

Your Service, Your Rights

Facilitator Guide

By Council for Intellectual Disability



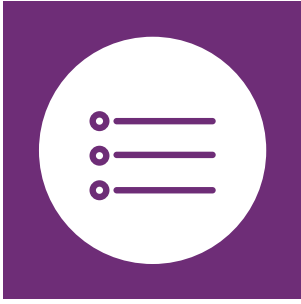
www.cid.org.au/your-service-your-rights

Your Service, Your Rights

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South Australia Council of Intellectual Disability.

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INTRODUCTION

People with disability have the right to good quality disability services.

They also have the right to speak up and make complaints about services.

Disability service providers have a responsibility to provide good services and listen to people with disability.

Disability service providers must follow the rules of the NDIS Quality and Safeguards Commission.

Your Service, Your Rights helps people with disability know their rights and how to speak up in services.

It helps providers protect and promote the rights of people with disability and meet their conditions of registration.

Your Service, Your Rights includes

- Workshops to support people with intellectual disability learn about their rights.
- A Facilitator Guide to running the workshops.
- Resources for use in workshops or on their own.
- Service provider resources to assist providers participants with complaints, audits and other processes.

This Facilitator Guide provides information on running the Your Service, Your Rights workshops.

It covers

- Planning the workshops
- Facilitator preparation
- Delivery
- Follow Up
- Session Plans
- PowerPoint presentations
- Resources





PLANNING THE WORKSHOPS

Facilitators

This program is designed to be delivered by two facilitators. One facilitator should have lived experience of disability, and experience using disability services.

This facilitator should be supported to

- use their own experience in a safe way
- lead as much of the workshops as they are confident with
- develop their facilitation skills.

Facilitators should have some previous experience in facilitating workshops.

Relationship to participants

If the program is delivered “in house” by a service provider to participants, it is important to consider potential conflict of interest. Although regular support workers may be in attendance to support people to participate, workshops should not be facilitated by staff who provide regular support to the participants.

This creates a separation between the regular working relationships and also offers the opportunity for participants to speak to someone outside of their regular support about how they feel about the support they receive.

Number of participants

To ensure all participants have a chance to contribute, a maximum of 8 participants is recommended. This may need to be lower depending on the needs of the participants.

Delivery mode

Decide on suitable delivery mode

- 4 x 2 hour workshops in person
- 1/2 day introduction workshop

We recommend you run the full program as it gives people time to reflect on what they have learnt and an opportunity to reinforce learnings.

The half day introduction workshop is an alternative if time and resources are limited.

Venue

An appropriate venue needs to be used for the workshops. They should not be conducted in a person's home, unless there are reasons for this such as the person finds it easiest to process information in their home or they can't leave their home.

Ensure the venue is accessible, spacious enough for number of people and activities, quiet and private.

Supports

Support staff may attend if the participants require support to engage in the workshops. Having support staff in attendance can support participants to think of answers and remember things they may not have otherwise.

It can facilitate learning through the presence of a supporter who is familiar with the person's learning needs and communication style. It is also an opportunity for support staff to listen to the content of the program, and opens the possibility for them to carry on the conversation with participants after the workshop is complete. If however, a participant does not want a particular support worker in attendance, this must be respected.

Disclosure

Due to the nature of the content, there is the possibility that participants may make disclosures relating to issues of abuse and neglect. It is important to plan for this possibility. You should be familiar with your organisations' policy and procedures for responding to allegations of abuse and neglect. You should also be familiar with the NDIS Quality and Safegaurds Commission complaints process.

You should also consider the possibility that a participant may disclose to the whole group. This could be triggering or distressing to other group members. In order to encourage any disclosure to happen in private, when setting up the group agreement at the start, talk with the group about how they might share very personal, private things. Discuss the difference between what you may share with a whole group, and what you may share with just one or two people. Let the group know if they want to share something more personal, there will be time to speak to the facilitators in the break and at the end. Ensure you are available at these times.



FACILITATOR PREPARATION

The facilitators should do preparation (or prep) together before each workshop. Prep consists of talking through each part of the workshop to ensure both facilitators understand what will happen and what the purpose is. It is also a time to allocate what each person will say, think about lived experience to share with participants, and come up with ideas for how to deliver each part of the workshop in the best way for the group.

This may include thinking about accessibility of activities for the participants. It is also important to record what parts each person will be doing and what each person will say. This is so you can have a record with you at the workshop to help with remembering what to do and say.

This will work differently for different people. Some people do not use a written format, but remember what they will be doing by being asked a question or looking at the slide. Some people might want their parts written in the notes section of the PowerPoint slides and printed out. Take some time to work out what format will work best for you both.

Background Reading

Facilitators should be familiar with

- Convention on Rights of Persons with Disabilities
- The role of the NDIS Quality and Safeguards Commission
- Organisation Policies and Procedure related to quality and safeguarding.



DELIVERY

Session Plans

The session plans are used with the PowerPoint. The session plans are a higher level description of the each workshop. The PowerPoint provides specific direction for conducting the workshops. The session plans support understanding of how the workshops are constructed and the learning outcomes.

PowerPoint presentations

The PowerPoints include slides and video to be used in the workshop. It also contains the notes for what to say and do throughout the workshop.

The notes are structured in this way:

- 🕒 Time: How much time to spend on this slide in minutes.
- 🎯 Aim: What the aim / learning outcomes is for this part of the workshop.
- 📅 Activity: Description of the activity for this part of the workshop.
- 🗒️ Speaking Notes: Things to say at this part of the workshop. May include further instructions for the activity.

Resources

Many resources you will use are provided as part of this facilitator kit. You can print them off for the session, and laminate them if you have access to a laminator. You can obtain a set of conversation cards from Council for Intellectual Disability (CID) by calling **1800 424 065** or email info@cid.org.au



FOLLOW UP

Debrief

It is important for the facilitators to debrief and reflect together after each workshop. This should ideally happen shortly after the workshop (on the same day) so that it is fresh. This process involves thinking about what went well, what could have been done differently, what learnings can be taken away for future workshops and any strategies for the next workshop.

This may relate to the content of the program, the mode of delivery for this particular group or how to manage group dynamics. This also gives the facilitators an opportunity to reflect on and express how they are feeling after the workshop. It is important that both facilitators have a safe space to share feelings that come up from running the workshop, so that there is an opportunity to process these feelings and think about anything they need in order to be able to run the program to the best of their ability.

Debriefing is especially important if there has been a disclosure of abuse by a participant in the group. In this case, both facilitators may need access to professional debriefing.

Record keeping

You and your service will decide what records to keep and what they will be used for. For example records may be used in a service audit to show how the organisation is supporting participants to understand their rights.

You can record

- Numbers of participants in each workshop.
- Names of participants.
- Answers participants provided to feedback and evaluation questions.
- And/or any other record keeping your organisation require.

Your Service, Your Rights

For more information about the
Your Services, Your Rights
program contact CID or SACID.



Call **1800 424 065**
email **info@cid.org.au**
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Call **08 8352 4416**
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You can contact the NDIS Quality and
Safeguards Commission on
1800 035 544
www.ndiscommission.gov.au