

Disability Services

Peer Support

A guide to how people with a disability and carers can help each other to make the most of their disability supports

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Introduction

Who is this guide for?

This guide is for people with a disability and their supporters. It tells the story of how people who receive disability supports can share what they know about self-directing their supports. It acknowledges the value of the collective wisdom that people with a disability and their supporters hold, and the benefits of people sharing that wisdom and personal experience with each other.

The guide explains what peer support is and provides ideas about how to do it. The Department of Human Services believes peer support works best if people themselves take control of it. Through this guide, the department recognises the value of peer support and encourages people to give it a go.

The guide is also for disability support providers who would like to do more to empower people with a disability and their carers to share their knowledge and experience with each other.

What are self-directed approaches?

Self-directed approaches in disability service provision recognise that the person with a disability is at the centre, and to the extent that they are able, should be in charge of planning, purchasing and directing their supports. Self-directed approaches aim to ensure that supports and resources are provided based on people's needs, goals, lifestyle choices and aspirations.

People with a disability and their supporters have been using more self-directed approaches over many years. Some people have taken on particular elements of self-directed approaches sooner than others, including:

- undertaking person-centred planning for their lives;
- receiving and directing Individual Support Packages (ISPs), which are funds allocated to a person to meet their disability-related support needs;
- negotiating supports from providers which are flexible and responsive – for example, changing the activities they are doing with their Day Service;
- directly employing support workers;
- working with other people with similar needs to pool funds and make joint purchases of supports.

What is peer support?

Peer support is when we informally share what we have learned from our experiences with someone on a similar journey. Some people describe it as talking with someone who has “walked the walk”.

In the context of self-directed approaches, peer support is when someone who has experience with managing their own disability-related supports helps someone who is new to this.



Peer support can include a range of activities, from informal conversation between peers, through to formal programs that might involve trained and paid peer support workers. It can take place in person, or over telephone or the internet; between two people, a small group or within a large group.

How does peer support help with self-directed approaches?

People with a disability and their carers are experts in what is best for them. Through personal experiences in self-directing supports, they develop expertise in:

- making choices and taking control to ensure they have the best life they can;
- knowing where to find information and get answers;
- getting good value for money from their Individual Support Package;
- developing processes and systems to manage their funds;
- employing support workers who best meet the needs of the person and their family.

Sharing this expertise with other people and families empowers both the people giving and receiving the information.

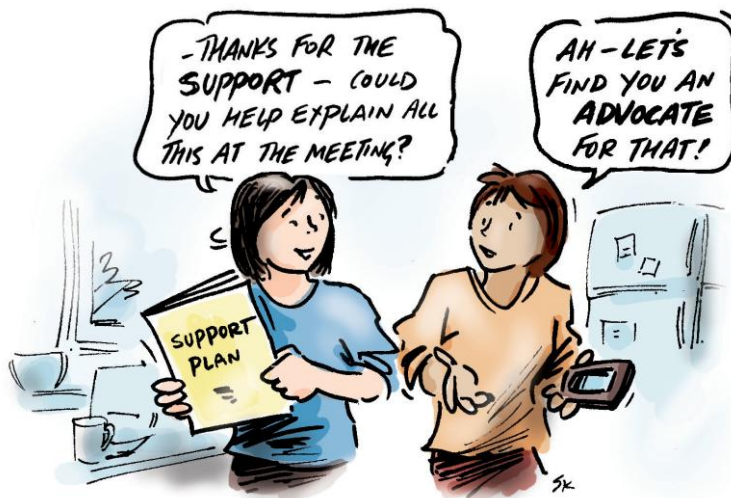
People with a disability and their families, disability support providers, advocacy organisations and self-help groups are encouraged to look for opportunities for peer support to take place.

What peer support is not

- Peer support is not an obligation – you don't have to give or receive peer support if you don't want to.
- Peer support is not giving advice – it is sharing experiences. For example, instead of saying “you should do it this way...” you could say “this is what worked for us...”
- Peer support is not a friendship. Peer supporters need the skills to say what the boundaries are, and be supported to make judgements about this. However, we need to acknowledge that sometimes friendships do arise.
- Peer support is not advocacy. Advocacy is a process of making sure a person's human rights are promoted and protected. Advocates speak up on behalf of a person with a disability, or support the person to speak up for themselves. However, peer support can encourage people to be self-advocates.
- Peer support is not provided by people who don't have a personal experience of disability.

