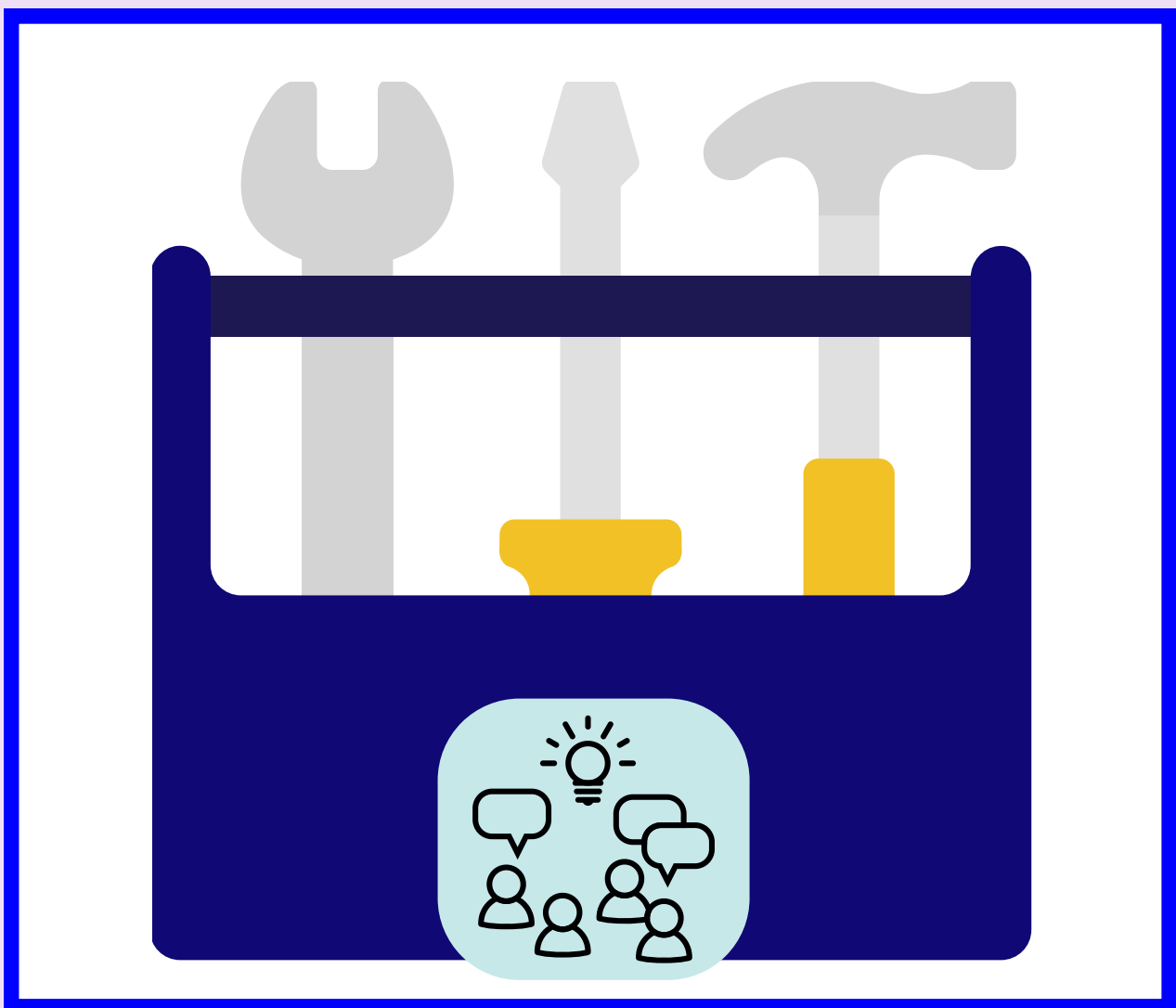


Shared Support Collective - Resource Toolkit



Part of the Shared Support Collective
Resource Pack

About this Kit

This Resource Toolkit contains materials to support the delivery of Shared Support Collective meetings.

Tools can be used in conjunction with the Shared Support Collective Guidebooks for Facilitators and Members of the Collective, or for any other helpful use.

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. These resources are based on the learnings, feedback, evidence and insights gained through the project.

Other resources in this Pack are:

- Shared Support Collective Members' Guidebook (for Members)
- Shared Support Collective, Facilitator's Guidebook
- Collective Dignity Guidebook

You can also see the resource summary in a video, describing each.

Included

- Agenda template
- Together we will template
- Facilitator Profile Template
- Staff Profile Template
- A good life photo set
- Collective Power Money Activity
- Voting options posters
- What is Feedback? Social Story
- Privacy Activity
- Restrictive Practices Easy Read Information
- Out of 5 Template
- Good, Not Good, Best Template
- Rating Scale Template
- Thumbs Up, Thumbs down Tool
- Decision Record Template
- What's Working, What's Not Working Template
- KPI's Action Plan Template
- Individual vs collective decisions Activity

Agenda Template

Purpose:

Support Collective members to understand and input what will be discussed. Support the group to stay on track in the meeting.

How to Use:

Print and display at the meeting. Write what will be discussed at the meeting and ask members if there is anything they would like to add. Consider using pictures and visual supports to accompany agenda items.

Print minimum A3 size (but the bigger the better!) Consider laminating so it can be re-used at meetings

When to Use:

- All group meetings

Agenda



Together we will Template

Purpose:

Visual prompt for brainstorming and displaying group rules and purpose.

How to Use:

Print and use as a whiteboard/prompt to write up and display the groups rules of engagement and purpose.

When to Use:

- "Collective Purpose and Goals" Meeting
- Display in all following meetings.

Together we will...



Facilitator Profile Template

Purpose:

To provide members with information about the facilitator and their contact details.

How to Use:

The facilitator will complete the template and provide a copy to each member when they first meet.

When to Use:

- "Member Introduction Meetings"
- Provide to any new members of the SSC.

Facilitator Profile

(insert photo)	My Name is:
My Contact Information is:	
 Phone:	 Email:
How best to communicate with me	
	
My Hobbies and Interests	What's important to me in my work?
	
What do people like about me?	
	

Staff Skills and Attributes Template

Purpose:

For the SSC to document their collective preferences regarding support staff.

How to Use:

Discuss with the group and fill in the prompts. Refer to the facilitator guide "Staff and Recruitment" Meeting plan for further instructions.

When to Use:

- "Staffing and Recruitment" Meeting
- refer back to in any discussions about staff preference's.

Staff Preferences Profile

This Profile has been created by the Shared Support Collective.

The purpose of this profile is to outline the groups preferred skills and attributes of shared support staff.



Communication



Attributes



Skills/Training

A Good Life Photo Set

Purpose:

Additional facilitation tool to prompt discussions about a good life.

How to Use:

Print and follow instructions in the "Consumer Responsibilities" Meeting Plan in facilitator guide.

When to Use:

- "Consumer Responsibilities" Meeting.





Collective Power

Money Activity

Purpose:

Fake money to be used in Consumer Power Activity.

