



Commissioner for Children and Young People  
Western Australia



*Caring for the future growing up today*

# 2013 Children's Week

## Dr Michael Ungar



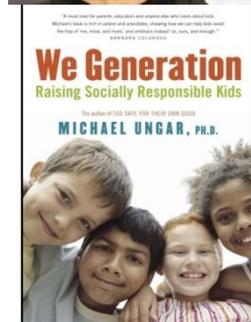
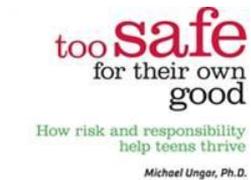
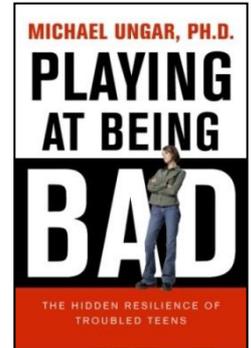
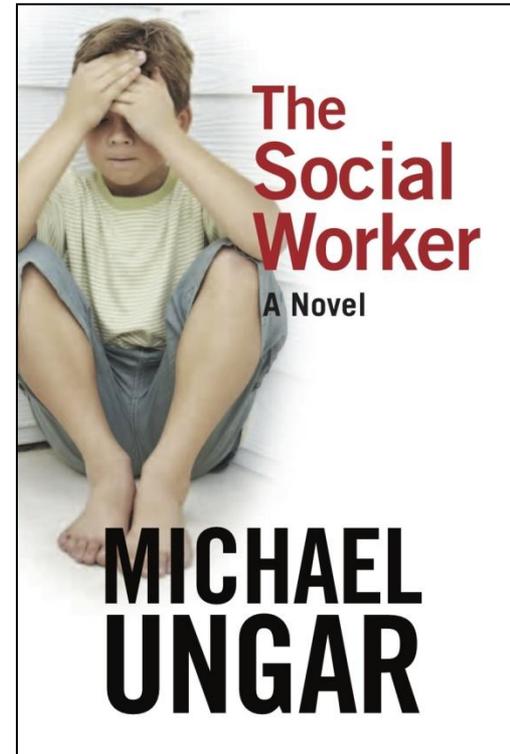
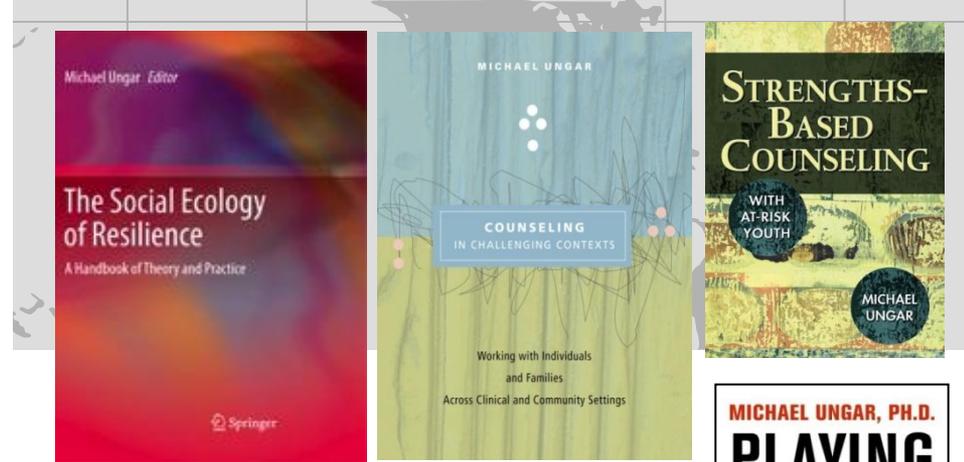
Department of Local Government and Communities  
Department for Child Protection and Family Support  
Mental Health Commission  
Department of Sport and Recreation