Peer support isn't advocacy

Janet is asked by Nerissa if she could read over a plan for supporting her sister to see if she thinks the wording is appropriate. Janet agrees – she is happy to help. But then Nerissa asks Janet to attend a meeting with her at her sister's Day Service where she is having trouble explaining to the Day Service that she wants a more inclusive program for her sister. She wants Janet to speak up for her and her sister in the meeting. Janet refers Nerissa to an advocacy organisation who could work with Janet and her sister to help them be heard.



Benefits of peer support

There are many ways that peer support can make it easier for people to use self-directed approaches in disability supports.

- Finding your way through the disability support system can be confusing. Peer support can build networks to help people find their way.
- People who have taken a similar journey before may have ideas about shortcuts to take and dead-ends to avoid.
- Peer support can help people to get good value for money and make the best of their Individual Support Package.
- Peer support can complement formal supports that people receive.
- Peer support can reduce dependency on formal structures and bureaucracy.
- Peer support may give people hope, which can lead to confidence, self-esteem and ultimately autonomy.
- Peer support can help combat feelings of isolation by connecting people in similar situations and building networks.
- Peer support puts a human face to the experience of managing disability supports.
- Peer support enables self-determination and empowerment.
- Peer support can allow volunteers to develop skills and become leaders.
- Peer support can help with the pressure of having a caring role for a family member. Carers can feel like they are not alone and that they have more control, can reduce their stress and help them live as well as they can.
- Peer support can be a melting pot of ideas which can lead to innovative ways of providing support and developing services.



Peer support complements formal supports

Chris is considering using Direct Payments. He asks his friend Silvio to help fill out the DHS forms and banking information. Silvio agrees, but only after Chris has consulted with an Individual Support Package facilitator.



Who is a peer?

People with a disability and their families are as diverse as the broader Victorian community. Having a disability – even if it's the same disability – doesn't always make two people peers. Peers might share other characteristics, such as:

- age
- education level
- gender
- work occupation and situation
- location – someone from a similar part of the state, who understands an area and what services are available where they live
- language
- access to technology (phone, internet)
- physical or emotional wellbeing
- cultural identity
- religion or spirituality – someone with similar beliefs or view of the world
- similar interests or personal circumstances
- availability with time, mobility, travel etc
- sexuality – someone who can relate to your lifestyle or experiences.
- people with similar symptoms or experiences of disability. For example, sharing information about aids and equipment and everyday solutions to empower people.
- similarities in what they use their Individual Support Packages for.
- communication styles and preferences. (For example, some people find it easier to communicate online than in person.)

Giving and receiving peer support with someone you have things in common with can help you to build trust.

Principles of peer support

Department of Human Services

In order to encourage more peer support between people using disability supports, the Department:

- recognises that peer support can help to develop more informed and empowered service users,
- will ensure that all people who are allocated an Individual Support Package are told about ways they could meet other people and families to learn from their experience,
- recognises that peer support is provided in a range of different ways, and that people should have a choice about how they participate in peer support,
- will ensure that information for service users about self-directed supports is accurate, accessible and understandable, reducing the burden on peer supporters to provide answers to technical questions.

Disability support providers

In order to foster more peer support between people using self-directed supports, disability support providers are encouraged to:

- recognise the potential of peer support to make a valuable contribution to the overall wellbeing and empowerment of people with a disability and their carers,
- promote peer support as part of the continuum of supports available to people with a disability and their carers,
- be aware of peer support options available to people with a disability and their carers in their local area and link people to these options,
- support pairs or groups of people with a disability and their carers to get together, formally or informally, to share expertise and experiences, with due respect for privacy and confidentiality,
- recognise that peer support between service users can encourage people to try new things outside of their traditional service, and be prepared to respond to this.
- encourage service users and carers to co-ordinate and lead peer support activities,
- consult with RuralAccess and MetroAccess Officers to plan and promote peer support, ensuring it reaches the maximum number of people in a local area.