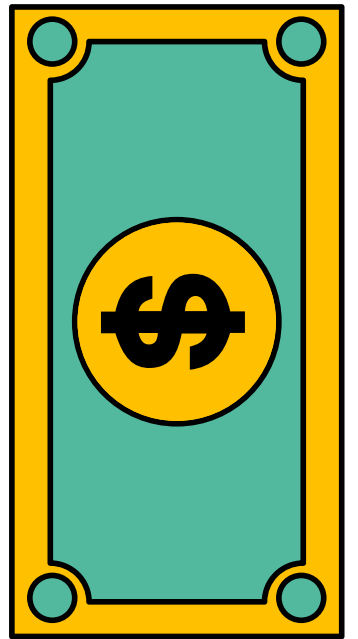
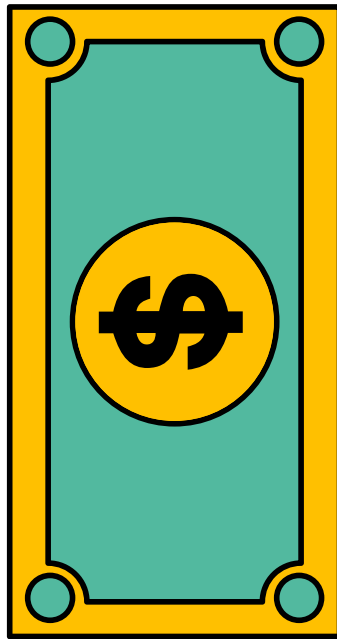
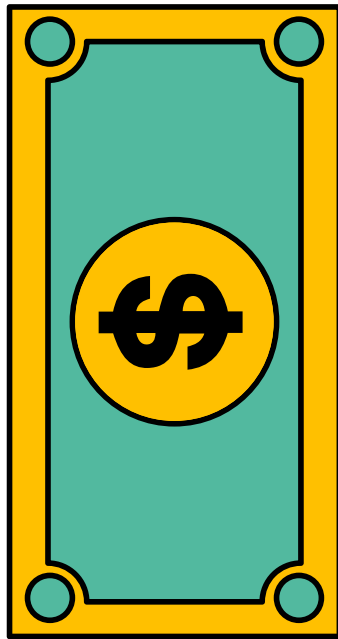
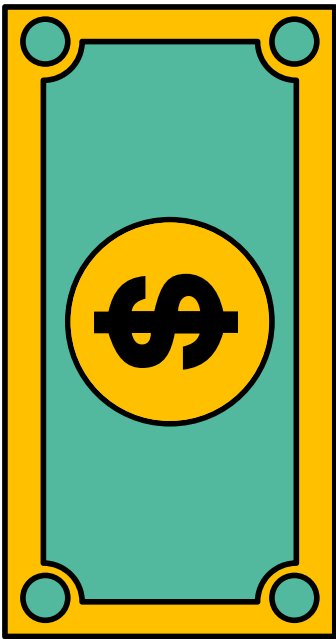
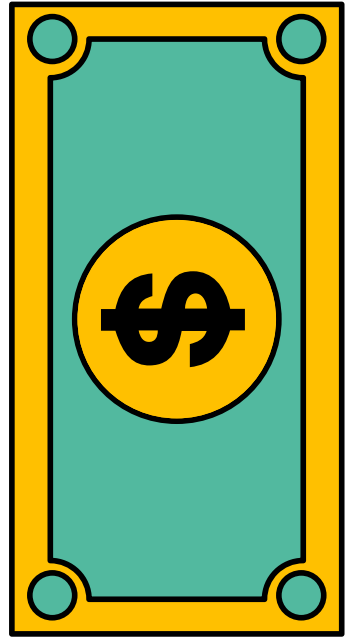
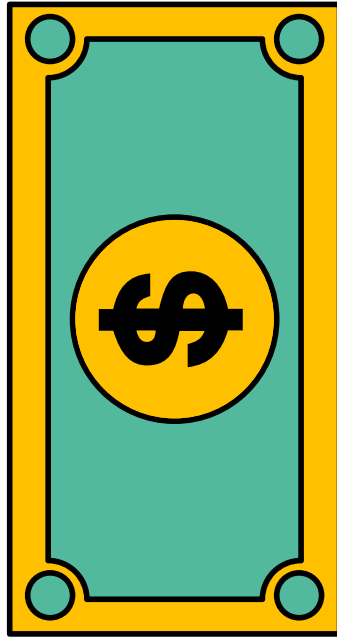
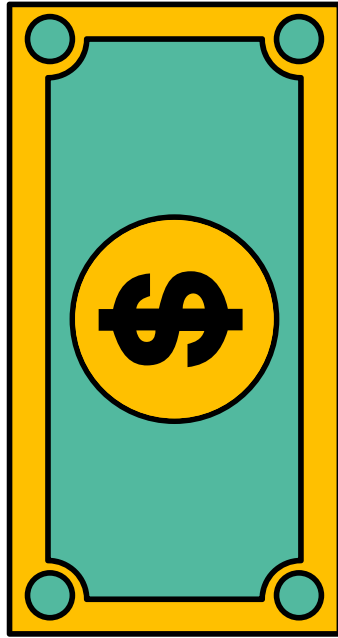
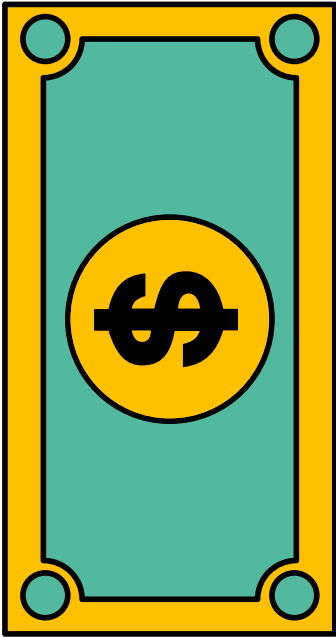
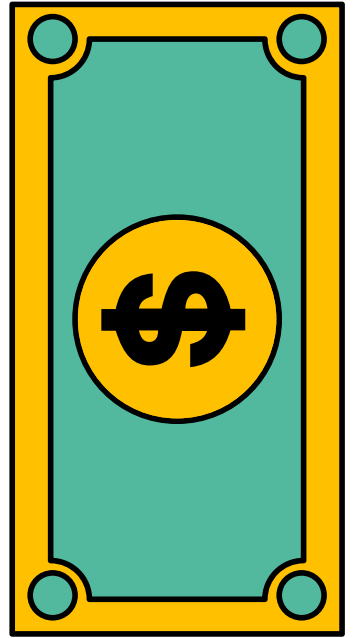
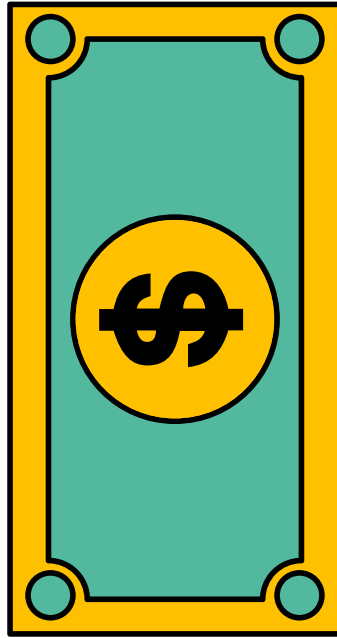
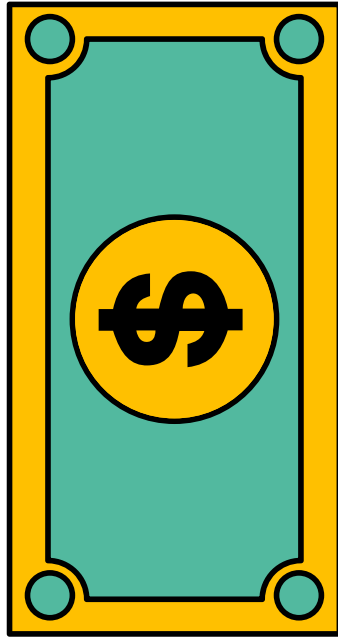
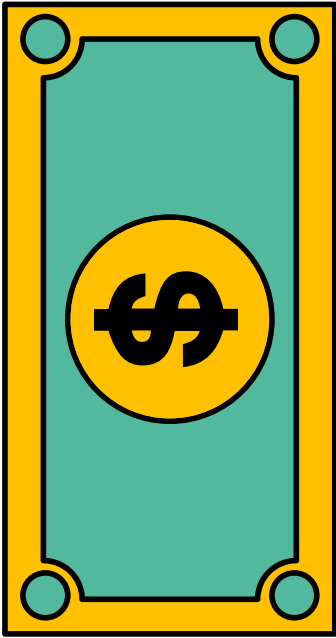
How to Use:

Print and cut out fake money in preparation for the activity. Print multiple copies so there is enough fake money to share amongst the group.

Refer to "Understanding Collective Power" meeting plan in the Facilitator guide for full instructions.

When to Use:

- Understanding Collective Power"
Meeting



Voting Options and Examples Poster Set

Purpose:

To provide information and examples for collective decision-making.

How to Use:

Print and display in meetings. You could also provide these to members in advance of the meeting to provide background information.

When to Use:

- "Preparing to make Collective Decisions" Meeting



Public Vote



Pros

- Hear everyone's perspective
- increased transparency
- supports open communication
- supports self-governance



Cons

- some may feel uncomfortable
- risk of peer pressure
- can be divisive



Private Vote



Pros

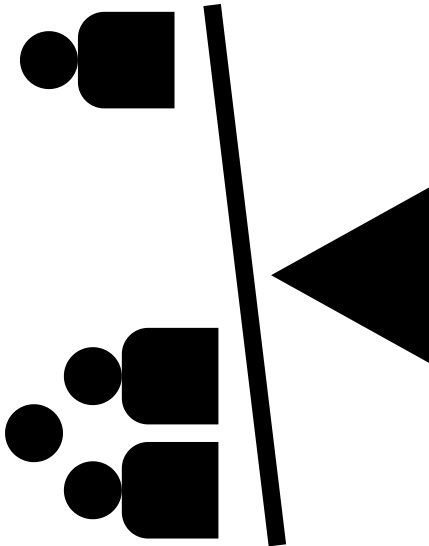
- Less external influences
- some may feel more comfortable
- reduced impact of conflict



Cons

- less opportunity to hear perspectives
- less transparency
- can be more time consuming
- increased reliance on facilitator

Majority Vote



Each member votes for their preference.

Majority (51% or determined by the group) must be reached to determine an outcome.



Pros

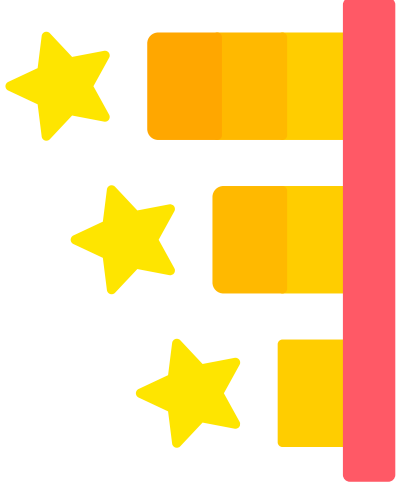
- Simple process
- Can be done in public or private
- The group can define "Majority"



Cons

- Doesn't consider nuances of opinion
- Some people may be unhappy with the outcome
- Limited to two voting options

Ranking Majority



Each member votes for their preference.

Majority must be reached to determine an outcome. (51% of votes or as determined by the group)

If Majority is not reached, the lowest voting scoring option is removed, and the group re-votes.



Pros

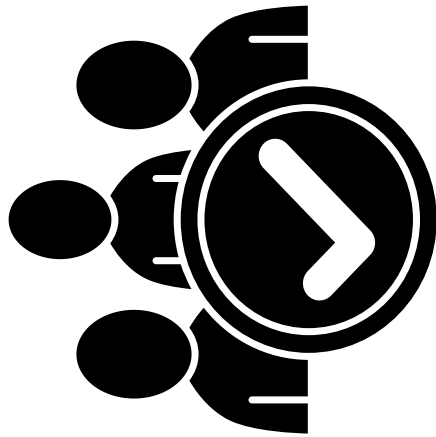
- The group can define "Majority"
- Can be done in public or private
- Uses process of elimination



Cons

- Doesn't consider nuances of opinion
- Some people may be unhappy with the outcome
- May take multiple "rounds" of voting.