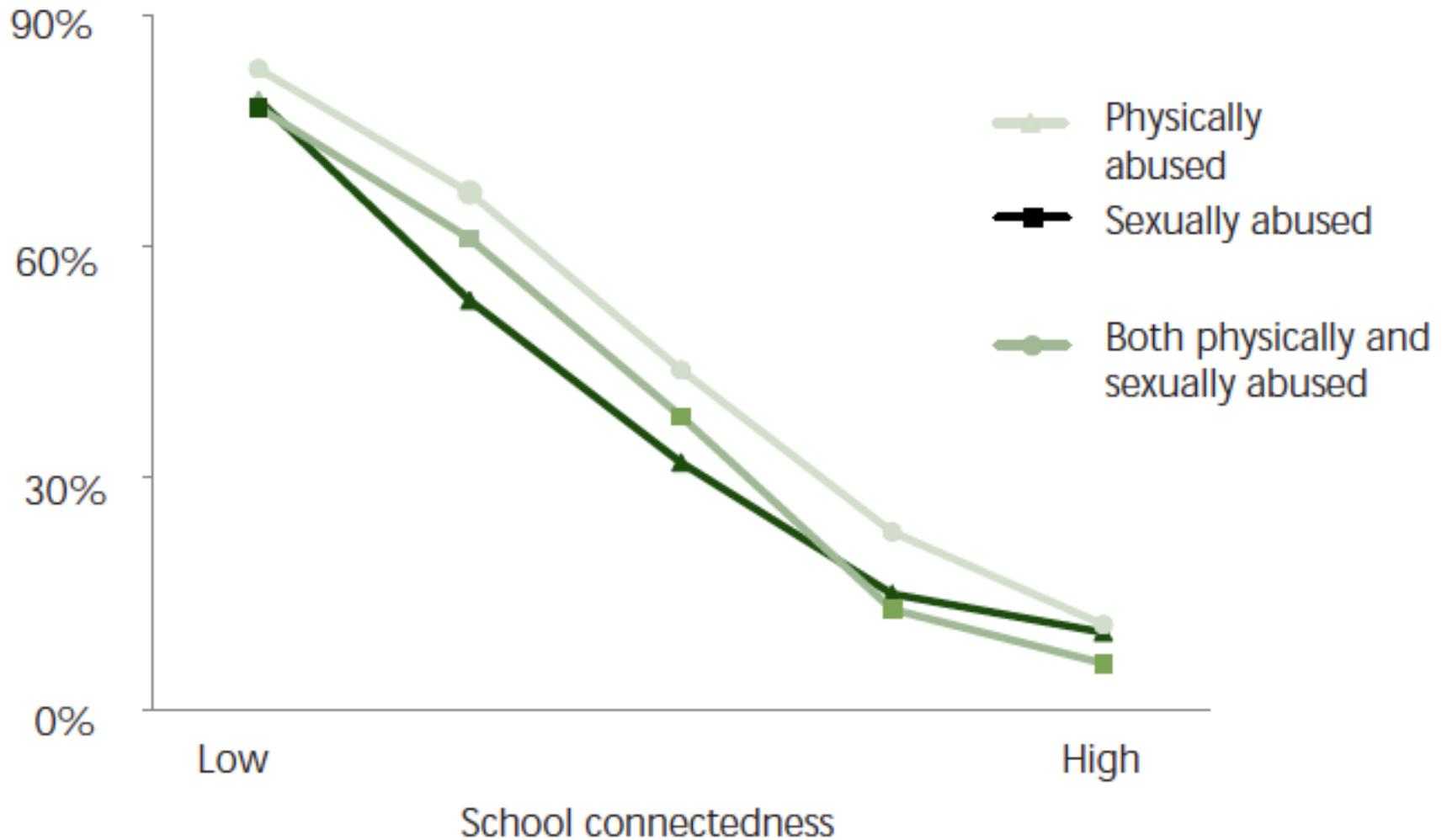
# *Nurturing Resilient Children, Youth and Families Across Cultures and Contexts*

*Perth, Australia*

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## Suicidal ideation and school connectedness among abused students