People with a disability and carers

In order to ensure good quality peer support, people with a disability and carers participating in peer support should:

- respect people's privacy and their personal space and time,
- avoid making assumptions about the people you support. Listen at least as much as you talk,
- remember that not all of your experiences will be right for someone else,
- not force your opinion as the best solution,
- remember that you can't always verify the accuracy of what peers tell you in the moment, and that you should always do some follow-up research to check how the information applies in your situation,
- know where to get accurate information about Individual Support Packages and always refer people there when you are unsure,
- follow any protocols or processes that are put in place by the group to protect people's privacy and provide you with support, for example protocols around giving out people's phone numbers,
- avoid conflicts of interest, for example recommending a service or company that you own or are invested in,
- recognise that the future can look different, and that past experiences won't always predict future experiences or assist efforts to improve a situation.

How can peer support be provided?

There is no one right way of organising peer support. Peer support can be very informal, arising simply from people meeting each other and chatting.

Sometimes it can be a more organised process, involving volunteers.

Sometimes it can involve paid workers in an organising role. This section gives some ideas about a range of approaches to peer support, and outlines some possible advantages and disadvantages of each approach.

When thinking about giving or receiving peer support remember to always keep in mind the purpose – to share personal experiences and wisdom with people who are new to the journey of self-directed disability supports. This will help you to think about which approach will suit you best.

Have a chat

The simplest way for peer support to happen is when two (or more) people chat about their experiences. It might happen when you meet at a disability service, or when you run into each other at the shops, or while you wait to pick up your children from school. You might make plans to have a coffee or a catch-up, or you might just talk on the run. You might invite others to join you, or you might keep it one-to-one.

Possible advantages

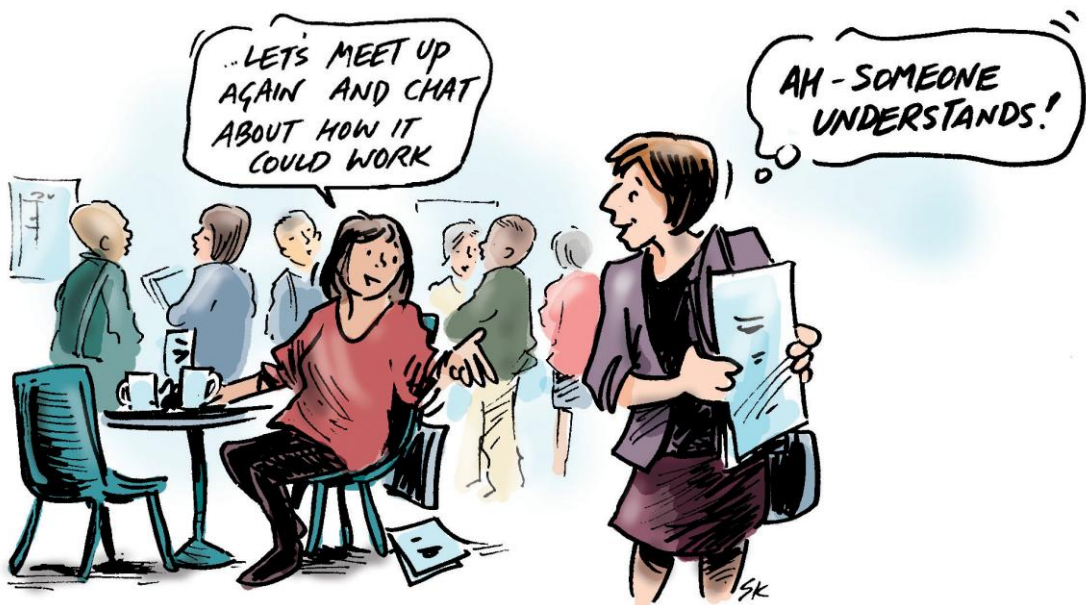
- Completely informal.
- No expenses.
- Fits in with your lifestyle.

Things to think about

- People who are shy or who have complex communication needs might find it hard to start a conversation.
- Some people might be worried about privacy and confidentiality. Can you find a quiet place to chat?
- Do you have enough time to chat and listen to each other uninterrupted?

