

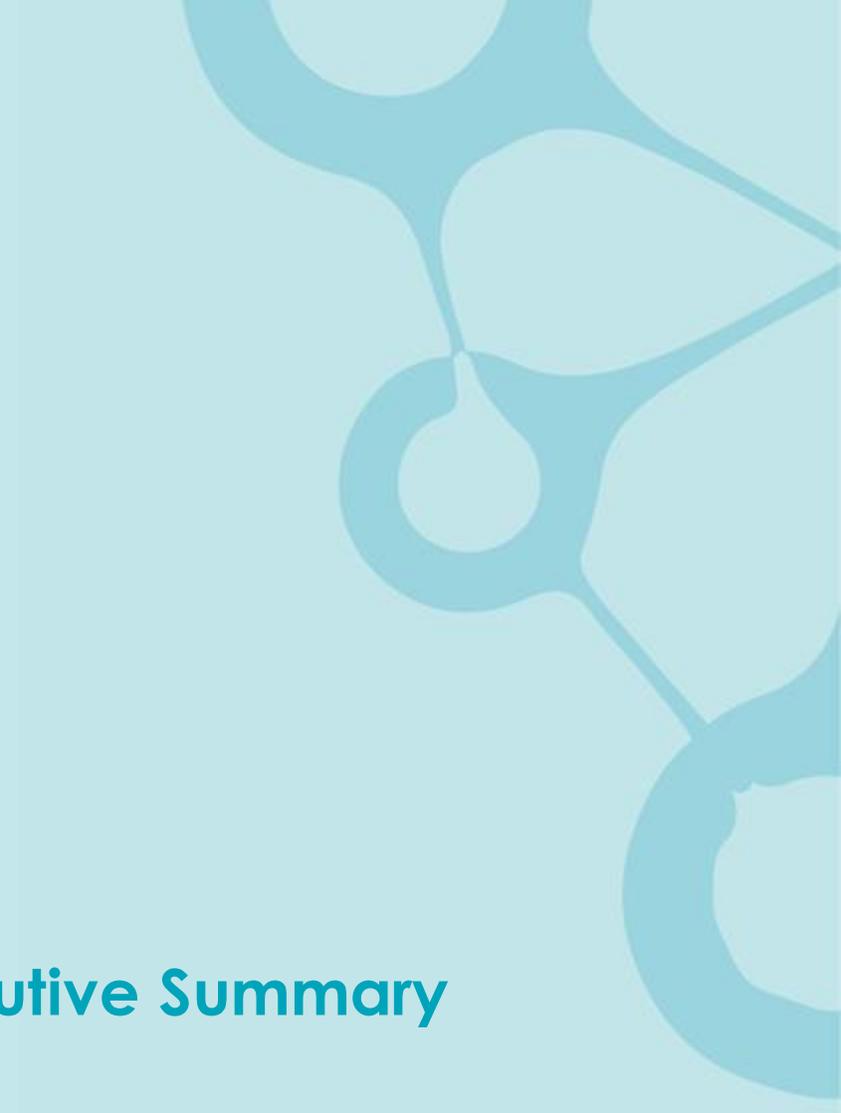
Phase 1 Workshops:

What Makes a 'Good' Support Person?

Participant and Carer Feedback

National Codesign Workshop Series

October 20, 2021



Executive Summary

About the Workshops

This workshop series is Phase 1 of a national codesign approach for the NDIS ROPDS project.

Workshops were a mixture of face-to-face and virtual, depending on the decisions made by each host facilitator and organisation. Sessions were held across the country with at least one workshop in each State and Territory.

The question 'What makes a 'good' support worker'? was presented in the session in different forms of activities, to spark conversation and create a discussion of what the experience is for current NDIS participants and Carers who have psychosocial disability support in their plans.

The aim was to understand experiences of the current NDIS system and psychosocial support services, identify innovative ways for best practice current experience of providing NDIS supports to NDIS participants and carers, and the barriers and enablers to providing ROPDS in the NDIS environment.

Information gathered from the sessions was used to inform the structure of the Phase 2 workshops with workers and providers.

