

Introduction to Peer Support

Session 1

Facilitators Guide

Version 3, November 2018

***“Be the Change you want to see in the world”***

*- Mahatma Gandhi*

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Developed by

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About Team Up

Team Up is a project of Council for Intellectual Disability (CID), Community Disability Alliance Hunter (CDAH) and Diversity Disability Alliance (DDA)

# Contents

[About this Facilitators Guide 4](#_Toc531006606)

[Tips for running the training 5](#_Toc531006607)

[Time frames 6](#_Toc531006608)

[Setting up a Peer Support group? 7](#_Toc531006609)

[How to use this guide 8](#_Toc531006610)

[Introduction slides 9](#_Toc531006611)

[Session 1 – What is Peer Support? 19](#_Toc531006612)

[Check-out 30](#_Toc531006613)

Learning outcomes

Introduction to Peer Support is a 3 part training introducing participants to the idea of peer support.

Over the whole course, people will learn about:

* What is peer support?
* Building a peer movement of people with disability, our families and allies
* Ways of being that help the peer movement to grow
* Skills we can practise to become better at peer support

# About this Facilitators Guide

This Facilitators Guide is a guide to Session 1 of the Introduction to Peer Support Program.

This training is designed to be run by peers for peers.

We recommend co-facilitating this training with at least one other peer facilitator.

We also recommend reading the **Peer Facilitators Toolbox** or attending **Peer Facilitator Training** before delivering this training.

Links to these can be found at the Team Up website [www.teamup.org.au](http://www.teamup.org.au)

Resources you need

* Laptop
* Internet access to play videos
* Data Projector
* Speakers to play videos
* Butcher’s Paper and pens
* Bluetac
* Whiteboard and pens
* Paper and pens
* Pre and Post Evaluation forms
* Certificates
* Spare copies of the powerpoint slides for participants

# Tips for running the training

Before the training

Support your co-facilitator before, during and after the training. This is peer support in action!

Spend time reading and understanding this guide before you start facilitating

Talk to you your co-facilitator before the training if there is anything that you are unsure about in this guide

You can change the order of the slides and the amount of time you spend on each section if you need to

Practice saying things in your own way and try not to use this guide when you are actually running the training

Are you providing lunch or morning tea? Make sure people know before the training if they need to bring their own food.

On the day

Relax and be yourself. People will feel more comfortable if they can see who you are.

Have several breaks through the day so that people don’t get too tired.

Don’t worry if you make mistakes. Peer support is about learning together so what you think is a mistake could be helping someone else learn.

# Time frames

This training session is designed to run for **2 – 2 ½ hours**.

It is the first session of a three part training course.

The whole course is designed to be delivered over 3 weeks, with one session per week.

This gives people time to practice what they learn, get to know one another, and build trust.

Schedule

This schedule gives an idea of how much time to spend on each part of the session.

Take breaks at any time that suits the group – the times given here are just a suggestion.

We also recommend making time at the end for people to get to know one another – after all, that’s what peer support is all about!

|  |  |  |
| --- | --- | --- |
| **Slides** | **Time** | **Part** |
| 1 – 9 | 45 min | Welcome and introduction |
| Break |
| 10 – 18 | 45 min | What is Peer support? |
| Break |
| 19 – 22  | 15 min | Next session and Check out  |
| Networking |

# Setting up a Peer Support group?

If you want to start a peer support group using this program, you will need to spend time talking about this at the beginning of the day.

Here are some things you can do during your training to help start a peer support group

* Spend more time introducing people to one another
* Ask the group why they want a peer support group
* Ask the group when they are available to next meet
* Ask the group about the best place to next meet
* Ask the group if there is anything they would like to talk about when they next meet
* Ask if there is anyone who can help organize the next meeting
* Set a date, time and location for the next meeting before the end of the workshop

You can find lots more tips for starting a peer support group at the Peer Connect website [www.peerconnect.org.au](http://www.peerconnect.org.au)

# How to use this guide

This guide takes you through each slide of the 1 Day program. Each slide in this guide is set out in the following way:

Slide: The title of the slide you will be using.

Slide description: A description of the slide you will be using, including image descriptions.

Time: This tells you how long to spend on this slide.

Why: This tells you the purpose for the slide.

Main Points: This tells you what to do and the main point of each slide.

Extra questions: Sometimes there will be extra questions that you can use when things get a bit stuck.

Things to watch out for: It’s helpful to think about things that could go wrong. This section will give you some tips about things to watch out for.

The most important parts are Why and Main Points.

Make sure you know and understand these parts before delivering the training.

# Introduction slides

Slide 1 – Introduction to Peer Support

Slide description:

Introduction to Peer Support - Building a Peer Movement

1 Day Program

Time:

Until you start.