Example: Two mums sharing a coffee and a chat

Diana is at a conference and meets another mother, Tess, who is in the process of applying for an Individual Support Package for her son Rocco. Tess spends her lunchtime talking about what she wants for Rocco and is interested to have met another mother whose son is a similar age and at the same transition point in life, having just finished school. Tess and Diana exchange email addresses and decide to have a coffee and chat the following week. Diana recommends that after an Individual Support Package has been allocated for Rocco, Tess could contact the Direct Payments project officer in her region to send her as much information as possible managing the funds through direct payments. Diana says that once Tess has read all the information she would be happy to meet up again and they could chat again about how it could work for Tess and Rocco. Diana also suggests using the same facilitator that she had used as he had been a great assistance to her and was in the same region. She passes on that information to Tess. Tess feels excited by the possibilities for Rocco's future after speaking with Diana and is glad to have someone who understood how she is feeling about the big transition from school to next steps.



Support groups

These are groups of people who have something in common who get together to support each other. They might have meetings, write newsletters, talk on the phone or do other things together. The groups are run by the members. Usually they don't have any special training, and don't run a structured program.

Sometimes the groups are part of a larger organisation and the group leaders receive training. Sometimes they exist by themselves.

Possible advantages

- Informal – no bureaucracy to deal with.
- Having no formalities like minute-taking makes it easy.
- Can be relatively inexpensive.

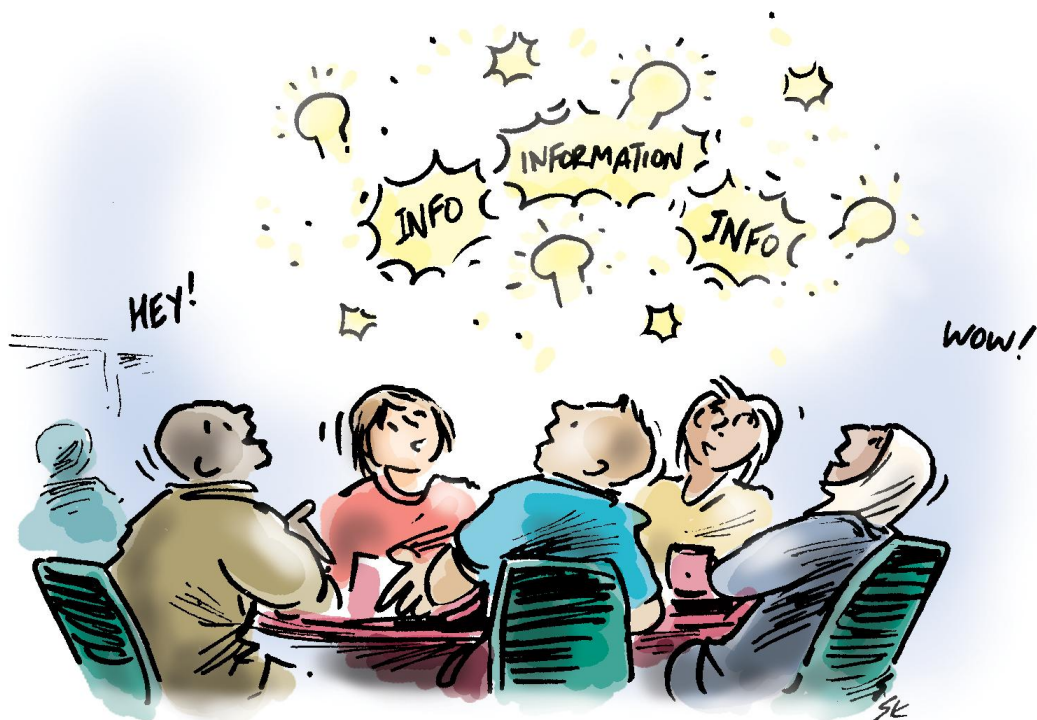
Things to think about

- Sometimes misinformation is shared in informal personal settings. Information can not be verified in the moment.
- Who will organise the group? Often this falls to one volunteer which can be time-consuming. Using a group email from home is one way of organising a group.
- The section "What you might need" starting on page 27 offers more things to think about when starting or joining a support group.