Unanimous Consent



A question or decision is proposed to the group.

The group discusses their position and takes a vote.

The decision is made once all members agree on the same outcome.



Pros

- supports group discussion
- Ensures everyone is fully onboard with the outcome
- Voting options are determined by the group



Cons

- Can be time consuming
- Difficult to complete in private
- risk of peer pressure
- risk of decision fatigue

Consensus



The group is asked to "rate" their feelings on a decision using an agreed method.

All members must rate neutral-positive to determine the decision outcome.

The group discusses the decision, and re-votes until this outcome is reached.



Pros

- supports group discussion
- Tells you more about the feelings of the group
- Ensures everyone is okay with the outcome
- can be adapted for accessibility



Cons

- Can be time consuming
- Difficult to complete in private
- risk of peer pressure
- risk of decision fatigue

What is Feedback

Social Story

Purpose:

To explain the concept of feedback.

How to Use:

Print and share during the "Individual vs Systemic Feedback" Meeting. You could review and discuss the resource as a group. or share it with members before the session as background information.

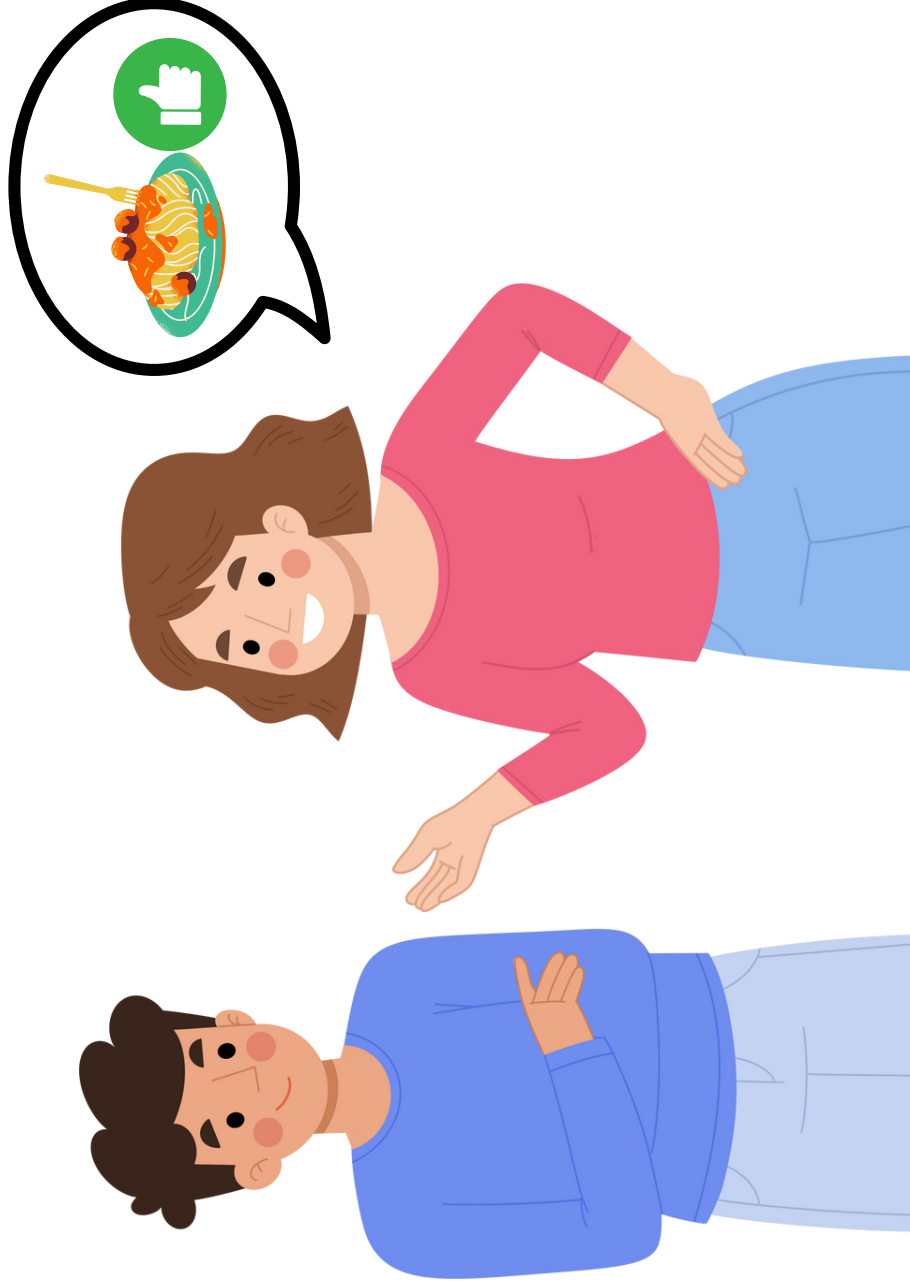
When to Use:

- "Individual vs Systemic Feedback" Meeting
- Provide as a general resource to members as needed.

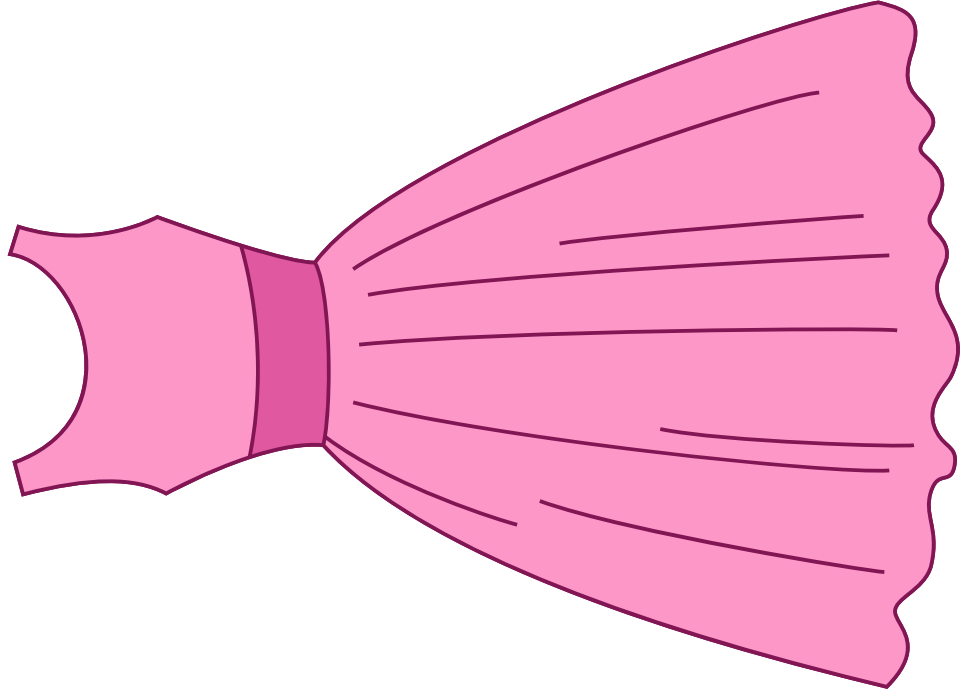
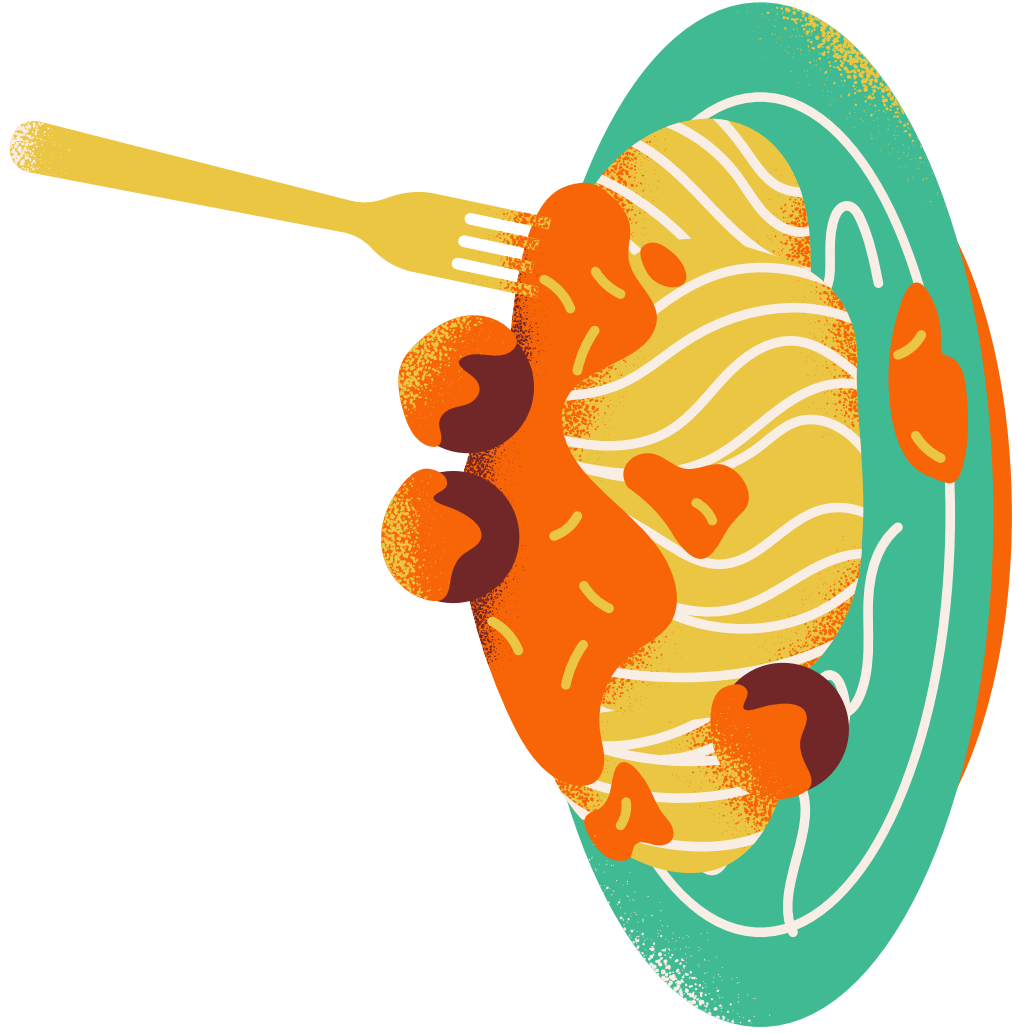
What is Feedback?



