

SHARED SUPPORT COLLECTIVE GUIDE

A Guidebook for the Shared Support Collective members. Choice and control as a Collective, about the supports you share.

What a Shared Support Collective is, how being in one can be helpful, what different focuses and activities your Collective might like to have in meetings, and what the role of the Facilitator is.



*Part of the Shared Support Collective Resource Pack, published by Enliven Community.
An output of the National Community Cooperative Pilot Project.*

About this Guidebook

This Guidebook is for members of the Shared Support Collective.

It will take you through

- What a Shared Support Collective is
- Choices your Collective has on how it works, so it best suits you
- Meeting topics for you to choose from

How to use this Guidebook:

Who should have a copy of this book?

Each member of the Shared Support Collective should receive their own copy to use however they choose.

How should this Guidebook be used?

This Guidebook is not designed to be used from front to back. Every person and Collective is different, and your Shared Support Collective should work in a way that suits you.

What does the icon mean?



This icon is used in this Guidebook.

It is to help you identify that is it feedback or information told to us from a group of people who know this service. It might be participants, advisory groups, or service providers. We call this 'What we heard'.

Shared Support Collective Resource Pack

This Facilitator Guidebook is part of the *Shared Support Collective Resource Pack*.

All resources in this pack have been developed and funded under the National Community Cooperative Pilot Project (see page 6). These resources are based on the learnings, evidence and insights gained through the project.

Other resources in this Pack are:

- Shared Support Collective Facilitator's Guidebook
- Collective Dignity Guidebook
- Resource Toolkit

[You can also see the resource summary in a video, describing each.](#)

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Introduction to Shared Support Collectives

A Shared Support Collective is a group of people who share supports (**the members**) who come together (as **a Collective**) to make decisions about how their supports, including adapting the program to suit their collective needs and preferences.



Shared Support Collectives are for everybody - No matter how you prefer to communicate, or what your needs are - if you share NDIS supports and you would like to be a part of one, you are suitable for Shared Support Collectives.

Guiding principles of Shared Support Collectives

Collaboration:

By collaboratively working together, the Collective, Facilitator and any shared providers achieve their common goal of quality support to you, for best possible outcomes.

Empowerment:

The focus at every step of the program is on your empowerment. This includes inviting you to create your agenda, decision-making framework, and meeting outputs. The Facilitator only takes on responsibilities if you request it.

Inclusion:

Meaningful participation of all Collective members is addressed through facilitation skills, communication tools, and program adaptation to meet each person's participation style.

What is shared support? Who is a shared support provider?

If you share the cost of your home with others, and an organisation looks after your tenancy or the building itself, that organisation is your shared housing provider. You might all live under one roof, or in different buildings in one area.

If you share the costs of support within the home (under one roof, in one apartment complex, or in different buildings in one area) the organisation which provides these in-home supports is your shared support provider.

What to expect as a Collective member

It's important to remember the Shared Support Collective is about shared supports, and about **collective experiences and decisions**. That means experiences of more than one member of the Shared Support Collective. These are sometimes called “systemic” matters.

As a Shared Support Collective, you can come together to

- Meet the people you share supports with if you haven't already (for example, if you live in apartments).
- Work together with your shared support providers to design your services and how they are provided to suit your Collective's needs and preferences.
- Build confidence to make decisions.
- Build confidence in giving feedback to your providers.
- Feel heard and have a say in your supports.
- Learn about rights, options, and what to do if something doesn't seem right.
- Make decisions together if there is something you'd like to change about your shared supports.
- Decide if there are any extra support you'd like to share together, to make your NDIS funding go further.

This is all part of your right to having choice and control over your supports!

Why is this important? What is choice and control?

You as an individual and as a Collective have the right to have your services suit you. Your services should suit what you need, and what you prefer.

Instead of having decisions made *for you*, or you being *told* what you will get, it is your right to be involved in the decision-making and the designing of your support.