Why:

This is simply a placeholder, something to have up as people arrive.

Slide 2 - Acknowledgement of Country

Slide description:

Acknowledgement of Country

(Image description: A Map of Australia and a more detailed Map of the Torres Strait)

Time:

2- 3 minutes

Purpose:

Start every session by remembering that you are meeting on Aboriginal land.

Main Points:

* This is about showing respect and making sure that any Aboriginal people in the room feel welcome.
* Find out on whose country you are on before the session.
* If there is an Aboriginal or Torres Strait Islander person in the room ask them before you start if they want to do acknowledgement of or welcome to country. If they are an Elder of the Country you are on they can do welcome to country.

Watch out for:

You might be on country that is owned by many different people. If you are not sure, make your acknowledgement general.

 Slide 3 – Housekeeping

Slide description:

Housekeeping, Exits and emergencies, Bathrooms (including accessible bathrooms), Phones, Breaks

Time:

2 minutes

Why:

To make sure everyone knows the basics about the venue, breaks and phone off.

Main Points:

* Introduce yourself to the group and say where you are from
* Make sure you know emergency procedure and where the bathrooms are.
* If you are having a break, you might let people know when, or you might say that there will be a morning tea break, a lunch break and a short break in the afternoon.

Slide 4 – Our Purpose

Slide description:

Our Purpose, “Be the change you want to see in the world” - Mahatma Gandhi

Time:

2 minutes

Why:

Motivate the group and focus the attention.

Main Points:

* Let the group know that we are here today to learn about peer support.
* Read out the quote.
* The quote talks says that we can all create positive change in the world.
* Talk about what the quote means to you.
* Talk about how making positive change is what we are here to do today.

Watch out for:

Don't spend too much time on this slide. It might not work for everyone.

Slide 5 – Welcome

Slide description:

Welcome.

(Image Description: welcome written in different languages and colours)

Time:

15-20 minutes

Why:

So that people get to know each other and feel welcome.

Main Points:

* Ask everyone to introduce themselves and say something about themselves.
* Make sure that everyone in the room has a chance to speak. Very important.
* Thank everyone for their contribution.
* Peer support starts with getting to know one another.
* If you are going a bit over time, don't panic.
* You can also try a simple ice-breaker, like asking people to introduce themselves and ask:
1. What is one thing that makes you happy?
2. And what is one thing you would like to get out of today?

For more ideas, read **Introduction/ Welcome** and **Icebreakers** in the Peer Facilitators Toolbox.

Things to watch out for:

Make sure everyone gets equal airtime. Ask people to share one thing only.

The length of this exercise will depend on the size of your group.

This may be first time people are together in one room and you will need to give time for them to get to know one another.

If you are going a bit over time, don't panic. You can simply push a bit faster through the content.

Slide 6 – Pre Evaluation

**Note:** only use this slide if you are evaluating this workshop.

Slide description:

Pre Evaluation.

(Image description: a hand holding a pen to fill out a form)

Time:

15 minutes

Why:

To improve the program for everyone.

Main Points:

* Hand out any Pre Evaluation forms.
* This evaluation form will help improve the program for everyone.
* Please be honest and give us feedback.
* It is not a test and it is not compulsory.

Extra Questions:

Does anyone need help filling in this form?

Watch out for:

Some people might feel uncomfortable filling this out or asking for help. Make sure someone is available to help.

Slide 7 – What do you want to get out of today?

Slide description:

What do you want to get out of today?

Time:

5 minutes

Why:

To find out people’s expectations for the day.

Main Points:

* Ask the group what they want to get out of today.
* Write all responses on a whiteboard / butcher’s paper.
* Help people feel heard by repeating what they say.
* Write Parking Lot at the top of another piece of butcher’s paper. If someone says something that you cannot cover, write it down here.
* For more ideas, read about Expectations and the Parking Lot in the Peer Facilitators Toolbox.

Extra Questions:

If you walked away with one thing after today, what would that be?

Things to watch out for:

Some people might want something different. That’s okay! Make some time at the end of the day for people to talk about what they want. This is peer support in action!

Slide 8 – Introduction to Peer Support

Slide description:

Introduction to Peer Support, Part 1: Why Peer Support? Part 2: How to build a Peer Movement? Part 3: What skills do I need?

Time:

2-5 minutes

Why:

Provide an overview of the whole training.

Main Points:

* This training is made up of three different sessions.
* Session 1 covers what peer support means and why it is important.
* Session 2 covers what a peer movement is and how to make it happen.
* Session 3 covers the most important skills for doing peer support.

Extra Questions:

Any questions? It is good to check people’s understanding early on. Make sure people feel they can ask questions. Watch out for:

Don’t spend too much time on this slide, it is just an introduction. There will be time to go into detail later on.