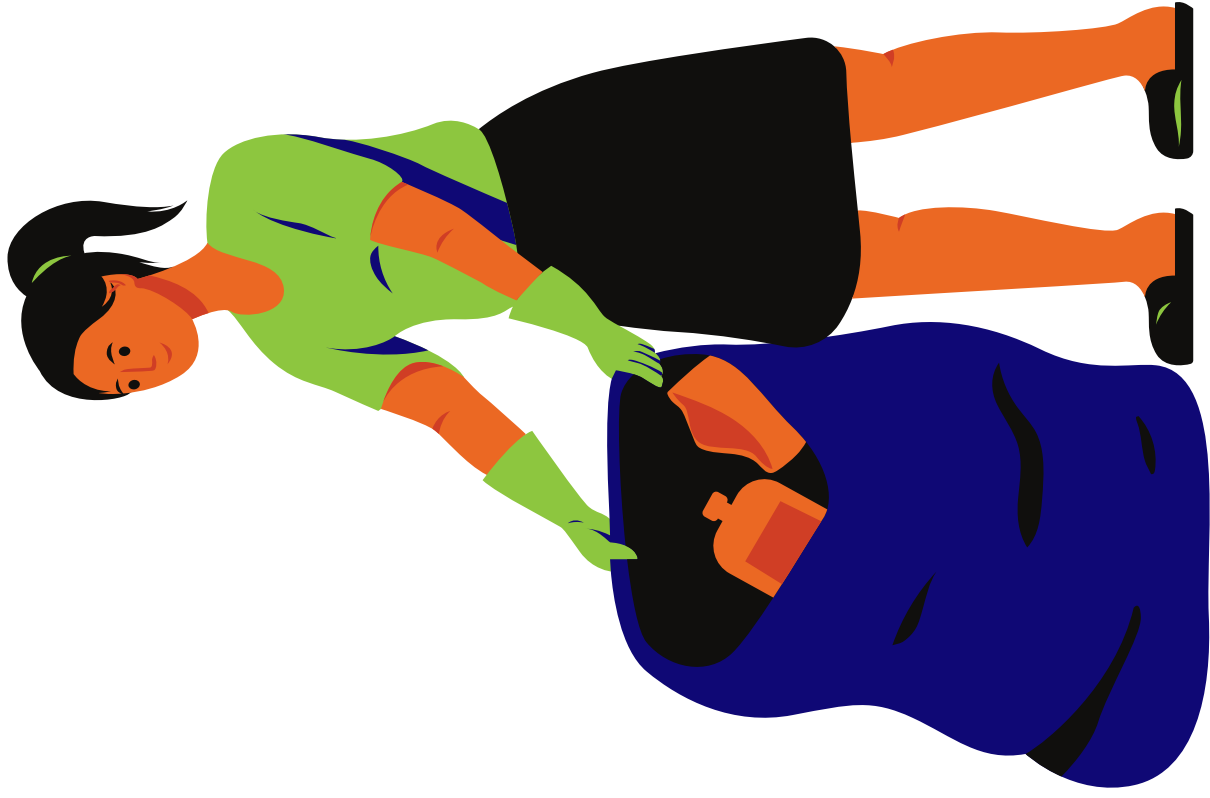
Feedback is.... sharing how you feel about something



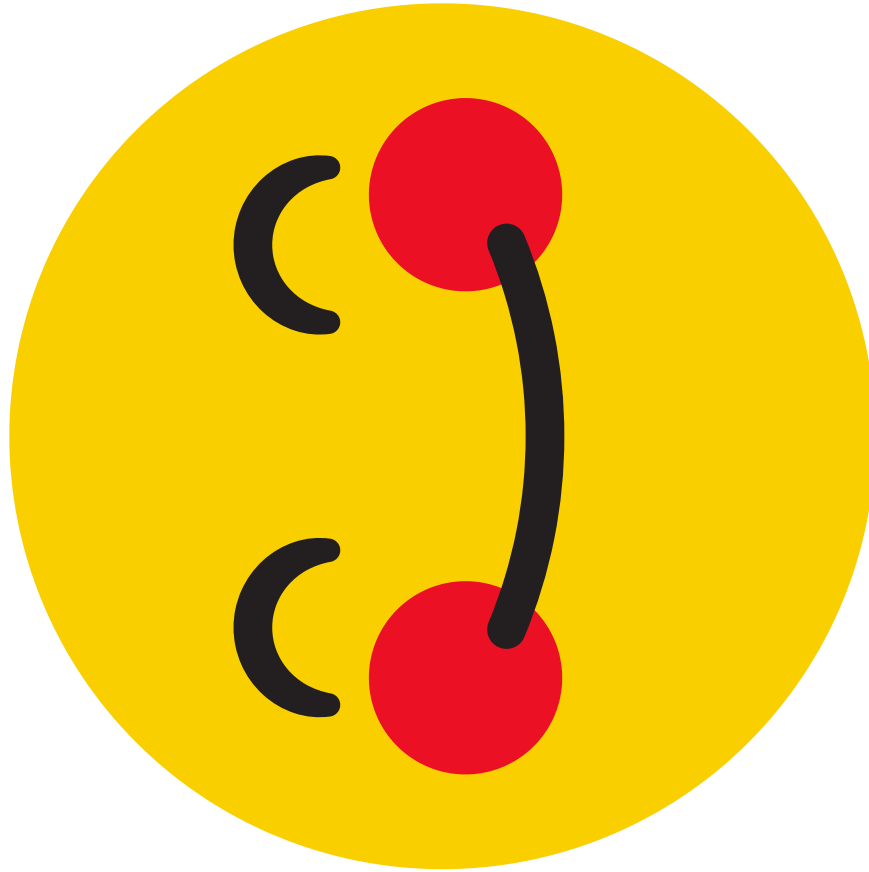
It could be a about an object or thing



Or what somebody did



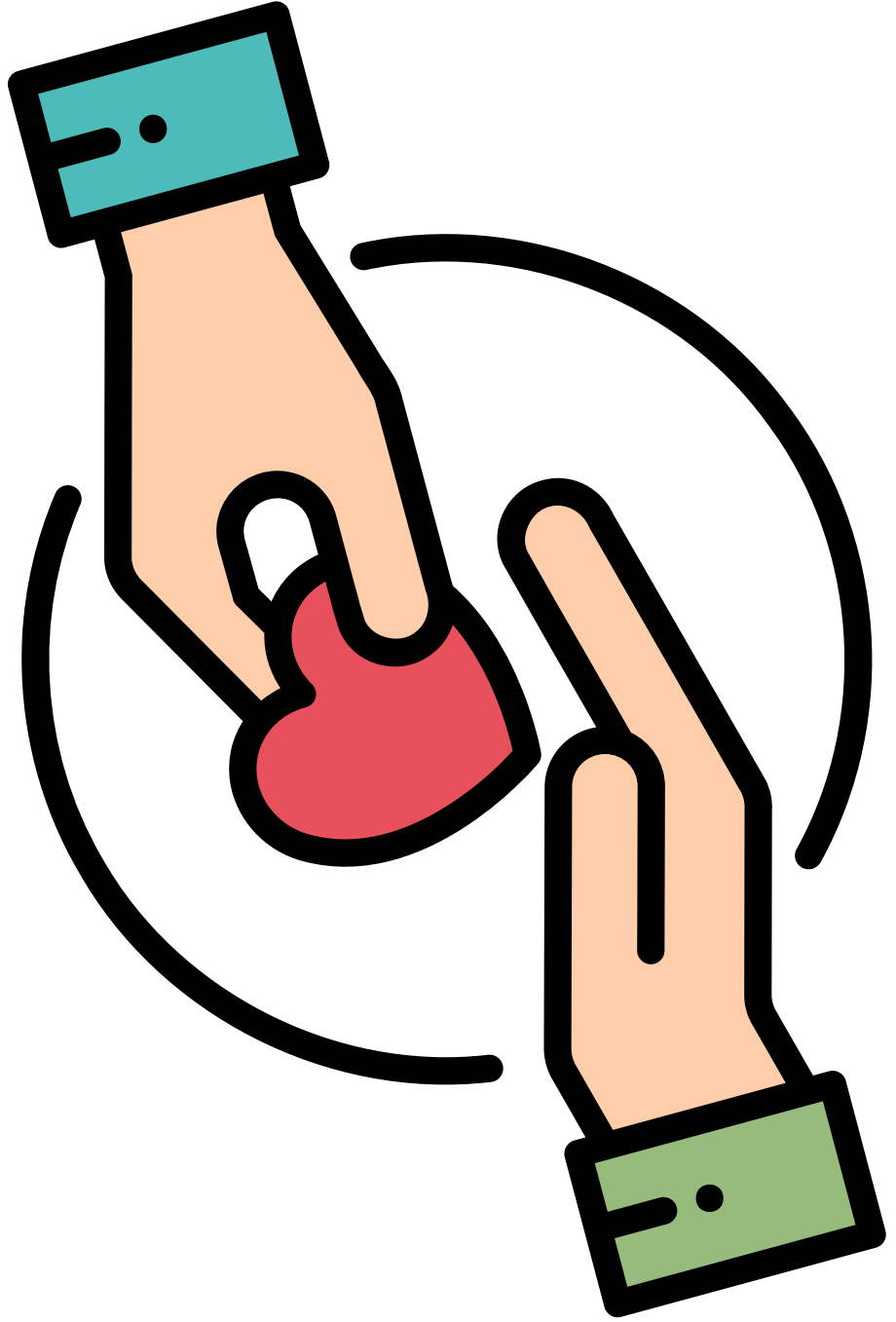
**You can give feedback if you like
something or are happy**