About the ROPDS Project

This Project aims to increase the capacity of the NDIS psychosocial provider market by building the psychosocial disability support workforce capabilities and recovery-oriented practices of NDIS support workers nationally.

Engagement and reach

The project team were able to engage with a larger number of people across the country by partnering with local peak body organisations in each jurisdiction who also help facilitate the sessions.

A total of 19
participant
& carer
workshops

Consulted
with 160+
individuals

We intended to run not less than 8 workshops across the country, however due to overwhelming response, the number of events allowing for a broader range of data to be collected from NDIS participants and carers.

Direct Quotes from the Workshops

“The other role I look for is a **mentor** because I am trying not to rely on my parents, but I also find it hard to regulate my own emotions and struggle with functioning, also would like a de-escalation or calming role.

The NDIS often confuses experience with knowledge, this doesn't necessarily mean anything without proper skills or training, (e.g., for support coordinators or support workers). It **seems like 90% of support workers have no training**, and even the ones that have experience still have **no knowledge, skills or training on how to actually talk to people** and specifically help them rather than just being there and helping with tasks like doing the dishes.

There almost needs to be some **regulation in each specific NDIS industry** because...it seems like a majority of providers (or the ones that don't have years-long waitlists) are **business-focused** rather than disability providers.”

“**Training in mental health** is important for psychosocial disability as a lack of **awareness of mental health by support workers perpetuates trauma** and leads to distrust and turning away from support. I was distressed with huge anxiety because of trauma and having huge things like going through cancer and said something like, ‘I can't cope today I'm too stressed I can't go on’ and they said ‘oh yeah I get stressed too when I'm late for work’ or something that completely reduces what I'm going through.”

“I don't want to be negative, but in terms of **how to improve: Boosting training and resources for support workers** and specifically on different disabilities would be a start”.

What We Heard...



Top 5 scores were tallied to reveal 6 enablers that participants and carers felt are important for good recovery-oriented service delivery.

Having a Lived Experience Workforce was consistent across the board and appeared in the top 5 in all of the sessions.

However it's also important to note that there was a lot of apprehension about choosing only 5 as there was a unanimous person-centered view across all sessions, reinforcing the importance of the personal journey recovery-oriented practice encompasses.

...about enablers of recovery-oriented practice

What We Heard...



14 workshops developed the story of Jamie. Attendees were asked to describe what Jamie's experience with NDIS Psychosocial support might be like and what are the barriers to receiving effective Recovery Oriented support.

The groups then responded to the question, of **'what would Jamie's situation be if they we were able to get it right'?**

Common themes and issues raised were collated into a single scenario where Jamie is applying online to a disability organisation for support. The case study describes Jamie's current circumstances and what they're looking for from their Psychosocial workers.

Jamie's full story can be found on **page.##.. of** the report.

**...about what it feels
like to be Jamie**

Direct Quotes from the Workshops

“**Capability** - in terms of building a trusting relationship, and continuity and consistency of engagement – I’m really concerned about the capability of the support workforce. **To build positive supporting and engaging relationships for motivation and engagement.** Lack of continuity and consistency with peer SWs who you might get linked to. This is a system issue. **Why can’t services provide a more consistent model of care**, you can’t build trusting relationships when the peer support worker changes every 3-6 months”

“Often there are "little complaints" that you don't want to take to commission, but **hard to complain when you need worker to keep working with you....**”

“Having a worker that is **open to doing things** that aren't the norm. It's not just taking person to the op shop, worker needs **to connect and listen to the needs of this person.** Maybe gym costs aren't covered, but could go to free gyms in the park. Healthy cooking skills.”

Next Steps...

- We have sent this document to you to give you an opportunity to review and to let us know if you think it is a good representation of the types of conversations and issues that were raised in the session/s you attended.
- Please respond with any feedback and advice by Friday 5 November, and we will do our best to include this in the final version of this report.
- We intend to place this report on our MHV web page to share with all who are interested in the content.
- The La Trobe University research team will then consider the details of what you said about your current experiences to develop the Stage 3 Synthesis Report. For release in December 2021

Thank you...

Once again, we thank you for your active and insightful contribution to the ROPDS Project.