You also have lots of other rights, such as to privacy.

The Shared Support Collective can be a chance for you to learn more about your rights. You and the other people in your Collective can share information with one another. If you have a Facilitator, they will be able to answer some of your questions or tell you where you can learn more.

The more specific problems the Shared Support Collective seeks to solve are

- *Giving you the power to design your services* - Service providers sometimes “tell you” the service offerings and arrangements, rather than asking you what you want and need.
- *Helping housing providers meet your tenant rights* - Housing providers sometimes perceive residents as customers of the support provider, not as their own tenants.
- *Supported decisions for multiple people* - While individual-supported decision-making is available, there is a need for supporting *groups* of people to reach a decision.
- *Ensuring you have what you need, to make the right choice* - Some individuals require additional skills and information to enable meaningful participation in choice and control in their lives. Eg learning about rights and options.

NDIS Participants frequently report that there is not enough choice in their homes, including who provides their support and how their support looks.

The NDIS Review Panel (2023) understood the importance of this type of program and support in the NDIS ecosystem.

It calls for participant-led governance and improved mechanisms for quality and safeguarding. **NDIS Review Recommendation 8.4 recommends commissioning Shared Support Facilitators** to

- ‘embed participant-led household governance in shared arrangements’
- ‘work out how joint supports will be shared and what they should expect from their provider’
- ‘...ensure the agreed program standard are being met... enhance participant say and choice in the operation of support in their home and improve outcomes.’
- ‘ensur[e] appropriate living arrangements.’

You can read more about this in the [NDIS Review’s Fact Sheet 6](#).

As of November 2024, it is not yet clear whether this recommendation will be actioned.

Born from the National Community Cooperative Pilot Project

Over two years, starting in December 2022, Enliven Community delivered the National Community Cooperative Pilot Project. We sometimes call this ‘the Pilot Project’ in these resources.

This project was generously funded through a philanthropic grant, and by Enliven Housing.

The learnings from this Pilot Project, based on feedback, consultations and the project’s outcomes, are what shaped this Guidebook, and other items in the Shared Support Collective Resource Pack.



The Pilot Project worked with eight Shared Support Collectives across Australia, with a team of Shared Support Facilitators.



It operated in different home and living environments (10+1 apartment complexes; villas; living under one roof).



The Pilot Project was independently evaluated to gain honest feedback from participants and how they feel the service could be improved.



The Pilot Project was shaped and governed by the following groups: (see the final page for organisations):

1. The Steering Committee
2. The Lived Experience Advisory Group
3. The Sector Advisory Group

With members both from within and outside of the Pilot Project.

Note: The Shared Support Collective is called a ‘Community Cooperative’ under Enliven.

For further information or to get in contact, please visit:

<https://enlivencommunity.org.au/pilotproject/>

Your Collective, Your Choice

Your Shared Support Collective comes together to make decisions about the supports you share and adapt the supports to suit you as a group.

But you as a Collective have choices about how you would like to work together.

You can decide

- **What you focus on in each meeting**

You can choose what you focus on, as long as it's relevant to the supports you share as a group, and more than one Collective member is impacted. You might choose from the meeting plans on page 11.

- **Whether or not you have a Facilitator**

If you want a Facilitator, you can choose the kind of Facilitator you want. There is information below to help you decide.

Options of Facilitators

Collective Decisions are made by you as a Collective coming together to share and make decisions. This is called a "Shared Support Collective meeting". Usually, this is done with a Shared Support Facilitator.

NDIS Funding for Facilitators

It is important to note that there is **not yet official funding for the Shared Support Facilitator** role in the NDIS Price Guide. We await the outcomes of the NDIS Review (see page 5).

Depending on what you will use the service for, you might be able to use relevant available funding you could use such as Skills and Capacity Building, but this isn't guaranteed. Your Support Coordinator may be able to help you.

