

Peer Support Glossary



The purpose of this resource is to provide translations that capture the true meaning of peer support in a way that is culturally appropriate and easy to understand.

Many people have difficulty with current translations of words that describe peer support.

- Some translations are wrong, unclear or refer to disability in negative ways.
- Some words come from Anglo-Australian culture and are difficult to translate for cultures that don't share similar ideas.

This can lead to misunderstanding for people who need information in their own language.

The resource includes translations of 18 words and concepts in:

- 6 written languages: Arabic, Khmer, Korean, Simplified Chinese, Vietnamese and English
- 6 spoken languages: Arabic, Cantonese, Khmer, Korean, Mandarin and Vietnamese

How this resource was developed

This resource was developed by people with disability and their family members who have experience in peer support.

Diversity Disability Alliance held workshops with peers and translators from each language group. At these workshops, we

discussed the meaning of each word and concept in order to find the best translations for the community.

The translations include both formal and informal language and include examples to provide further explanation.

Sometimes we needed to create new explanations and new translations in order to best capture peer support concepts in different languages.

Using this resource

There are many ways you can use this resource. You can read through it on your own, or in a group.

If you are already part of a peer support group, you could use this resource as a discussion topic at your next meeting!

These words and concepts are evolving. Your discussions will help shed new light on the ideas and find more ways to talk about peer support with each other.

If you would like more information on the development of this resource or would like to find out more about peer support, feel free to contact Diversity and Disability Alliance.

Diversity and Disability Alliance

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1. Peer

Meaning

A peer is an expert in their own life.

In some groups, a peer is a person with lived experience of disability.

Peers are equal to one another.

Peers share their knowledge and experiences with each other.

Example

1. Two peers are meeting in a café to share what they know about self-managing their NDIS Plan.
2. A group of peers get together to share their experiences with finding support workers. Everyone learns from each other.

2. Peer Facilitator

Meaning

A peer who helps a peer or a group of peers to learn or understand something new.

A peer who helps and guides a group of people to have conversations and learn together

Example

1. A group of peers get together to learn about Assistive Technology. A peer is nominated to facilitate the meeting to make sure everyone who wants to say something gets a turn.
2. A peer has done some training as a peer facilitator. She is now helping new peers to learn about peer support.

3. Peer Movement

Meaning

Peers and allies get together and take actions to change things for the better.

Peers coming together saying: "Nothing about us, without us"

Examples

1. A group of peers and their allies get together and protest about the lack of an accessible entrance into the new cinema.
2. A group of peers and their allies get together and organise a presentation to speak at a conference about their experiences and knowledge.

4. Peer mentor

Meaning

A peer mentor is someone with skills or knowledge they can share with another peer one on one.

Everyone is good at something, so everyone can be a mentor.

Examples

1. Sophie knows a lot about self-managing her NDIS funding. She meets with Adam every month and helps him to get better at self-managing. They will do this for 3 months and then check to see if Adam still needs Sophie to help.
2. Ben is really good at managing his money. He has a system that really works for him. He meets a couple of times with John and shows him how the system works.

5. Peer network

Meaning

Connections peers have with each other.

A group of peers that stay in touch with each other (by meeting, or through Facebook, or over the phone)

Examples

1. A group of people with disability meet once a month in a cafe and talk about local access issues and what to do about them.
2. Three peers who have a similar interest in online gaming, get together online every week and play some games together and share tips and tricks.

6. Peer Support

Meaning

Being there for another peer when they need help.

Peers helping other peers.

Examples

1. Allan helps Zac to write a complaint letter.
2. Susan helps Harry interview to recruit new staff.

7. Peer Support Group

Meaning

A group of peers helping each other.

The group may meet face-to-face, or online or over the phone.

Example

A group of peers get together to talk about traveling overseas and how to do it. Peers share their experiences and stories.

8. Peer Leadership

Meaning

Any peer can be a leader.

Peer leadership happens when a peer or a group of peers take charge.

Examples

1. A new local peer support group is led by Anton and Liz. They organise the meetings and make sure everything goes smoothly. Edwin is now taking on a leadership role by being responsible for calling people to remind them of the meeting.

2. Peer Power was an event organised by a few peer leaders bringing peers from all over Sydney together to learn more from each other.

9. Accountability

Meaning

You can count on me.

If I say I will do something I will do it.

And if you say that you will do something, I will trust you and count on you.

Examples

1. If you set up a meeting then you turn up on time.
2. I said I would organise something and I did.
3. I am ringing you because you said you would organise this by last week, but you haven't.

10. Paying It Forward

Meaning

You give something freely and don't expect anything back.

Someone has helped you, and now you want to help others.

Examples

1. A peer who has benefitted from getting help, felt motivated to become a Peer Mentor, so she can now also help others.
2. You go to a peer support group meeting, because you have some information you know is of interest to others.

11. To be humble

Meaning

You know who are and you might be very good at something, but you don't show off or brag. You are not arrogant.

You are good at making other people feel like they are your equal.

Examples

1. You are asked to do something that you are good at and you enjoy. But you know others in the group who can do it, so you step back and make sure someone else gets a chance.
2. Someone praises you. You say thank you and you also make sure everyone in the team who helped gets some of the praise.

12. Ally

Meaning

An ally is not a peer, but they are a supporter. They are part of the peer movement, making change happen together with peers. Allies follow the leadership of peers.

Examples

1. Ana has been friends with James for a long time. She comes along to the Peer Support meeting and helps James get his points across.
2. Otto is a volunteer for the local community centre. Every time the peer group meets he opens the hall and gets the chairs ready. He also helps at the end of the meeting.

13. Reflection

Meaning

Thinking about what happened and then changing something to make it better next time.

Reflection can be done alone or together with others.

Examples

You are sitting down after the peer group meeting with another facilitator and you reflect on what happened at the meeting. The questions you ask are:

What went well? **What** didn't go so well?

So what can we change and do differently?

Now what do we need to do between now and the next meeting?

14. Confidentiality

Meaning

An agreement about what can and what can't be shared with others who were not part of the agreement

Examples

A peer support group has made this confidentiality agreement: everything that is said about any person in the group is private and does not get repeated to other people outside the group.

15. I get you – factor

Meaning

Having shared experiences with someone else often means that person can easily understand you and it means that you don't have to explain yourself.

Example

A group of peers share their knowledge and experiences about going to local doctors. Everyone feels really understood, because everyone shares similar experiences.

16. Reciprocal/mutually beneficial

Meaning

Everyone feels that they are a winner.

It is good for everyone.

Everyone gets something out of it.

Example

Sam and Tash meet for a coffee and they share what they know about hiring staff. Afterwards they feel they both got something out of the meeting.

17. Advocacy

Meaning

Speaking up for something that matters

Example

Many people with disability can't get jobs. A group of advocates (people with disability and allies) get together and organise a campaign to meet every local politician and talk to them about that problem.

18. Self-Advocacy Movement

Meaning

Self-advocates are people with disability.

Self-advocates get together and take actions to change things that matter.

Self-advocates come together saying: "Nothing about us, without us"

Examples

1. Self-advocates get together and protest about the lack of an accessible entrance into the new cinema.
2. Self-advocates get together and organise a conference for other people with disability to learn about your rights when going to the doctor.