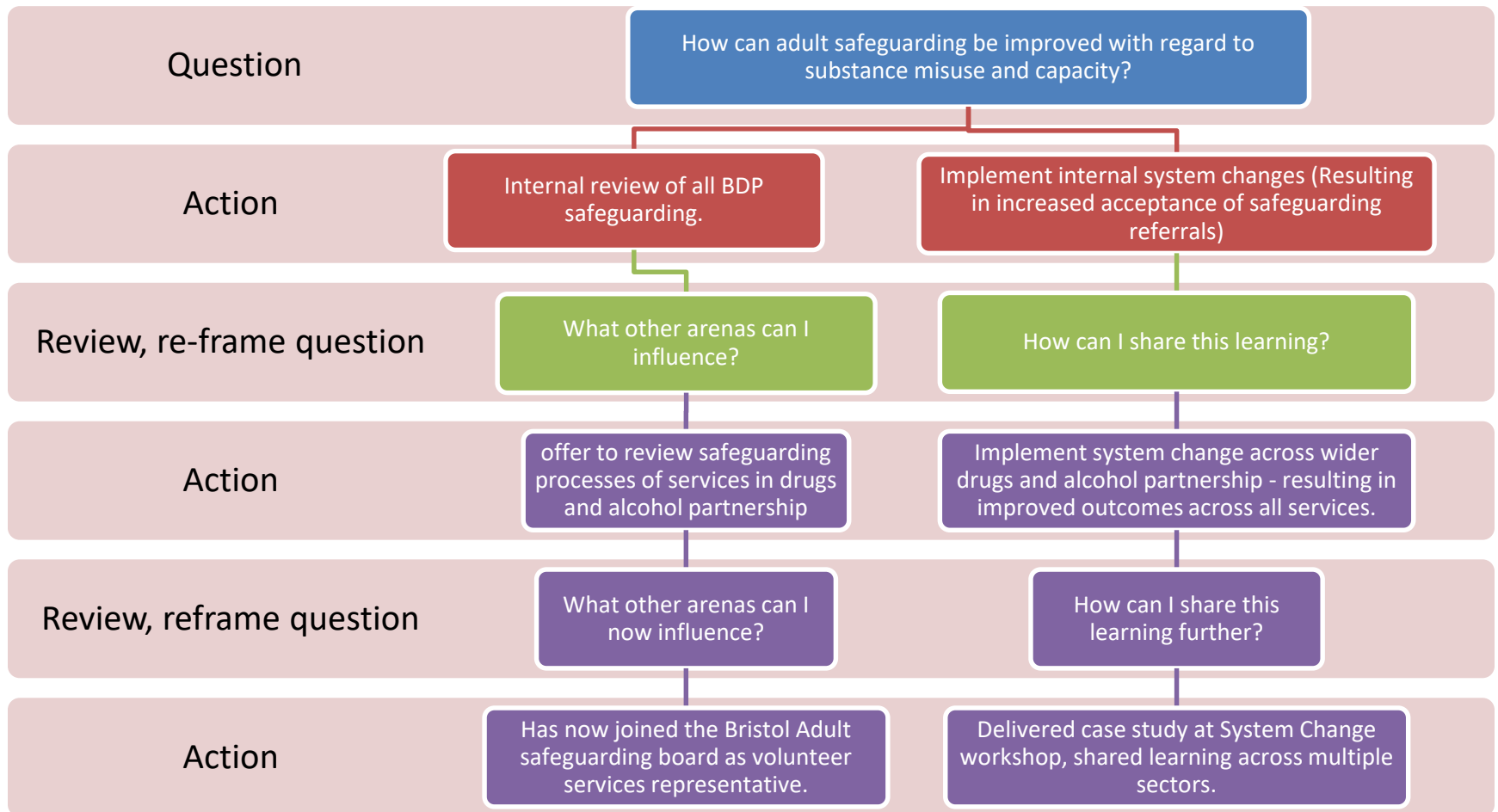
Transactional – Individual or organisation wide

Client Experience – System Flex

IF speaker: Aaron Murphy, GK
consultant with lived experience

Transactional System Change

What can we do?



Transactional System Change

What can you do?

- Workshop activity:
- In groups of 3, discuss the things in your work which you think are blocks for clients with complex needs – each member pick one block which is important to you
- In the same groups, discuss one small thing that you can do to make that change

What blocks are there for clients with complex needs?

- Doesn't need to be a consensus – what do you think?
- What is edgy; what would you like to improve/change
- It doesn't matter how big or small it is

What is one thing I can do to help this block and barrier?

- It doesn't matter how small a thing this is
- It should be part of your role anyway – no additional work pressures
- It doesn't matter if you think it will work/achieve anything – it will still provide a learning opportunity.

Feedback

- How do people think that went?
- Does anyone want to share their action?
- Any other questions?

Sum-up

- This is a small example of the work we are doing, if you want to hear more contact me.
- I would love to hear how your actions are going – please let me know!
- This session was an action experiment for me.