Example: Leave the Money on the Bench

"I have been involved in a parent support group for about twelve years. The group is called "Leave the Money on the Bench" and was named by a parent because that's how she dealt out money to her son on a daily basis. The name evolved to relate to asking the government to give us the support money for our children and we could handle it better than anyone else on their behalf! When we first started we were a small group of about eight families and we met fortnightly for lunch in the office of a researcher with an interest in support groups. When we started we received a small grant which we used for postage, tea, coffee and tissues but we don't use that funding any more. When the researcher left one woman took it on herself to run the group as she worked for a service provider and was a constant source of information to us all, then we seemed to get bigger and started meeting in our homes. Then we became a monthly group of "information sharers" and now we have gathered numbers and grown like Topsy over the twelve years. Now we run via email, and myself and another mother send any information we get out to families. We have a get-together at Christmas time, but we are always happy to share information and assist each other with form-filling and enquiries."

Maureen



Internet and email peer support

This is similar to other forms of peer support, but it takes place on the internet. There are different ways of using the internet to support each other. For example:

- Email groups
- Chat rooms
- Online forums
- Facebook groups and other social networking
- Blogs

Possible advantages

- People can use it at whatever time of day or night suits them.
- People can remain anonymous if they choose to.
- It doesn't cost people any extra if they already have access to the internet.
- People don't have to travel to support each other.
- People don't have to participate in an ongoing way. People can come and go if they want to.
- Can build a sense of community between people.

Things to think about

- People should understand how to protect their privacy online.
- It could be dangerous giving information in an open forum online. Information can not be verified in the moment.
- Not everyone has access to a computer or is literate.
- Will the group need a moderator? A moderator makes sure that the things that people say online can't hurt anybody else and encourage the conversation to stay on-topic.
- The section "What you might need" starting on page 27 offers more things to think about when starting or joining internet-based peer support.

Example: Peer Support to Buy Support

John is an advocate and local media identity who has started a personal blog (www.johnmckenna.com.au) because he enjoys having a conversation about the many aspects of disability. He uses the blog to share his opinions and invite comments about new services and current issues affecting people with a disability.



Readers add their thoughts via the comments section, and a community of John's blog readers is steadily building.

John has now gone on to use another online tool, Meet Up, to organise for people to meet in real life to talk about their Individual Support Packages. John regularly has 10-20 people arranging via the website to meet up and "share experiences and ask questions about purchasing solutions". You can visit www.meetup.com/Peer-Support-to-Buy-Support to find out when the next meet up will be.

Example: Facebook friends

Mette decided to start using the financial intermediary service and take more control over her son Josh's disability supports after many years of using a case worker. Some of her friends who also have kids with a disability have encouraged her on Facebook and even answered some of her questions about what she can and can't do with the supports.



Peer-led groups or events

Like support groups, these are groups where people get together to talk. However, these are more formal groups which follow a structure or program. They might be a series of meetings, or a one-off conference or workshop. The people participating all have something in common – it may be that they have all been allocated an Individual Support Package, it may be that they are parents of school-aged children with a disability, or they may all be living in a particular rural region. The group or event is led by a peer leader who has usually had some training in how to run the group. Usually there are no professionals involved in running these groups unless the group members invite them. A lot of work usually goes into organising a peer-led event.

Possible advantages

- A chance to share personal experiences and learn from each other.
- Groups may meet close to where people live, allowing them to feel a part of their local community.

Things to think about

- Peer leaders need to remember not to give advice, but to assist people in the right direction to get information. Peer leaders need to work within their boundaries.
- A set program may be inflexible and therefore not meet everyone's needs or expectation.
- Peer leaders should encourage members to have a say in how the group or event is run.
- The section "What you might need" starting on page 27 offers more things to think about when organising peer-led events.

Example: It's all about me and my ISP

VALID is an advocacy organisation for people with intellectual disability and their families. They have been running workshops designed to show Individual Support Package users how they can get the most out of their supports. The workshops are run by people who have Individual Support Packages for themselves or a family member, so they are providing accurate information combined with personal stories and handy hints which give a practical and human face to the information they provide.

Individual peer coaches

Peer coaches are volunteers who are matched up with another person who is going through the same experience. They are sometimes called buddies, mentors or peer supporters. They might meet up with the other person or they might talk on the telephone. Often they have some training in how to support people. They are usually people who are confident and positive, which helps the person they support to see how life could be in the future.