This may affect your options. That's why we've written this Guidebook and created the Facilitator's Guidebook in a way that could support yourselves or others to informally take on this role.

To-date, this service has only been trialled with a Shared Support Facilitator delivery.

Having a person organise meetings, organise materials and activities to support conversations, give independent support to you, ensure your voice is heard, complete administration, and to support any other tasks you may like, has been embraced by participants.

However, this may not be the right option for your Shared Support Collective. And this is your choice!

You may also like to ask someone already known to you if they could take on this role for you, rather than having a professional Facilitator. The following information is to assist you in making this choice.

What is a Shared Support Facilitator's role?

The Shared Support Facilitator's role is to bring your Collective together, help each of you participate, and support you as a group to make decisions.

The facilitator's role is ideally "independent". Independent means the Facilitator is not working for the support provider or housing provider – they do not have to consider your provider's business and can give you unbiased support and information.

They can also

- Help answer any questions you have, or help you find out if they don't know
- Take your feedback to your providers if you'd like them to (if you 'give consent to')
- Give unbiased ideas and suggestions to your Collective
- Ensure each member can participate in whatever way suits them, and are heard

Deciding about your Shared Support Facilitator

There are many reasons you may or may not want to have a Shared Support Facilitator. Below are some of the reasons we have heard:

Reasons you may like to have a Shared Support Facilitator	Reasons you may not want a Shared Support Facilitator
Someone to - Keep things on track - Ensure you have the information you need - Someone to make sure everybody is heard and has what they need to participate	- You may prefer to work autonomously - You can practise/may already be strong in self-advocacy - You may not want to use, or have available, NDIS funding for this.



If not a formal Shared Support Facilitator, who else?

Having a professional Facilitator may not be the right option for your Collective. You do have other options.

Below are a list of other people in your life who may be able to take on this role, and things to consider about each option.

	Positive	Things to Consider
Self-run (no Facilitator)	• Opportunity to build skills and grow. Potential for people to grow in their roles such as Chairing the meeting. • Brings lived experience to role. • Potential to develop skills for future job opportunities.	• May not have the leadership to stay on track and keep unbiased.
Informal: Friend or Family member	• There is no cost involved. • They are likely familiar with your support arrangements.	• They may have a bias - They know one Member best (e.g. if it is their child). It's important they provide impartial support and consider all Members equally. • Other members may not feel comfortable to share things with them.
Formal: OT or Support Coordinator	• They have strong knowledge of NDIS and support arrangements. • They have strong knowledge of your Collective's particular support arrangements. • Being paid, they will approach the task professionally. • OTs are best placed to help with communication supports.	• This will cost NDIS funding.
Formal: House Leader	• They know each of you well and can support your communication styles. • They are available to you often – there are no logistics to arrange meetings. • They may be more neutral than a family member or friend as they support every member. • They may be more skilled with communication support than family members/friends.	• It may be hard to raise concerns to them, if it is about the service they give you. • They are not an independent person between you and the provider – this means there isn't a "middle person" to amplify your voice.

Tips for Self-Run Collectives

If your Shared Support Collective decides to not have a Facilitator, instead self-running, these are some recommended tips for fair and productive operations:

- Appoint responsibilities for operating (organising meetings, Chairing the meeting, minutes, sharing feedback and decisions with shared support providers)
- It is recommended you rotate the responsibilities, so everybody has an opportunity, and so the power between you all is balanced
- Consider how feedback will be shared with the support provider: make sure everyone is comfortable, and it is fair. It can be hard to be the only Member doing this
- Make sure it is always clear when a topic is a Collective, systemic matter. These are the only topics relevant to the group. Individual topics should be managed directly between the member and the provider
- The Shared Support Collective Facilitator Guide will assist your Collective with this option
- Reflect together on whether the arrangement is working, or if you'd like to try something different. Perhaps you do this in the last meeting of each year.

Meeting Plans

The following pages are of suggested Shared Support Collective Meeting plans.