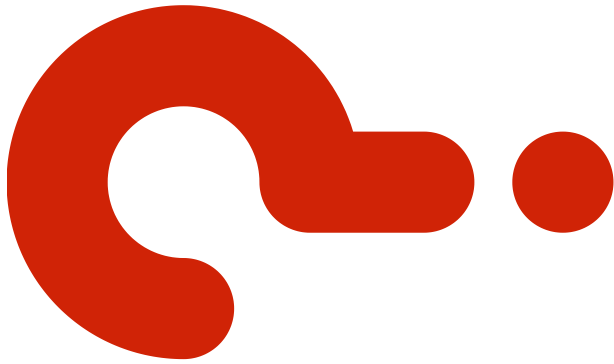
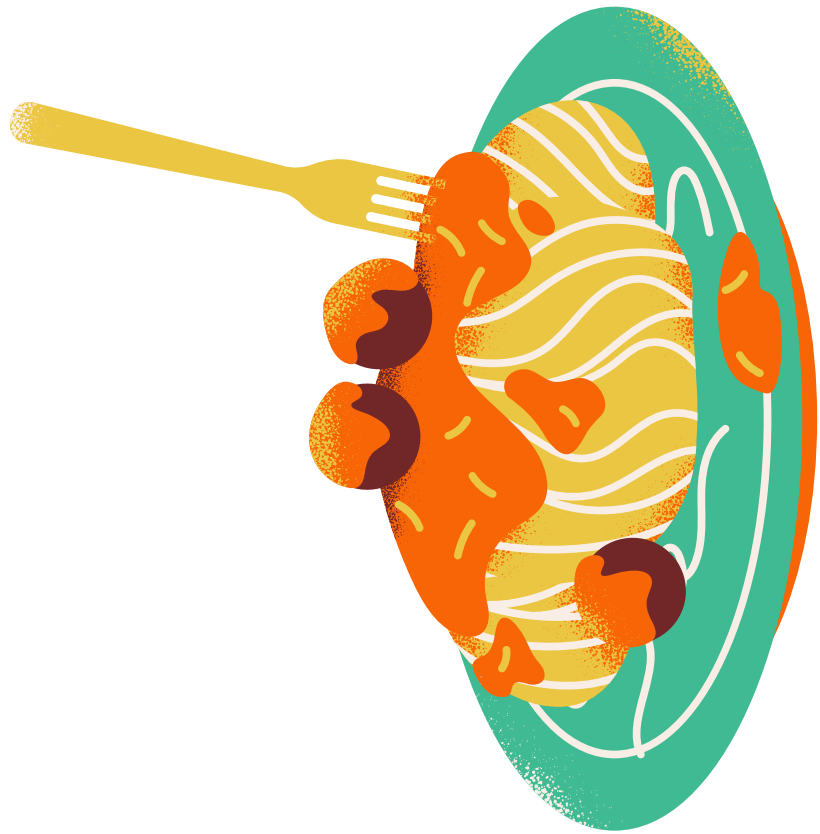
**Or if you don't like something or
feeling unhappy**



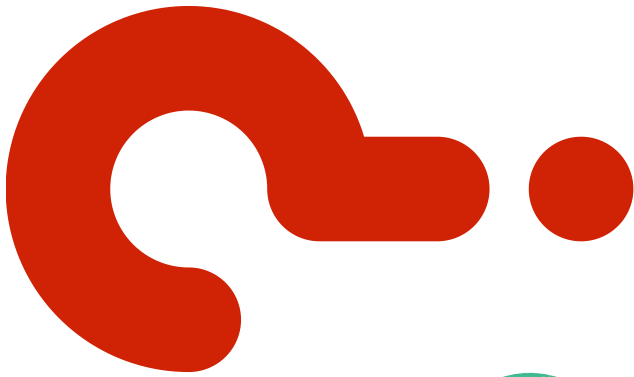
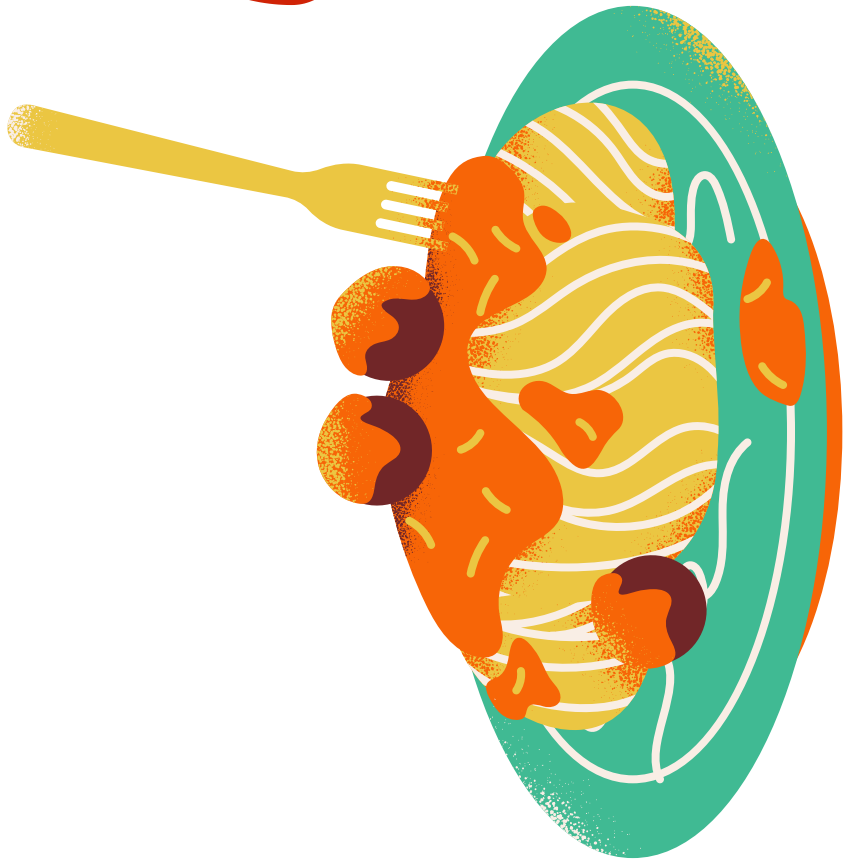
Feedback is helpful



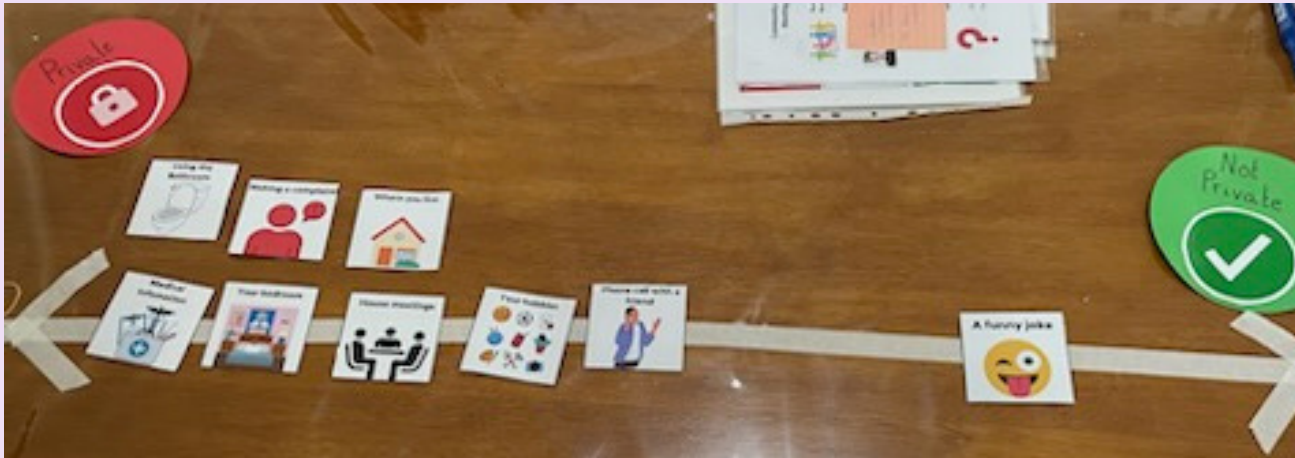
To understand your experience



And learn how it can be better



Privacy Activity



Purpose:

To understand and discuss concepts and preferences about privacy.

How to Use:

Print and Cut out Private/Somewhat Private/Not Private Labels.

Print and Cut out scenario cards.

Refer to "Privacy" meeting plan in the facilitator guide for instructions on running this activity.