# *Five things we know about Resilience:*

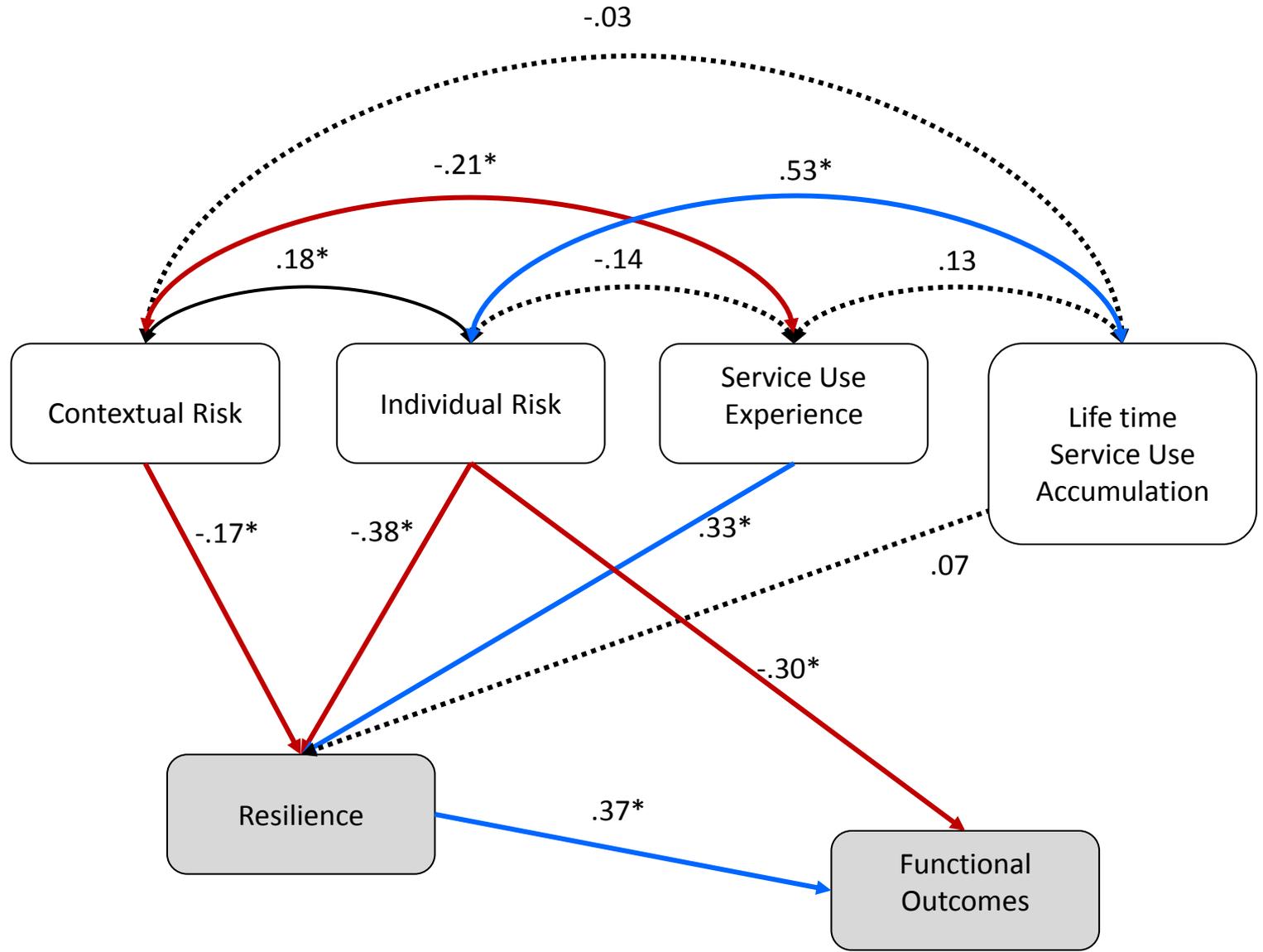
- ✚ Nurture trumps nature
- ✚ Differential impact of strengths under stress
- ✚ Resilience is cumulative
- ✚ Context and culture influence what matters most
- ✚ Long-term, not all adaptations are advantageous