Possible advantages

- The peer coach could provide short cut knowledge – eg what worked for them and what didn't.
- If matched carefully, people get the chance to talk to someone they have something in common with.
- Some people are more comfortable speaking one-on-one than in a group.

Things to think about

- Matching people one-to-one takes considerable co-ordination in order to make suitable matches.
- Can be a significant responsibility for peer coaches to ensure that boundaries of relationships are maintained.
- Can be costly and time consuming if travel or long distance phone calls are involved.
- Both people should understand that the match is intended for a set amount of time. People might feel let down if they were expecting a long-term friendship to emerge.
- The section "What you might need" starting on page 27 offers more things to think about when organising peer coaching.

Example: Direct Payments Peer Support

Direct Payments can be a daunting responsibility for some people, and some people find it helpful to speak to another person who has already tried it. When DHS was first rolling out Direct Payments, a number of members of the pilot group for Direct Payments offered to be available to chat to new people. DHS would contact the peer coach and ask if they are available to contact the new person. Then – with permission – they would pass on the new service user's email or phone number. Where possible, people were matched for location, family similarities or age of the person receiving support.

Telephone-based peer support

Telephone peer support is similar to other forms of peer support, but it happens over the phone. Often the peers providing the support have special training.

Possible advantages

- Can be useful for people who live far apart from each other.
- Can sometimes be useful where people might not want other people to know who they are.
- Doesn't need to be ongoing – people can just use it when they need it.

Things to think about

- Long distance calls can be costly for people.
- People may not wish to share their private number.
- Telephone-based support might require co-ordination of a roster or other way of sharing the telephone support work between volunteers.
- A model which involves matching people one-to-one will need considerable co-ordination in order to make suitable matches.
- Peer supporters may find themselves managing difficult relationships with the people they are supporting and may feel overwhelmed.
- The section “What you might need” starting on page 27 offers more things to think about when organising telephone-based support.

Community workers

Community workers who provide peer support have more formal training than volunteers, and they are usually paid. They may not have a disability, but they have something else in common with the people they support. For example, they may share the same culture or speak the same language. This means that they may understand some of their needs and experiences better than some other workers. They may run groups or provide one-to-one support to people.

Possible advantages

- People receive information in a culturally appropriate manner or in their preferred language.
- People can be linked to others in their community in similar circumstances.

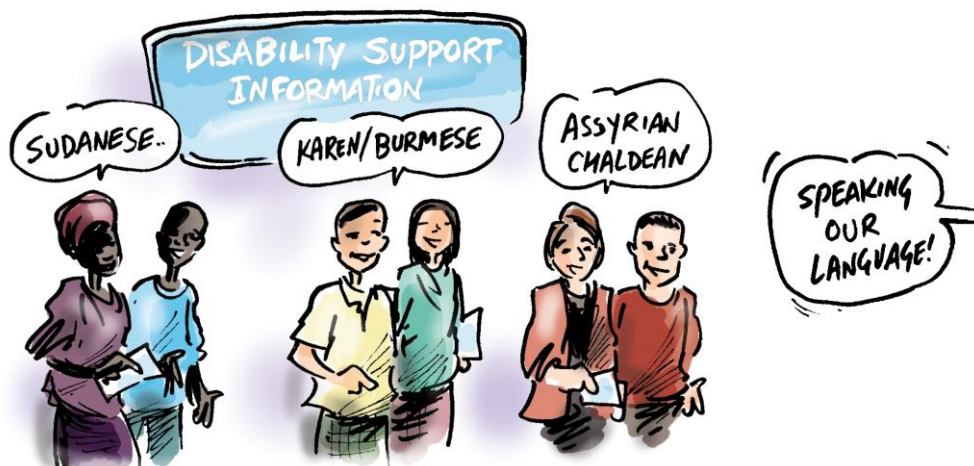
Things to think about

- The worker may not have personal experience of living with a disability or using self-directed supports.
- The section “What you might need” starting on page 27 offers more things to think about when working with community workers.