Slide 9 – How we work together

Slide description:

How we work together: We start together on time and finish on time; We take responsibility for our own learning; We support each other to learn; We hold each other to account; We are respectful of each other; We are focused on learning; We are community – we look out for each other …….. ?

Time:

Depends on number of people, no more than 10 minutes.

Why:

To set ground rules about what to expect from each other.

Main Points:

* Before showing the slide, ask the group to tell you how they want to work together today.
* Write down each person’s suggestion.
* If the group runs out of ideas, go through the slide.
* Talk about respect and confidentiality (see **Peer** **Facilitators Toolbox** for more information).
* Check that everyone agrees with the list of ground rules before moving on.

Questions you might like to ask:

Is it ok to interrupt each other? Can we talk about everything we say here to other people? What should we do when we get stuck on something?

Things to watch out for:

Allow for conversations but be aware of the time.

# Session 1 – What is Peer Support?

Slide 10

Slide description:

What is Peer Support? What does the word peer mean? Who is a peer? What is peer support? Where and when can peer support happen? In what areas of life can Peers support each other?

Time:

2-3 minutes

Why:

Provide an overview of the first session.

Main Points:

* These are the questions that we will cover in the first session.
* Read through the questions on the slide.

Things to watch out for:

If people tell you that they have come because they are looking for some peer support right now, it might be useful to say something like:

“This program is about learning about what peer support is and how to give it.

If anyone wants more time to practice peer support, we can spend 10 minutes during lunch or at the end of today talking about setting up a peer support group.”

Slide 11 – A Peer is

Slide description:

A Peer is... a person who belongs to the same group maybe because of age, where they live, where they are from, the kind of work they do

Time:

5 minutes

Why:

Find out from the group about what they think a peer is

Main Points:

* The slide gives a definition of who a peer is
* Ask the group for their ideas about who a peer is
* Ask about the difference between a peer and a friend, or a peer and a family member

Extra Questions:

Are a boss and the person who works for the boss peers?

Are parents and their children peers?

Tips:

Keep your questions open ended.

This is an opportunity for the group to share what they think a peer is.

Slide 12 – Who is a Peer?

Slide description:

Who is a Peer? A person who is equal to another person; a person who has similar experiences as another person... Who are the Peers in the room today?

Time:

3-5 minutes

Why:

Create a shared understanding of the word peer.

Main Points:

* Talk about how peers are equals with one another
* Talk about how peers share similar experiences or have things in common
* Some people will connect as peers because of their disability
* Others will connect because of similar interests

Extra Questions:

How many people were born in Sydney?

How many people who speak another language?

How many people who go to country music festivals?

Watch out for:

Make sure the conversation does not become about ‘us and them’, but is about finding common ground.

**Slide 13 – What is Peer Support?**

Slide description:

Peers sharing with each other: what they know; things that worked; things that didn’t work; things you have learned; and sometimes it’s about finding out something new together

Time:

10 minutes

Why:

Explore the meaning of peer support.

Main Points:

* Ask participants to share some stories about people supporting each other
* Have some of your own peer support stories to share

Extra Questions:

This might be a bit tough, so you might like to ask easier questions. "Have you ever supported someone? Has there ever been a time in your life where you got support from someone who was not paid for that support?"

Watch out for:

Make sure you are not talking traditional, paid disability or medical supports. That is not peer support. Keep going back to people who are equals and who are in similar situations.

Slide 14 – Video – What is Peer Support?

Slide description:

Video - What is Peer Support?

Time:

10 minutes

Why:

Learn more about what peer support means.

Main Points:

* Play the video What is Peer Support
* Ask participants what they thought of the video.
* What did the people in the video say about peer support?

Slide 15 – Who is the expert in your life?

Slide description:

Who is the expert in your life? An expert is someone who knows a lot about something. Who knows most about you or your family?

Time:

5 minutes

Why:

To build people’s confidence as experts in their own lives.

Main Points:

* If people say straight away that they are the experts in their own lives, you can move straight on to the next slide.
* If not, then have a discussion with the group.
* People who are not peers may also know a lot and can assist, guide and support.
* This is important too, but it is not peer support and they are not the expert on your life.

Extra Questions:

* Who knows most about your life?
* Who knows best about what you like and don’t like? What works for you and what doesn’t work for you?
* If you have family members in the room, you ask a question that includes them.

Things to watch out for:

If people don't know that they are the experts in their own life, you can ask other people in the group to talk about what being an expert means to them.

The group might get stuck talking about who knows best, the person with the disability or their family member.

You can say,

“Everyone knows what is best for themselves, but sometimes we get it wrong and that we need strong support from people who love us to help us find the best decisions for ourselves.”

If that conversation gets too difficult, it is best to go back the respect part in the ‘How we work together’ section.

