

Star Outcome phrases

Area of Focus	Details
1. Motivation and Taking Responsibility (deals with client's feelings toward change: whether he/she is ready to make changes, going along with help or actively creating change him/herself.)	<p>I am not interested in talking to workers or making changes.</p> <p>I am fed up with how my life is but nothing can be done to change it.</p> <p>I have enough of living like this and want things to change.</p> <p>I will go along with help if other people can stop my life from being like this.</p> <p>I see that I need to do things myself to get to where I want to be.</p> <p>I am doing things to help me get to where I want to be-with help.</p> <p>I am seeing the benefits from the positive choices I am making.</p> <p>I am getting there and I know it is down to me, but I want support to keep it up.</p> <p>Mostly I feel confident in my choices, I just need a bit of help now and then.</p> <p>I am motivated and take responsibility for myself, independent of the service</p>
2. Self-Care and Living Skills (deals with how well a client is able to look after him/herself and his/her home. This deals with living skills, self-care, keeping safe at home, shopping for necessities, and cooking)	<p>I can't keep myself warm, fed and clean but don't want a worker involved.</p> <p>I don't look after myself well, and sometimes I worry about it but refuse help if offered.</p> <p>I don't want to live like this anymore but need help.</p> <p>If others offer to help me look after myself better I will go along with it.</p> <p>I want to do more for myself, but am unsure how to do it.</p> <p>I am doing more things to look after myself and my home, although there may still be some problems.</p> <p>I'm building my skills and ability, doing more tasks without prompting from others.</p> <p>I can do a lot of tasks but need support to keep it going.</p> <p>I can look after myself and my home better with occasional help.</p>

	I can look after my home and myself without any assistance, and no one has expressed concern about this area with me.
3. Managing Money (deals with issues in relation to the client and money. It can include debt, not paying bills, struggling with monthly budgeting etc., and the effect of money issues on the client's life)	My money is in crisis but I am ignoring the situation. My money is a mess but nothing can be done about it. I don't want these money problems. I will go along with help if workers can sort out my money for me. I need to sort out my money, debts and benefits, and have plans in place. I am sorting out my money and trying to manage but it's difficult. I have no major issues with money and I am learning to manage with support. I can manage my money well enough, with occasional support. I can manage my money well enough and don't need support with it.
4.Social Networks and Relationships (deals with the client feeling connected in his/her community and having people in his/her life. These connections can be family, friends, work colleges, or individuals with whom he/she shares common interests, community, and culture. It also includes how a client copes in social situations and finding out whom he/she can trust)	I am always alone or with people who are a negative influence. I will not discuss it. I am occasionally fed up with being alone or with people who don't help me. I am isolated or the people around me aren't good for me and I want some help. I am talking to one or more people I can trust. I know I need to find positive relationships but it feels hard. I am doing things to build a positive social network. I am learning what works for me with social networks, friends, and family. I have positive contact with people but still need help. I mostly feel connected but occasionally need support with this. I feel connected and supported- no longer need help with this.
5. Drug and Alcohol Misuse (deals whether the client uses drugs or	I don't have a problem with drugs/alcohol- although others think I do. Maybe my drug use or drinking is a problem but that's just how it is.