Example: Disability and Refugee Information Exchange

In the North & West Metropolitan Region of Melbourne, research showed that although there were many people from refugee backgrounds settling there, not many were using disability supports. Three community workers from the Sudanese, Karen/Burmese and Assyrian/Chaldean communities were trained to act as a key contact point for those communities and to raise awareness about disability supports in those communities. They were able to provide information to families using their own languages and in ways that were culturally relevant. Having support and information from someone from their cultural community has enabled families to understand their options for disability support and in some cases to start using services for the first time.

In this case, the people providing support were not peers because they had a shared experience of disability but because they shared a cultural background.



Service provider-led groups

These are groups where a disability support organisation brings people together to talk and share their experiences with each other. The people all have something in common – it may be that they have all been allocated an Individual Support Package, but it may be that they have other things in common as well, for example being parents of school-aged children with a disability, or all living in a particular rural region.

Possible advantages

- Can provide structure, which appeals to some people who may feel cautious or shy about participating in a group.
- Organisations can contribute what they've learned from the many other people and families they have worked with.
- Depending how the group is facilitated, it may give people a chance to talk and learn from each other.
- Doesn't rely on volunteers who may not have time or energy to be involved in organising a group.

Things to think about

- Some people think organisations should not be involved at all in peer support if they don't have personal experience or living with a disability.
- There is the potential for the professional to take charge, not allowing people to contribute their own experiences.
- The section "What you might need" starting on page 27 offers more things to think about when services organise peer support activities.

What you might need

If you want to get involved in organising peer support, using one of the approaches described above or perhaps using a different approach, there are some practical considerations. Following are some ideas about things you might need.

Being a volunteer

Before starting up a group or a program that has any level of formality, you should be familiar with the principles and practicalities of volunteering in Victoria.

- Victoria's Volunteering Portal is an online community and information resource for Victorian volunteers and volunteering organisations.

www.volunteer.vic.gov.au

- The Collective of Self-Help Groups has an excellent booklet called "In the Same Boat" for only \$8.

www.coshg.org.au/selfkit.html

Supporting and protecting volunteers

Some groups and individuals choose to put processes and protocols in place, for example around giving out phone numbers or how long a "match" with a peer coach should last. Some ideas for this can be found in the Peer Support Network Best Practice Framework

(www.chronicillness.org.au/peersupport/framework.html).

Also consider whether public liability insurance is required or can be provided by an auspice arrangement with another organisation. Find out more about insurance for community groups at the Our Community website:

www.ourcommunity.com.au/insurance/insurance_main.jsp.

Costs of peer support

Volunteers can incur a number of costs when organising or providing peer support.

- Where possible, consider covering expenses like telephone, petrol, parking or public transport costs for volunteers.
- For a telephone-based program, at a minimum, the telephone expenses for volunteers should be covered.
- There are many free options for online support groups, but in some cases there may be costs such as web hosting, domain name, or IT support.

Where they are providing a formal service, peer supporters should have the chance to work in an office and get paid, in recognition of the quality service they are providing.

Some support groups manage to raise some money through fundraising, member contributions or through community grants. Ideas for how to raise funds or attract grants to resource peer support include:

- State government grants for disability self-help groups:
www.officefordisability.vic.gov.au/advocacy_and_self_help.htm
- State government grants for health self-help groups:
www.health.vic.gov.au/pch/icdm
- Fundraising ideas by Our Community
www.ourcommunity.com.au/funding/funding_article.jsp?articleId=1026
- Most councils in Victoria offer annual community grants for small groups. Visit your council's website and search for "community grants" or simply call and ask.

Assistance to participate

Some people might need assistance in order to attend a group or event, such as transport, respite care, attendant support or support with communication. Consider how these needs can be met – maybe car pooling, or shared respite arrangements.

Food and drinks

When people travel to participate in a group, providing food or drinks can help to build a communal atmosphere, and acknowledge the effort people have put into participating.

- In informal groups, members might make a gold coin donation to pay for the cost of tea, coffee and biscuits, or bring food to share.
- Sharing particular foods may have cultural significance for some groups.