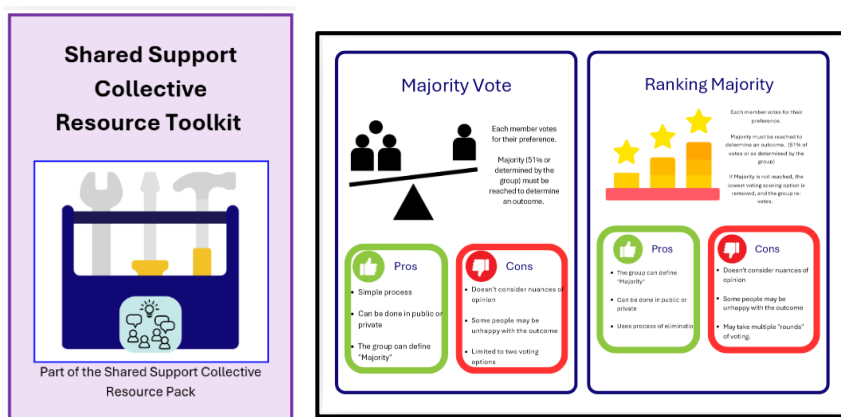
Each member is different and will have different knowledge and understanding of topics. Each person will also have different confidence to share in the group. These meetings are designed to help facilitate opening up discussions, learning, and sharing.

Should we do these in order? If there is a Facilitator, the one-to-one meetings are recommended as the starting point, so you and your Facilitator can get to know one another. Otherwise, you can choose the order you take meetings in. If you have a Facilitator, you should talk to them about what you would like to focus on.

You may also like to skip some, or do something different. Your choices should be based on what is important to you and your Collective.

Toolkit for supporting activities:

These meetings have accompanying Tools & Resources, created to assist the activities. These can be found in the “Shared Support Collective Resource Toolkit”.



Recommended opening of each meeting:

- Discuss and confirm agenda with the group. discuss how much the group would like to allocate to each item/activity.

Recommended closing of each meeting:

- Summarise learnings and any actions from the meeting.
- Check in, how is everyone feeling after the session?
- Any learnings or suggestions for the next meeting?
- Confirm when the next meeting will be.

One to One: Introduction Meetings

One to One - Introduction Meeting – Getting to know the individual

Learning Outcome:	Getting to know each other and understanding how you'd like to participate in the Shared Support Collective (SSC).
Agenda	
Introductions: The Facilitator will introduce themselves and tell you a bit about them.	
Getting to know you The Facilitator will ask you some questions about you and how you'd like to be involved in the Shared Support Collective. This could include questions like • What does a day in your life look like? • What is your experience in groups and/or committees? • Do you have any concerns about participating in groups? • Do you have any support and communication needs? • Do you have any dietary requirements? • Do you require any assistance with your mobility? • Do you require any mealtime management assistance? • Who are the important people in your life? And how would you like them to be involved/support you to participate in the SSC?	
Resources from the Toolkit:	• Facilitator Profile

One to One - Understanding the Shared Support Collective

Learning Outcome:	Building your understanding of the SSC.
Agenda	
The Facilitator Role The Facilitator will tell you more about their role and how they can support the SSC. What to expect in meetings discussion • Discuss when/where/how often meetings will be held. • Discuss meeting purpose and overall purpose/objectives. • Discuss group dynamics and ensuring everyone has a say. Questions to prepare you for meetings discussion Chat though any questions together such as • Do you have any general questions about the SSC? • Do you have any ideas on what the SSC might like to focus on? • Do you anticipate any potential challenges or barriers when the group comes together? • What would you like to achieve/get out of the SSC meetings? • What are some ideas or strategies we could follow to support successful SSC meetings?	
Resources from the Toolkit:	None required.