When to Use:

- "Privacy" Meeting

Private



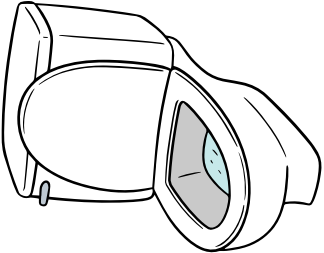
Somewhat Private



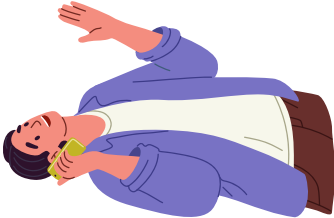
Not Private



Using the Bathroom



Phone call



Medical Information



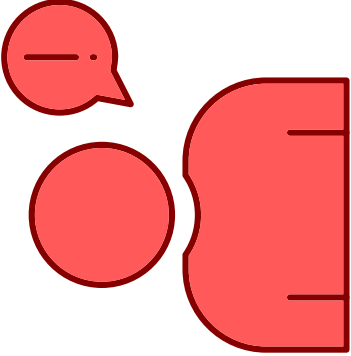
An accident or incident



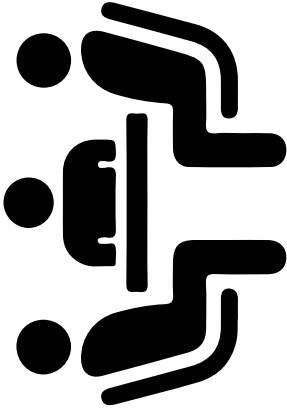
Your bedroom



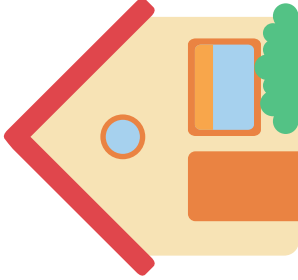
Making a complaint



Meetings



Where you live



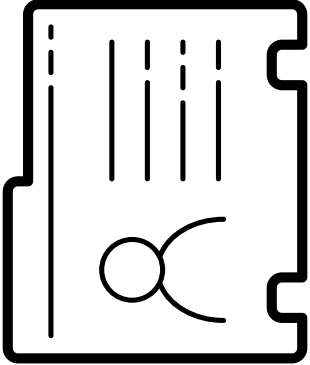
Your hobbies



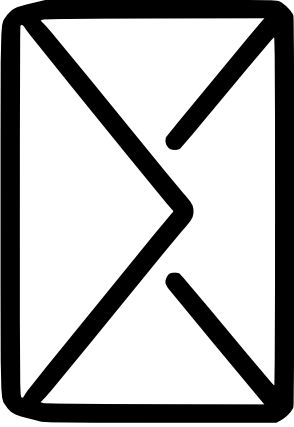
A funny joke



Your details



Mail



Restrictive Practices - Easy Read Information

Purpose:

To provide accessible background information about restrictive practices and your rights.

How to Use:

Print and share during the "Restrictive Practices and Your Rights" Meeting. You could review and discuss the resource as a group. or share it with members before the session as background information.

When to Use:

- "Restrictive Practices and Your rights" Meeting
- Provide as a general resource to members as needed.

What are Restrictive Practices?



This information is about restrictive practices.



A restrictive practice is any device, practice or action which is used to take away a person's freedom of choice.



Restrictive practices can stop people from:

- going where they want
- doing what they want



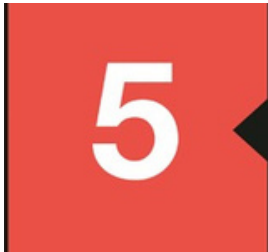
Restrictive practices can limit a person's:

- choices
- rights



Restrictive practices are sometimes used to help keep you safe.

There are 5 different types of restrictive practices.



1. Chemical restraint
2. Physical restraint
3. Mechanical restraint
4. Seclusion
5. Environmental restraint

Chemical restraint is when you are given a medication to change your behaviour.



If the medication is given to you to treat a physical or mental illness you have, this is not chemical restraint.



Physical restraint is when another person holds you strong so you cannot move.



Mechanical restraint is when equipment is used on you that does not let you move.

It does not include equipment that is used for therapy or to keep you safe.



Seclusion is when you are locked in a room or put in place where you cannot get out of or think you cannot get out.



Environmental restraint is when actions or systems stop you being able to move in your space freely or stops you from being able to join in an activity.



Environmental restraints can include

- having certain things
- doing certain activities
- gates or fences that cannot be opened
- locks on cupboards or a fridge access to food or drinks
- access to a room or location
- When something is taken away such as a mobile phone or TV
- going to certain places in your home or in the community

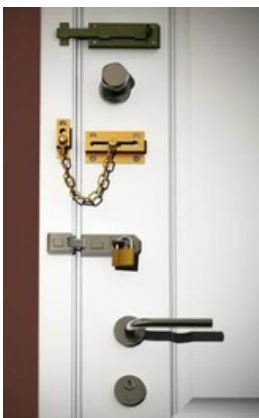


Over time, you have a right to have less or no restrictive practices in your life.

What happens when an environmental restraint is in place for someone else?



It can be hard if you live with someone who needs environmental restraint.



For example, your front door may need to be locked to protect someone you live with.



But your providers need to make sure you can still leave when you want to.

Behaviours of concern



Some people with a disability have behaviours of concern.

Behaviours of concern are also known as challenging behaviours.



A behaviour of concern can be

- when you hurt yourself or someone else
- if you run away
- if you break things like furniture



Behaviours of concern can happen when things are not going well in your life or your needs are not being met.



Behaviours of concern can happen when you

- are in pain, hurt or upset
- do not feel understood
- are feeling unhappy, sad, scared, angry, confused, worried or sick

Positive behaviour support



Behaviours of concern should be helped with positive behaviour support.

Positive behaviour support means supporting a person to learn skills to stop their behaviours of concern.



Positive behaviour support helps people:

- understand your behaviour
- meet your needs
- provide the right support to you.



If positive behaviour support does not work a restrictive practice might be used so you don't get hurt.

If a restrictive practice is needed it must be part of your **behaviour support plan**.



A behaviour support plan explains how other people should support you to live your best life.

It helps people understand your behaviour.



You should be involved in creating your behaviour support plan



The staff who support you should receive training in your behaviour support plan.

The law and your rights



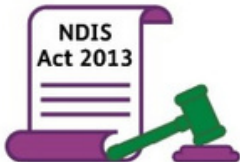
There are laws that protect your rights.

Laws are rules that we all must follow.



Laws are rules about how people should behave. Everyone should follow the laws.

People can get into trouble if they do not follow the laws.



We have a law called the NDIS Act 2013 (the Act).



The Act makes sure that participants are treated fairly.



Participants are people with disability who take part in the NDIS.



All restrictive practices affect your Human Rights.

The law says



- restrictive practices can only be used if there is a risk to safety right at that time.
- the type of restricted practice used must be the least restrictive way.



Restricted practice can only be used in special situations

- restricted practice is the last option
- restricted practice must be used the shortest time possible



NDIS rules say service providers need consent to use restrictive practices.

Consent means you say yes to restrictive practices used on you.



You must be given information you can understand to make your choice about consent.



If you are not sure if you have restrictive practices you can ask.

Making a complaint



If you need help to make a complaint you can ask someone you trust such as

- Family or friend
- An advocate
- Your provider



You can make a complaint to

- Your service provider or
- NDIS Quality and Safeguards Commission

To make a complaint to the NDIS Quality and Safeguards Commission



- Call 1800 035 544
- Go to this website

www.ndiscommission.gov.au

More information

There are websites that have more information on restrictive practices and your rights.



NDIS Quality and Safeguards Commission



- [https://www.ndiscommission.gov.au/participants
/incidents-and-behaviour-
support/understanding-behaviour-support-and-
restrictive-0](https://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-0)
- [https://www.ndiscommission.gov.au/participants
/incidents-and-behaviour-
support/understanding-behaviour-support-and-
restrictive-practices#paragraph-id-5941](https://www.ndiscommission.gov.au/participants/incidents-and-behaviour-support/understanding-behaviour-support-and-restrictive-practices#paragraph-id-5941)

KPI's Action Plan Template

Purpose:

Document and Communicate what's important to the Shared Support Collective and how that can be achieved.

How to Use:

Follow the prompts in the template to complete.

Refer to facilitator guide "Identifying areas for improvement and Working on Solutions" Meeting Plan.

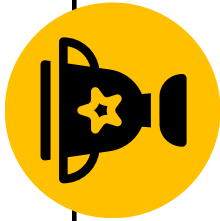
When to Use:

- Identifying Areas for Improvement and working on solutions
- this template can also be used to provide ongoing systemic feedback to shared support provider.

Shared Support Collective Action Plan



**Area for
Improvement**
Systemic Feedback



The KPI
What does Success look
like?



Actions
What needs to happen?
Who is Responsible?
How will these be prioritised?

Not Good, Good, Best

Purpose:

Support members to sort their preferences.

Compare and discuss the members preferences.

How to Use:

Prepare a set of option cards for
and template for each member.

Each member to have a template and option cards,
and place the cards into the section to
communicate their personal preferences:

Red/ Thumbs down: dislike, not good

Green/ Thumbs up: like, good

Yellow Star: Favourite, great!

After the members have completed, invite them to
share their preferences to compare and find
themes or similarities.

When to Use:

- Collective Purpose and Goals Meeting
- any meetings where members would benefit from the visual prompts and sorting to identify preferences.



Individual Vs. Collective Decisions



Purpose:

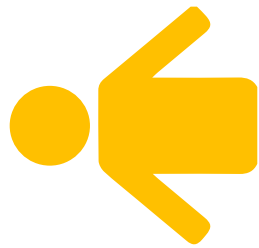
To support the group to identify and discuss the types of decisions they make individually and decisions they can make as a collective.