Venue

Often a neutral location is preferred for peer support – that is, not a DHS office or a hospital, and not someone's home. A central location can make travel arrangements easier. Ask your local council or a community organisation if they have a room you can meet in for free or low cost. Other things to consider include:

- Does the venue suit the access requirements of participants – such as accessible entry and toilets, or the availability of a hearing loop.
- For a telephone-based approach, an alternative to using volunteers' personal phones, is to have the service based in an office and having a phone line available for people to call during particular hours. Try working with your local council or a community organisation to find an office and phone line you could use for free or at low cost.
- A culturally significant location might be preferred, such as a particular ethnic community organisation, or an Aboriginal controlled community organisation. Working with the right partners might mean that a venue can be provided in-kind or at low cost.

Promotion

How will people find out about your activity? Peer support activities can be promoted using personal networks, newsletters, newspapers, relevant websites, flyers, community service announcements on radio or paid advertising.

Websites where you might consider promoting your approach to peer support include:

- InfoXchange – a website for the exchange of information and ideas in the community sector.
www.disabilitynews.infoxchange.net.au
- Disability Connections Victoria – a network of over 1000 people with disabilities, their carers/families, service providers, government and community.
www.disabilityconnections.org.au
- Disability Advocacy Resource Unit (DARU) – send out a weekly update of news in the disability advocacy sector.
www.daru.org.au/events
- Self-Advocacy Resource Unit (SARU) – a regular newsletter for self-advocates with intellectual disability, people with acquired brain injury, and people with complex communication needs.
www.saru.net.au/saru-news-e-memos
- DiVine – an online community for and by people with a disability, published by the Victorian government.
www.divine.vic.gov.au
- Ramp Up – the ABC's national disability website.
www.abc.net.au/rampup
- Your local council's online events calendar.

Training and professional development

Good training can help volunteers to confidently and competently provide support. Professional development opportunities, such as attending conferences, can also be a suitable recognition of the professional support that volunteers are providing.

- Peer supporters who lead groups might benefit from training in group facilitation skills. If they are to provide support over the telephone, specific training might be required in telephone support skills.
- Some peer supporters may benefit from training in providing support and maintaining relationship boundaries.
- Depending on the responsibility given to a peer supporter, they may need training in the factual information relating to ISPs. This should always be supported by accurate, accessible, understandable information provided by DHS.
- Some people may need training to participate in an unfamiliar online environment – for example if they've never used Facebook before.
- Moderators may also need training in how to effectively moderate online discussions.
- When people have the opportunity to go to conferences or seminars, invite them to share with the group what they've learned.
- When support group members have the opportunity to go to conferences or seminars, invite them to share with the group what they've learned.
- Disability News on InfoXchange often has training and education opportunities advertised:
[www.disabilitynews.infoxchange.net.au/news/more.chtml?category=Education and Training](http://www.disabilitynews.infoxchange.net.au/news/more.chtml?category=Education%20and%20Training)
- Disability Advocacy Resource Unit (DARU) runs some training and promotes relevant training provided by other organisations:
www.daru.org.au
- Field (furthering inclusive learning and development) offer professional development to the disability sector:
www.field.org.au

Guest speakers

Guest speakers may provide insight into topics of specific expertise, such as bookkeeping or Workcover. They don't always need to be professionals – they might be people who have done something very interesting or effective with their Individual Support Package. However professionals can be invited to speak at meetings and offer their guidance, which can be valuable.

RuralAccess, MetroAccess, deafaccess

RuralAccess, MetroAccess and deafaccess workers are based in local communities across Victoria. Their role is to help to build communities which are inclusive and welcoming of people with a disability. They can often help with promotion of peer support or may have ideas for partners, venues, training and professional development opportunities and so on. Call them and have a chat about your ideas. Your regional DHS office can help you locate your nearest Access worker.

www.dhs.vic.gov.au/about-the-department/contact-us/general-contact-information/community-building-program-contacts

References

The development of this document was informed by a range of documents about peer support, including:

Peer Support for Chronic and Complex Conditions: A Literature Review, Chronic Illness Alliance, April 2011.

www.chronicillness.org.au/peersupport

Best Practice Framework, Chronic Illness Alliance Peer Support Network.

www.chronicillness.org.au/peersupport/framework.html

The Charter of Peer Support, developed by an alliance of mental health organisations in Victoria.

www.peersupportvic.org