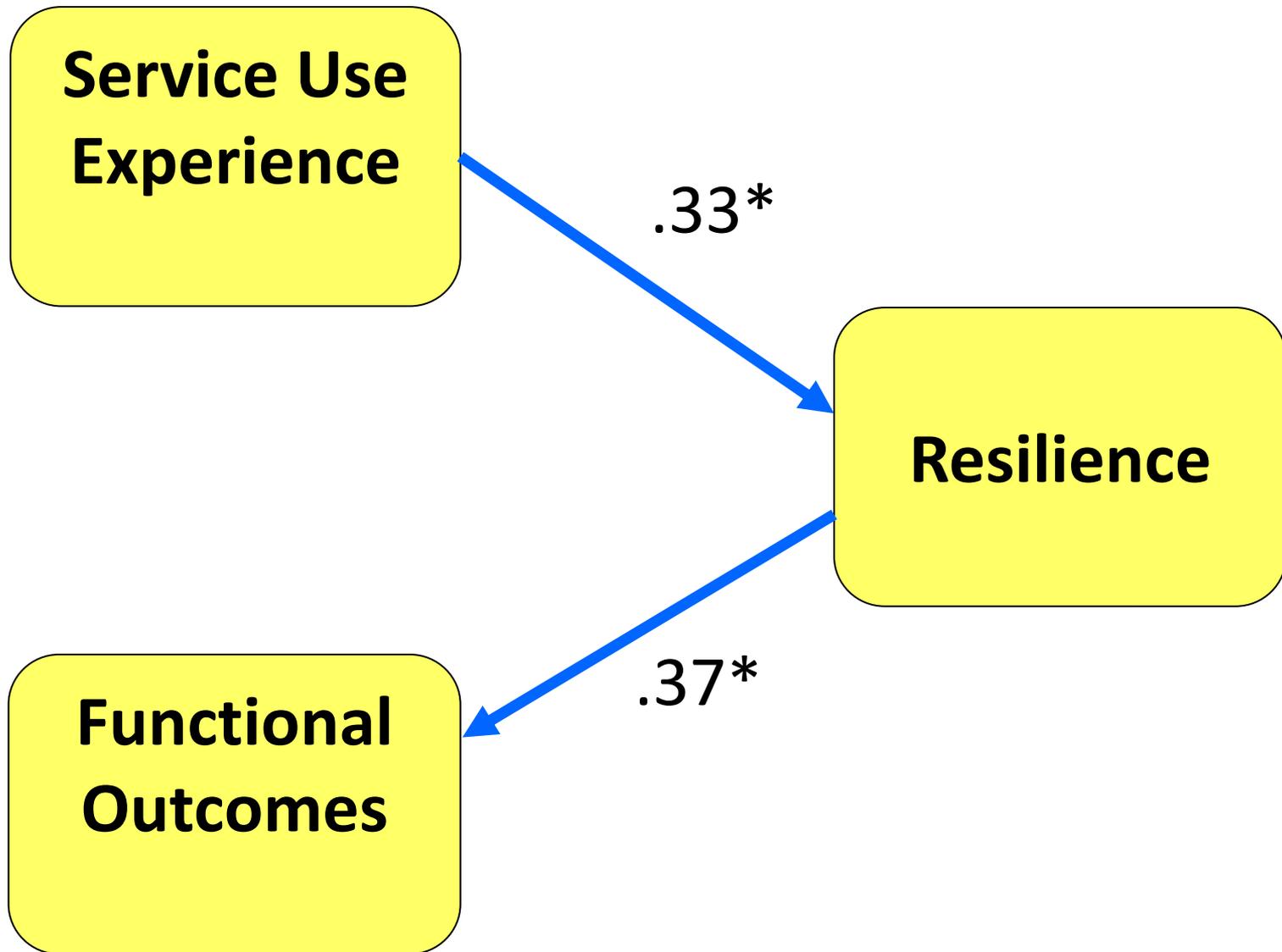


# *Psychological Resilience is...*

- ✦ 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
3. The people helping me stuck with me
4. I felt I had someone within the service to talk to when I was in trouble
5. I had a say in how this service was delivered to me.