Group Meetings

Group Meeting - Collective purpose and goals

Learning Outcome:	Developing a common understanding of how the group will work together and their purpose.
Agenda	
Brainstorm Activity – Rules of Engagement • How will we work together? • What are some rules we can follow? • How can we ensure everyone gets the opportunity to speak up? • How will we communicate?	
Brainstorm Activity - Roles and Responsibilities • What do you expect from the Facilitator? • Are there any other roles or responsibilities members would like to assist with? E.g. timekeeper, minute taker, rabbit hole watcher. • How would the group pass on any systemic feedback or ideas to your shared support providers?	
Brainstorm Activity – Purpose and Aims • What are you hoping to achieve together? What’s the purpose of coming together? • Are there any areas/ideas you’d like to focus on?	
Resources from the Toolkit:	• “Together we can” template • “Good, not good best” template

Group Meeting – Consumer identity

Intended Outcome:	Building consumer identity.
Meeting Plan:	Activity: Brainstorm – Building your identity as a consumer • What does it mean to be a consumer? • What does great consumer experience look like? • What does poor consumer experience look like? • Do you think you have rights as a consumer? • What are your rights as a consumer? Activity: Brainstorm – Consider, how does this relate to your shared supports? • Are you a consumer? • What do you expect from the service/what does a good consumer experience look like?
Resources from the Toolkit:	None required

Group Meeting – Understanding collective power

Intended Outcome:	Collective learns that their consumer power is stronger together.
Meeting Plan:	Role play activity – Collective power The Facilitator will take the group through a role play activity to explain and demonstrate the collective power of the group. Activity: Reflection • How might this relate to the supports we share? • Why is it important to speak up if you have feedback or concerns? • Do you feel think you have more power to give feedback as a collective?
Resources from the Toolkit:	• “Money buckets activity” template

Group Meeting – Individual v Systemic feedback

Intended Outcome:	Developing knowledge and skills to give productive feedback.
Meeting Plan:	Discussion – What is feedback? • What is feedback? • When might you give feedback? • Why might you give feedback? Activity – Practice giving feedback • The group will have a go at giving feedback about an example topic. • Discuss how you can communicate feedback to your support provider Discussion – Systemic feedback The Facilitator will talk about systemic feedback and what this means then discuss with the group: • How might systemic feedback be helpful for your shared support provider? • How will we identify systemic feedback? • How can the group raise systemic feedback with their support provider? Activity – Identifying systemic feedback • The Facilitator will refer back to the feedback captured in the first activity. • The group will discuss and decide which is individual feedback, and which are systemic.
Resources from the Toolkit:	• Feedback social story

Group Meeting – Consumer responsibilities

Intended Outcome:	Participant responsibility as a consumer. Enabling expression of wants to provider.
Meeting Plan:	Brainstorm Activity – What is a good life? • What makes a good life? • What does this look like to you? What's important? • How can your shared support provider support you to achieve this? • Do they know how they can support you with this? Discussion Activity – Applying this to your shared support provider • How can your shared support provider help you to achieve this? • Do they know how they can support you with this/what's important to you? • How does your support provider know this? • How else could you make sure your provider knows what's important to you? • Is there anything that you might need to communicate with the support provider better moving forward? How could you do this?
Resources from the Toolkit:	None required

Group Meeting – Reviewing Shared Supports

Intended Outcome:	Tangible understanding of what is & isn't important in shared supports to them.
Meeting Plan:	Brainstorm Activity – What's working and not working The Facilitator will take your group through an activity to identify • What is going well with your shared support service? • What do you like? • What's working well? • What needs areas of improvement? • What could be better? Activity – Satisfaction scales • You will use any themes identified in the first activity to rate how your support provider is going. • This is a great way to show everyone's experiences and satisfaction. • Discuss the group's responses.
Resources from the Toolkit:	• "Working/not working" poster templates