Or you can say,

“Being respectful of each other means that we respect each other’s opinions and that we are all coming from wanting people with disability to have a great life. Making decisions, being in charge of one’s own life and having as much choice and control as possible is part of a great life. The role of any family member or friend is to work together with the person with the disability to try and figure out how to best support the person with the disability to do that.”

Slide 16 – An expert get together

Slide description:

An expert get together: when two or more peers get together and talk about what we know best and support each other

Time:

3 minutes

Why:

To build people’s confidence in other people who are also experts in their own lives.

Main Points:

* Introduce the idea as experts, when we get together we have a meeting of experts!
* Remind people that this is about equals supporting one another.
* This means that no one is more important than anyone else.

Watch out for:

This idea might not work for everyone. That’s okay, some people might need more time to think about it. Just move on.

Slide 17 – Where and when can peer support happen?

Slide description:

Where and when can Peer Support happen? Anywhere,

Anytime!! (Image Description: a street, a supermarket, a coffee shop, a public pool)

Time:

5 minutes

Why:

To show that peer support can be a way of life, not just something we do in a formal group.

Main Points:

* There are lots of different ways of doing peer support
* It does not have to be a formal meeting or a group
* It can happen anywhere, anytime!
* Give some examples of peer support in action in informal or public settings

Things to watch out for:

Try to keep this easy and practical.

One of the concerns people might have is "What will other people think of me?"

Encourage people to be brave! And to remember that every action counts towards building a peer movement.

Slide 18 – In what areas of life can peers support each other?

Slide description:

In what areas of life can peers support each other? How to employ a support worker; living independently; booking concert tickets; getting the most of my NDIS plan; how to prepare for a job interview… Anything.

Time:

10 – 15 minutes

Why:

Broaden the way that people think about peer support.

Main Points:

* Peer support can be about anything.
* Sometimes disability can be the starting point for peer support. But it doesn't have to be only about disability. There is more to people's lives than their disability!
* Write the following questions on a white board
1. What parts of your life would like to get support in or give someone else support?
2. What are you interested in learning from a peer?
3. What experiences have you had that a peer might like to hear about?
4. What are you good at?
* Give people 5 minutes to sit in pairs and discuss these questions.
* When they are finished, ask people to share their ideas with the group.
* Make sure everyone who wants to share gets a chance.
* Write down people’s comments on butcher’s paper or the whiteboard.

Watch out for:

Sometimes it can be tricky for people to think about what they can offer. If they cannot come up with anything, ask the group of what they think a particular person in the room has got to offer? This can become a nice opportunity for people to appreciate another peer and what they bring to the group.

To learn more check out ‘Group work’ in your Peer Facilitators Toolbox.

# Check-out

**Slide 19 – Next Session**

**Slide Description**

Next Session.How to build a Peer Movement?

Growing Peer Support, everywhere, everytime, together with more people

**Time:**

2 minutes

**Why:**

Get people thinking about next session

**Main Points:**

* Introduce the topics for the next session, Building a Peer Movement
* A Peer Movement is about the big picture and how doing peer support is creating change.
* Get people excited about the next session

**Slide 20 – For next week**

**Slide Description:**

For next week. Practise Peer support, Think about who your Peers are (make a list), Have a conversation with a Peer, Ask for or offer some support to a Peer, Come back next week to share your experiences with your Peers here!

**Time:**

5 minutes

**Why:**

People start to practice what they have learned about peer support in their lives.

**Main Points:**

* To get good at something everyone needs to practice.
* Ask the group to do at least two peer tasks before next week. The slide gives some examples.
* Make a list of the peers in your life.
* Find a peer to talk to
* Ask for or offer some peer support.
* If you think you don’t have a peer, make sure you connect with someone from here before you leave. Grab a phone number and/or make a time for a coffee.
* Come back next week and share with the group.

Slide 21 – Post Evaluation

Slide description:

Post evaluation

Time:

5 minutes

Why:

To get feedback on how to improve the program.

Main Points:

* Hand out the Post Evaluation form.
* This evaluation form asks people what they have learned from the session.
* This is not a test.
* It will help to improve the program for everyone.
* Please be honest and give us feedback.

Slide 22 – Check-out

Slide description:

Check out. (Image description: A woman using a wheelchair is waving and has her thumbs up.)

Time:

5 minutes

Why:

To find out how people are feeling and their next steps.

Main Points:

* A check-out helps find out how people are feeling at the end of the workshop.
* It is also a very powerful way of building accountability and community.
* Ask everyone to write down one word about how they are feeling at the end of the training and one next action from today’s training that they are going to take in peer support
* Ask everyone to share their one word and action with the group
* Make sure someone is available to write down people’s answers
* Find out more about doing a **Check Out** in the **Peer Facilitators Toolbox**