



Trouble shooting guide: What do I do if...

The person struggles to understand the Picture My Future process?

- Check whether they have existing pictures that express their goals.
- Check whether there are other items aside from photos that express the person's goals (e.g. Footy scarf, etc.).
- Introduce a more structured approach – ask participants to take photos of one area e.g. This week, take photos of things you really like doing or of things inside your home. Several meetings may be required until the person covers all relevant topics.

The person brings 150 pictures of the same thing?

- Grouping the pictures will most likely produce 6 or 7 piles that can be discussed more easily. People with high and more complex communication support needs might want to use a larger number of photos to tell a story.

The person does not bring any pictures?

- Look for the reason why the person did not bring any pictures. If they simply did not want to, accept this and show them the Picture My Future library instead. If other issues are at stake, try to resolve these.

The person brings one or two pictures only?

- Try to find out if the person would have liked to collect pictures of things, but were unable to do so for some reason. If yes, note them down and add them to the picture sheet. Refer to the Picture My Future library to elicit further themes.

The person decides s/he does not want to take photos?

- Accept this. Some people don't want to collect pictures. Most however, feel comfortable with the Picture My Future library. A person might prefer to write his or her responses instead of collecting pictures.

The person did not understand and was unable to complete the task

- Provide more structure and narrow the process down, one step at a time. Use the Picture Me booklet and focus on each page in turn. Some people prefer to segment the task by spaces (first the kitchen, then the living room, then the garden, etc.).

The person continues to forget the camera

Check whether they still have the camera and whether there is another reason why they don't bring the camera to the meetings.