Group Meeting – Identifying areas for improvement, working on solutions

Intended Outcome:	Communicating unmet needs and working on potential solutions.
Meeting Plan:	Activity brainstorm/recap – Areas for improvement • The Facilitator will help the group discuss your shared support provider and areas for improvement • If you have already done this in a previous meeting, the Facilitator will recap what the group discussed. Discussion – What to do with this feedback? Group discussion to ask • How could the group raise this with the provider? • Would you like to provide written feedback, an action plan? • Would you like to meet with someone from the provider organisation to discuss their concerns together? Activity – Developing KPIs/an Action Plan • The group can develop an Action Plan to summarise your feedback and capture ideas/suggestions for improvements. • You can use the Action Plan template as a starting point.
Resources from the Toolkit:	• “Action Plan” Template

Group Meeting – Preparing to make collective decisions

Intended Outcome:	Developing a group decision-making process.
Meeting Plan:	Discussion – What is collective decision making? • What does collective decision-making mean to you? What could this look like? • What are some things the SSC will make decisions about? • The Facilitator will fill any knowledge gaps. How will the SSC make decisions: The Facilitator will share information and examples about how the SSC can make decisions together. The group will then discuss and agree on their own decision-making process. These questions could include: • How can we ensure everyone can participate in collective decision-making? • How will we make decisions? If taking a vote, what would this look like? • What happens if we don't reach an agreement? • What does the group need to prepare for decision-making? What do you need? E.g. time, resources – what does this look like?
Resources from the Toolkit:	• Voting options posters

Group Meeting - Privacy

Intended Outcome:	Developing understanding of privacy, and what it means to the members. Developing understanding of rights and the provider's role to support this.
Meeting Plan:	Activity – Brainstorm The group will discuss • What does privacy mean to you? • What are some examples of things that would be private? E.g. spaces – bedroom/bathroom, Information – medical details. • The Facilitator will discuss what privacy means and why it is important. Activity – Understanding individual preferences for privacy • The Facilitator will take the group through an activity to discuss different scenarios and if/when they might be private. • The group will then talk about how this relates to your shared support provider.
Resources from the Toolkit:	• Privacy activity visuals

Group Meeting – Collective decision making

Intended Outcome:	The Collective makes a decision together.
Meeting Plan:	Setting the scene The Facilitator will discuss with the group • What is the decision to be made. • What are the options. • Recap the groups decision-making process. • Check in if the group have any questions. Activity – Hearing your perspectives • Each member has the opportunity to share their perspectives/opinion on the decision with the group. • Each member will have allocated amount of time (e.g. 5 minutes) to talk without being interrupted/asked questions. • The group can ask the member questions at the end of their allocated time. • You can choose not to share if you don't want to. Decision Making • The Facilitator will support the group to work through your decision-making process. • Confirm the decision made or next steps
Resources from the Toolkit:	• Decision-making record

Group Meeting – Restrictive Practices, and your rights

Intended Outcome:	Understanding Restrictive Practices and your rights.
Meeting Plan:	Discussion – Restrictive Practices • The Facilitator will provide you some information about restrictive practices, what they are and your rights. • The group can discuss ○ What types of decisions have you wanted to make but couldn't? ○ Has there been a time that you may have wanted to do something but was told no you couldn't? ○ Who would you speak to if you weren't sure if your rights were being taken away from you? ○ How could you make a complaint?
Resources from the Toolkit:	Restrictive Practices easy read

Group Meeting – Staffing and recruitment

Intended Outcome:	Collective identifies skills and attributes they seek from support staff. Exploring options and opportunities to be involved in recruitment of staff.
Meeting plan:	Activity – Staff skills and preferences • The Facilitator will talk to your group about why it's important to understand and communicate your collective preferences about staff. • The Facilitator will support your group to develop a staff profile • You'll decide as a group how you'd like your shared support provider to use this profile.
Resources from the Toolkit:	Staff Attributes Template