How to Use:

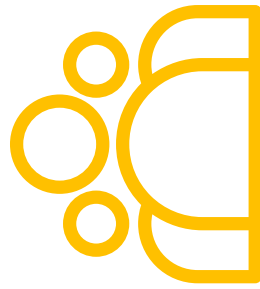
Use the template to brainstorm the types of decisions members make individually vs. as a collective. The image set can be used as prompts for discussion aid communication.

When to Use:

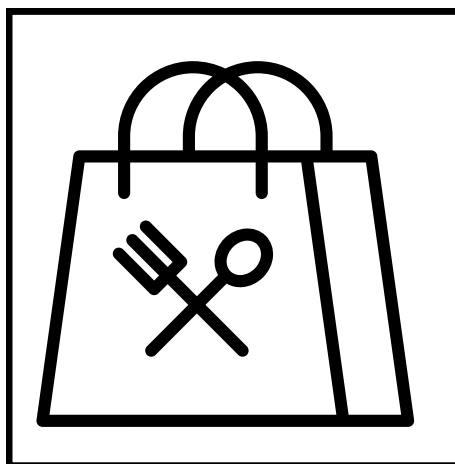
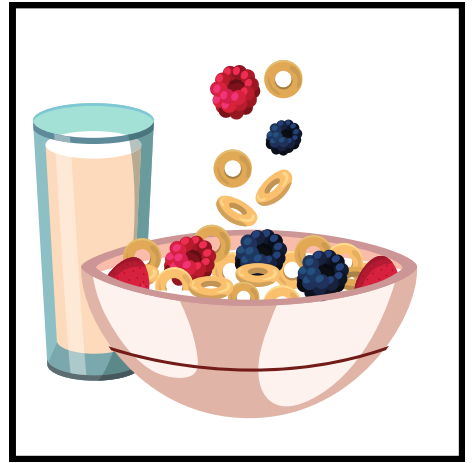
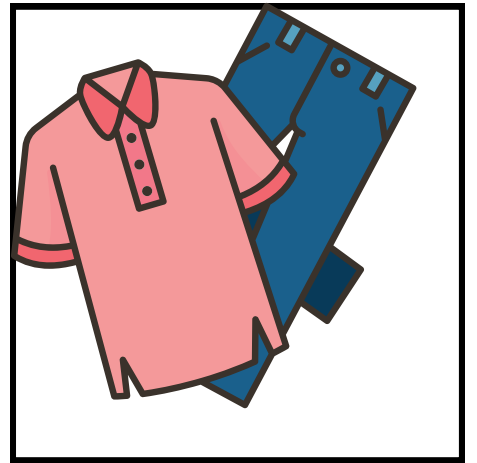
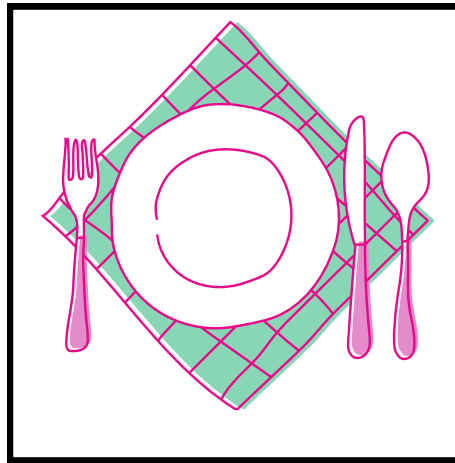
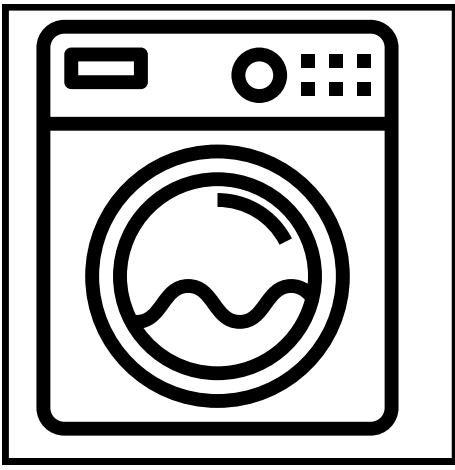
- Preparing to Make Collective Decisions Meeting

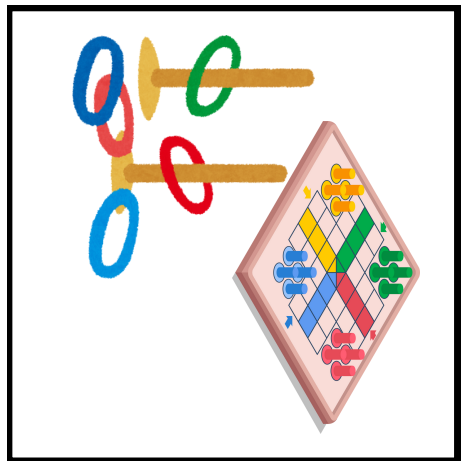
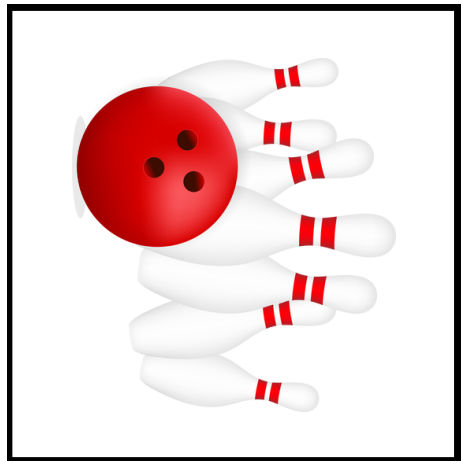
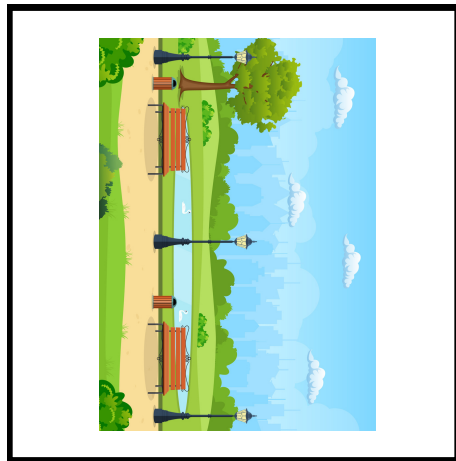
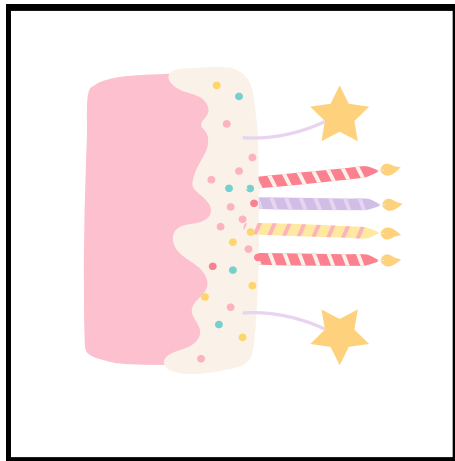
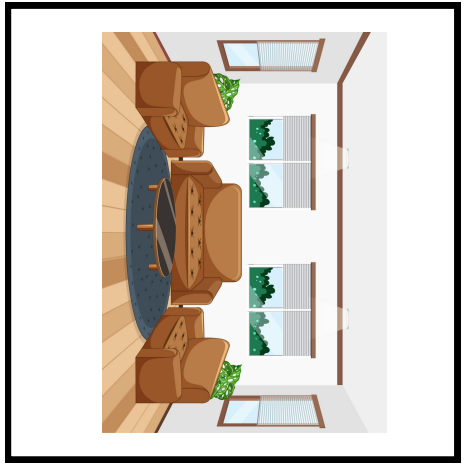
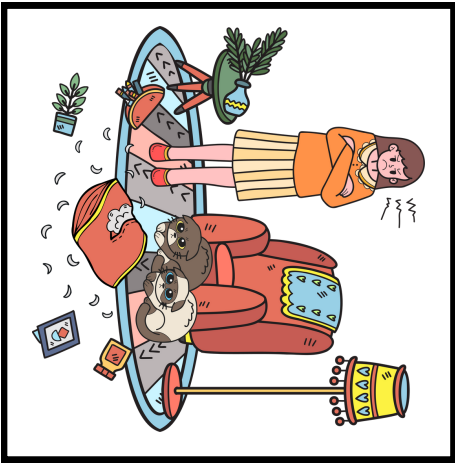
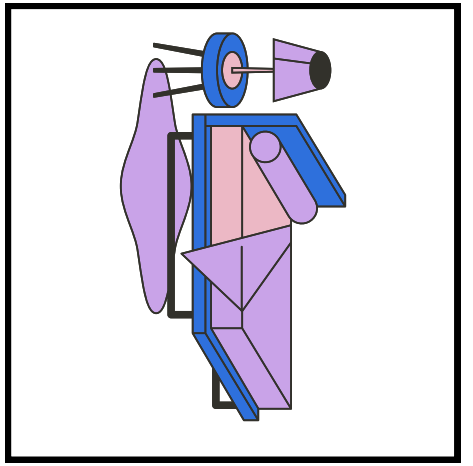
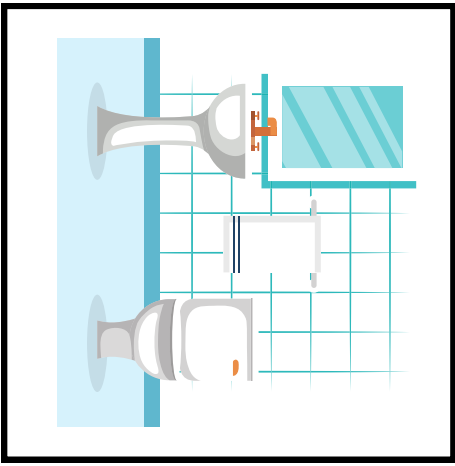