<p>alcohol, and whether the clients use has a negative effect on his/her life. This section also deals with how a client is dealing with any drug or alcohol issues).</p>	<p>I need some help with my drug use/drinking.</p> <p>I go along with some things to reduce the risks or harm from alcohol/drugs.</p> <p>I see that I need to make changes myself to tackle my drug/alcohol use.</p> <p>I am doing some things myself to address my drug/alcohol use.</p> <p>I am learning to manage my alcohol/drug use but there are a few issues.</p> <p>I am not using drugs or drinking problematically but need support to maintain this.</p> <p>I am not using drugs or drinking problematically with occasional support.</p> <p>I don't have a problem with drugs/alcohol or I manage without support from a service (ie: treatment).</p>
<p>6. Physical Health (deals with how well a client looks after his/her health and manages any medical condition he/she may have. Examples include whether the client goes to medical appointments as needed and is following treatment advice.)</p>	<p>My physical health is bad but I don't want to talk about it.</p> <p>My health is bad but nothing will help.</p> <p>I want help for pain or illness.</p> <p>I will go along with treatment provided.</p> <p>I need to take some responsibility for looking after my health.</p> <p>I am doing some things to look after my health.</p> <p>I am learning to look after my health.</p> <p>I mostly look after my health but need support to maintain it.</p> <p>I am learning to maintain healthy habits and take care of my physical health.</p> <p>I look after my physical health and my lifestyle is reasonably healthy.</p>
<p>7. Emotional and Mental Health (deals with how a client feels most of the time and how well the client manages his/her emotions and/or mental health issues, whether or not there is a formal diagnosis.)</p>	<p>I often feel pretty bad but don't want to talk about it.</p> <p>I don't like feeling like this but there is nothing anyone can do about it.</p> <p>I want to get out of this hole and feel better.</p> <p>I am going along with help in relation to my mental or emotional health.</p> <p>I believe that there are things I can do to feel better.</p>

	<p>I am trying to improve my emotional well being.</p> <p>I am mostly on an even keel. I have ways to help myself when things feel tough.</p> <p>I am getting on with my life, with support.</p> <p>I mostly feel fine- I just need support now and then.</p> <p>I feel fine- emotional and mental health are not a problem for me.</p>
<p>8. Meaningful Use of Time (deals with whether the client is regularly involved in activities that are interesting and satisfying and if not whether he/she is clear about activities that he/she would like to do. This section also deals with building the skills and confidence a client needs to engage in these activities.)</p>	<p>I am doing nothing with my time, or it revolves around drugs, alcohol or criminal activity.</p> <p>Occasionally I wish I was doing something meaningful but there's no way I could.</p> <p>I don't want to spend my days doing nothing or in chaos anymore.</p> <p>I am going along with actions that others suggest.</p> <p>I know I need to take initiative to change things.</p> <p>I am getting clear about what to do and taking steps toward that.</p> <p>I am learning what works for me and getting closer to where I want to be.</p> <p>I am using my time well but need support to maintain that.</p> <p>I use my time well but occasionally need support with it</p> <p>I use my time well and don't need help with it.</p>
<p>9. Managing Tenancy and Accommodation (deals with whether the client complies with the terms of his/her accommodation. For example: paying rent on time, getting along with neighbours, and taking responsibility for his/her visitors to the building.)</p>	<p>I am not able/willing to comply with rules or regulations.</p> <p>I am not complying with the rules and occasionally worry about eviction.</p> <p>I don't want to lose my accommodation.</p> <p>I am going along with things to keep my accommodation.</p> <p>I want to make the changes I need so I can live independently.</p> <p>I am taking steps to be able to live independently and find a home.</p> <p>I am learning how to manage my tenancy and be self reliant.</p> <p>I can live independently, with ongoing support.</p> <p>I live independently, with occasional support.</p>

	I live independently and manage my own tenancy without support.
10. Offending (deals with a client changing the way he/she lives in order to stop any offending or anti-social behaviour, and relating to people in ways that avoid conflict. It covers both current offending and how the client deals with any consequences of past offending/orders of the court.)	<p>I am not able or not willing to discuss offending.</p> <p>The courts or police are causing me problems.</p> <p>I wish I didn't have these problems.</p> <p>I am going along with help to sort out issues with the law.</p> <p>I want to stop offending.</p> <p>I am taking steps to stop offending and/or deal with the consequences of offending.</p> <p>I am taking steps to stop offending and/or deal with the consequences of offending.</p> <p>I understand how and why I get in trouble and how to stop for good.</p> <p>I am staying within the law, with help.</p> <p>I am not offending, with occasional support to maintain this.</p> <p>I am not offending and don't need support with this.</p>