Group Meeting – Group debrief and reflection

Intended Outcome:	Participants identify learning and outcomes, celebrate successes and plan for the future.
Meeting Plan:	Discussion – Wins and Celebrations: The group will discuss • What are some wins/things the SSC has achieved together? • What are some learnings/key takeaways? • What is something that has improved/we have gotten better at? Activity – Keep it, Bin it, Try it: • The Facilitator will support your group through a reflection activity to capture what you'd like to continue and any ideas moving forward.
Resources from the Toolkit:	Keep it, Bin it, Try it Template

Collective Dignity Guidebook - Dignity of Risk and Duty of Care

Another document in the Shared Support Collective Resource Pack is the Collective Dignity Guidebook.

This offers guidance and tools to facilitate group discussions, specifically aimed at addressing tasks or decisions made by the Shared Support Collective or Shared Support provider where potential risks are involved.

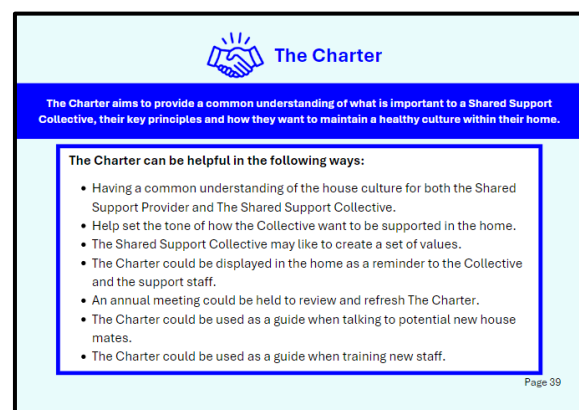
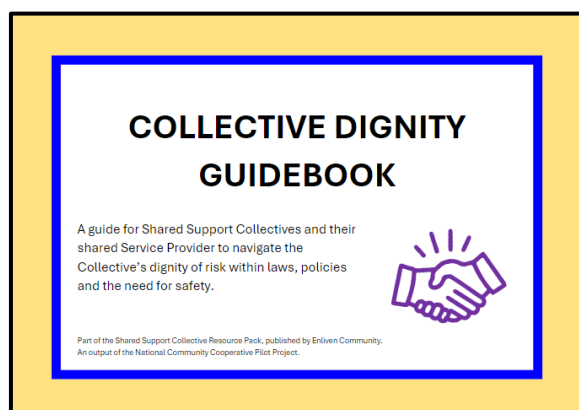
It looks at reframing from a conflict to something the group and provider collaborate towards solutions together.

This guide will help you to think about:

- This is what risk looks like, what does duty of care look like?
- What limitations does the service provider have when it comes to safeguarding?
- How human rights of the Collective can be upheld when providing services.

At the end of the journey the Collective and their shared support provider will have discussed and agreed on how they will work together to uphold safety of everyone whilst maintaining the rights and dignity of the Collective within their homes.

Both parties will have developed a Charter, which is an agreement of what they want the culture of the home to look like. This is led by the Shared Support Collective and addresses the parameters of organisational policies and procedures.



Thank you to all supporters

Enliven Community wishes to acknowledge and thank each person and organisation who generously shared their time, thoughts, experiences and stories to support the National Community Cooperative Pilot Project.



We wish to thank

- All of **the participants** for their time, efforts, and feedback.
- Our **generous funders**:
 - Philanthropic grant
 - Enliven Housing
- The organisations who partnered with us to **deliver the project** -



- Individuals and organisation representatives, who contributed their time and expertise, to guide the project through their involvement in our **governance groups** (Lived Experience Advisory Group, Steering Committee, Sector Advisory Group)

- Deborah Pragt
- Jacob Darkin
- Jennifer Henry
- Sarah Bown



- Our team of **Shared Support Co-Facilitators**:
 - Bramble Henrich-McPartlan
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 - Marissa Mellick
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For further information or to get in contact, please visit: <https://enlivencommunity.org.au/pilotproject/>