# *The PRYM Experience of Service Assessment (cont.)*

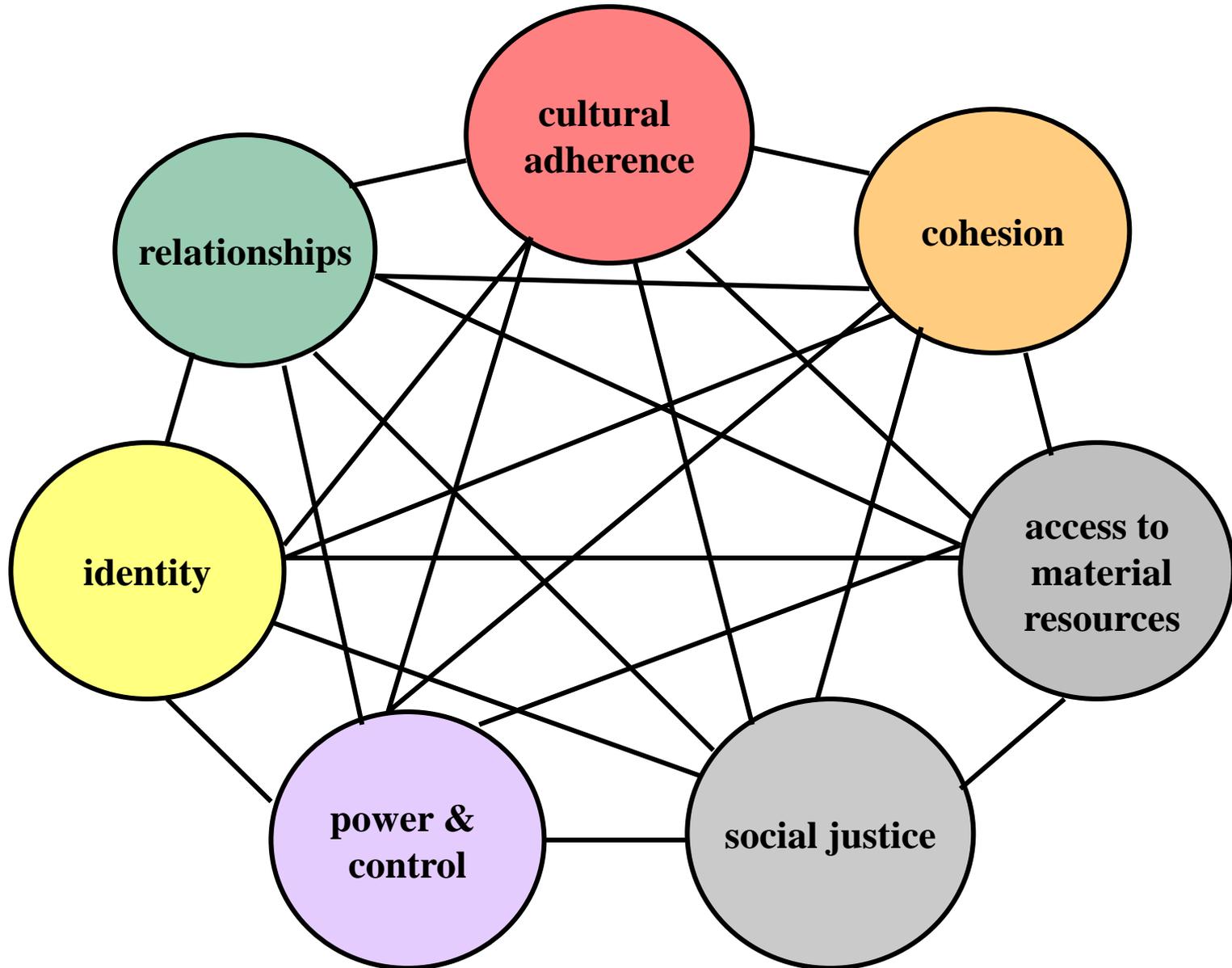
6. I could get the service when I needed it
7. The location of the service was convenient
8. Staff respected my religious and spiritual beliefs



# *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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For more information about Dr Ungar  
and the 2014 Thinker in Residence

go to

[ccyp.wa.gov.au](http://ccyp.wa.gov.au)