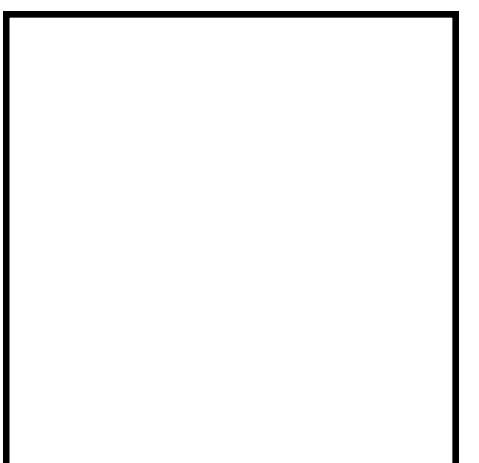
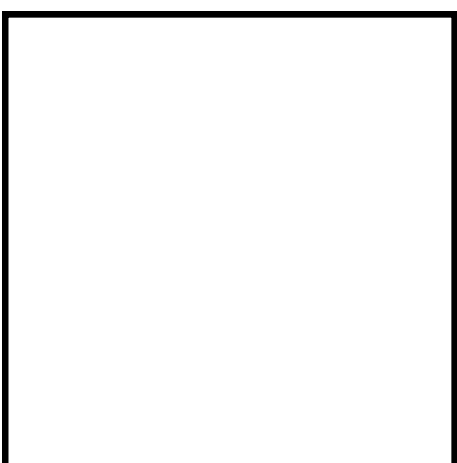
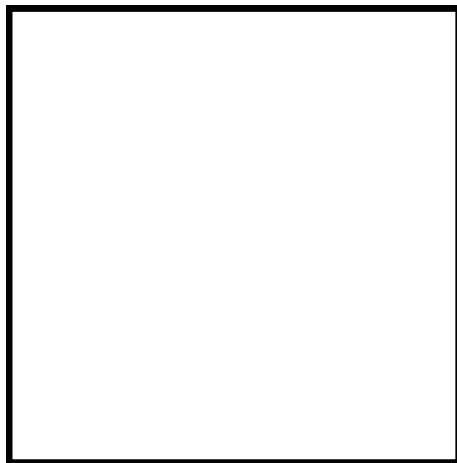
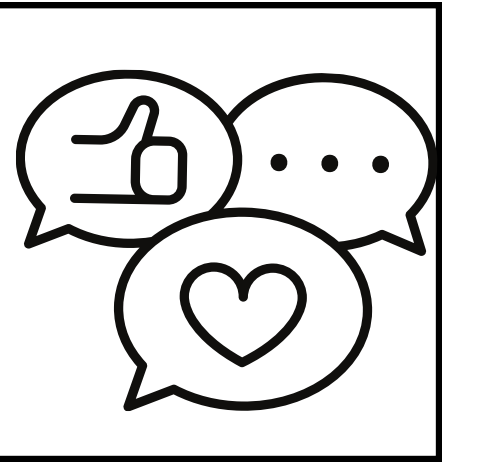
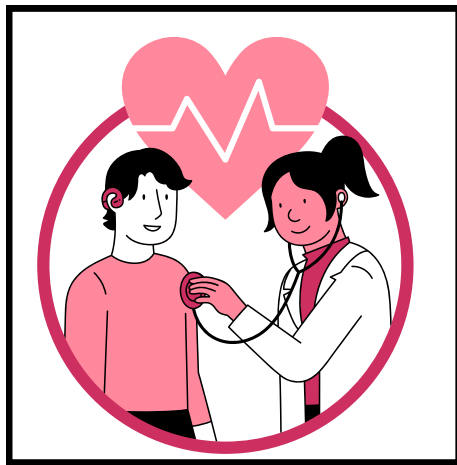
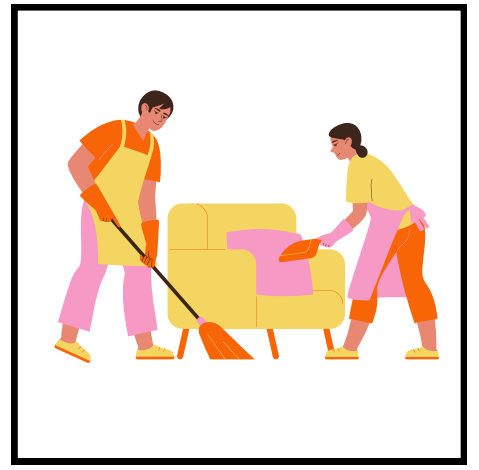
Individual Decisions



Collective Decisions







Sliding Scale

Purpose:

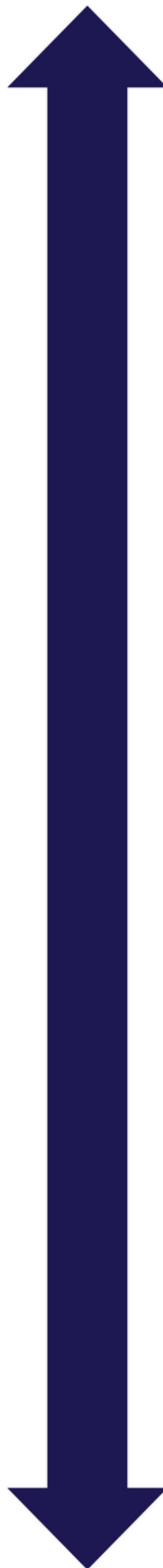
Prompt discussions by understanding individual members feelings and experiences about a topic.

How to Use:

Print A3 or larger. Place the Template on the centre of the table so members can mark their rating in marker or using a dot sticker. Provide a theme or topic to the group and each member to place a dot on the line where they feel it currently sits (not satisfied to satisfied). Encourage members to share why they placed their dot where they did. You can support the group to identify common themes or "average" rating.

When to Use:

- Reviewing Shared Supports Meeting
- integrate into other activities/meetings as needed.



What's Working, What's Not Working



Purpose:

Support the group to identify strengths and areas for improvements in their services.

How to Use:

Ask the group "what's working" and "what's not working"" for a particular service or theme. For example, it could be general e.g. Support at Home or more specific e.g. "support to make choices at home". Write up the group responses or use drawings/pictures. When areas for improvement are identified, support the group to discuss ideas about how this could improve.

When to Use:

- Reviewing Shared Supports Meeting
- Identifying Areas for Improvement and working on solutions meeting.

What's Working Well?



What Needs Improvement?



Decision Record

Purpose:

Document group decisions to reflect on decision-making process and keep records.

How to Use:

Complete the template with the group at a meeting, reflecting on a decision they have made.

Consider including photos or visual cues where helpful. This process may identify gaps or learnings to support future decision-making.

Consider providing a copy to all members, or keep records in a place everyone can access.

Consider how you will populate and store the decision record. It may be best to be printed A3 for brainstorming with the group or A4 if keeping a record book.

When to Use:

- Collective decision-making Meeting
- whenever the SSC makes a collective decision.

What was the Decision?



How was the group supported to make this decision?



How did we hear the groups decision?



How was the decision acted on?



Thumbs Up, Thumbs Down

Purpose:

A communication tool to take group votes and preferences during the meeting.

How to Use:

There are different ways you can use this communication tool. You can have in the middle of the table and ask members to point to their preference. You can provide each member their own smaller version to point to. Or you can cut out the circles and attach to a popstick, so members can hold up their response. Use to tool to take votes about decisions, or ask if members agree, disagree to a specific question or statement.

When to Use:

- Intergrate into meeting activities or use as a communication tool as needed.



Out of Five

Purpose:

Communication tool for members to rate questions or statements out of 5.

How to Use:

- Provide a theme, question or statement to the group and get them to rate how they feel out of 5, based on emoji's and/or numbers. 1= unsatisfied, 5= satisfied.
- Support the group to discuss common themes and determine an "average" rating. You can chose to provide the template to each member, or use a larger template in the centre of the table for everyone to point to.

When to Use:

Integrate into meeting activities or use as a communication tool as needed.



5



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Keep it, Bin it, Try it

Purpose:

Supporting reflection and generating ideas.

How to Use:

Display template to the group, and explain each category;

Bin it: What didn't work well or you didn't enjoy?

Keep it: What worked well or did you enjoy?

Try it: what could we do differently next time?

what else could we try?

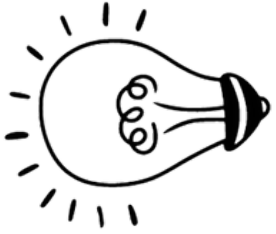
This can be used to reflect on meetings, a particular activity or decision made.

Write down responses as they are shared.

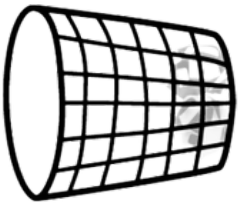
Consider using drawings or pictures where helpful.

When to Use:

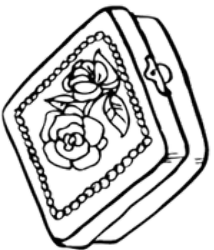
- Group debrief and Reflection Meeting
- integrate in other meetings to support reflection



Try it



Bin it



Keep it

This Toolkit is part of the Shared Support Collective Resource Pack.

These resources were developed by



as part of the
National Community Cooperative Pilot Project, 2024.

For further information or to get in contact, please visit:
<https://enlivencommunity.org.au/pilotproject/>