

NDS Quality and Safeguards Sector Readiness Project

Talking about Safer Services presentation: Facilitator's Guide

Who is this for?

Talking about Safer Services is a guided reflective discussion for direct support workers. It has been developed as an introduction to some of the key concepts and responsibilities that support workers should be aware of.

This guide has been developed to use alongside:

- **Talking and Safer Services PowerPoint Presentation**
- **Talking about Safer Services Worksheet**

The guide is general in nature and is a starting point and developed to add to your existing training in preventing and responding to abuse.

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Facilitators

The presentation and facilitation guide could be used by supervisors, team leaders and managers or any person who can lead group discussions. Facilitators should have knowledge of the NDIS Code of Conduct, safeguarding and the relevant policies and procedures of their organisation.

The objective of using this tool, is to assist your workers to understand their role and responsibilities under the NDIS Code of Conduct. It aims to do this by increasing awareness and facilitating discussion around some of the challenges and expectations.

To facilitate this presentation, you will need:

- **Talking about Safer Services PowerPoint Presentation**
- **Talking about Safer Services Supported Decision Making Worksheet**
- [WAIS Recording Supported Decision Making sheet](#)

The presentation and activities should take approximately 45 minutes.

As a facilitator, take the time to get familiar with this facilitator's guide and everything that is required of you before and during the presentation.

Facilitator preparation

Talking and Safer Services PowerPoint Presentation

The PowerPoint presentation and notes will provide you with most of what you need to facilitate this presentation. To make this presentation more relevant to your supports and services, consider some examples you could share to embed peoples learning. Remember to always consider, the privacy and confidentiality of people with disability if you are using real-life examples.

Talking about Safer Services Supported Decision Making Worksheet

The worksheet is to support the activity at the end of the presentation. It contains a completed scenario and a blank template.

The completed group scenario activity is for exploring a decision which might require a supported decision-making approach, and some questions to prompt.

The blank group scenario activity has been added, to allow you to create your own scenarios, specific to your service delivery. Remember to de-identify if you are using real examples with groups of team members.

Make sure you have provided a copy to people participating along with the WAIS Recording Supported Decision-Making sheet at the beginning of the training session.

Tips for facilitating

- **Focus will be on creating opportunities for workers to explore and ask questions.** Use the expertise and different experiences of the people in the room.
- **Practice your presentation,** read through the facilitator's presentation out loud using the notes provided.
- **Take your time and try not to rush through the content.** When you are speaking/reading in front of an audience it is useful to take a breath after four or five words of each sentence. This will help slow you down and give people time to process the information.
- **Regroup and discuss responses.** Bring the groups back together after each group discussion or activity.
 - Ask each group about their response to each question.
 - Provide any additional responses based on expected responses in the notes of the presentation and go through the additional information with the whole group.
 - If you are asked a question and don't know the answer – let the group know you aren't sure but will find out and let them know.
 - Discuss any concerns or questions raised.
- **Safer Services is an important and challenging subject.** Consider before you start how you will manage and address if:
 - People raise a current issue which presents a risk to someone.
 - How you will answer questions you don't have the answer to, an option is to acknowledge the question note it down and let the person know you will follow up and come back to them.
 - Make sure you follow up people's questions and come back to them. Leaving questions unanswered ongoing, can create risks.

Support for workers

Talking about preventing and responding to abuse – although important – can have an impact on individuals or bring up current or past situations that they have been part of.

Consider what your approach will be to supporting workers. Some options could include:

1. **Setting up a designated support person** who is available during the activity, for workers to access if they need support.
2. **Letting people know if they wish to leave the session,** they can do this at any time.
3. **Encouraging people to seek support** after the session if they need to do so. This could be from an appropriate person within your organisation, or another appropriate person in their lives.
4. **Having Employee Assistance Programs available** to anyone who needs to access them.

Other supporting information

Depending on the experience level of your workers you may also want to provide them with other resources, to support their learning, such as:

- your policies, procedures and plans for emergency and disaster management
- other related policies and procedures
- information on the NDIS Practice Standards and Code of Conduct
- information on incident reporting and reportable incidents.

Add resource links here



Finishing the session

- Thank the group for their contribution to the conversation and let them know that you are available to talk to them if they want to continue the conversation.
- Let them know which other people within your organisation they can approach if they want to talk about the topics discussed.
- Collect any worksheets and materials.
- Forward the worksheets to your manager, quality manager or the person responsible for developing your procedures. Ensure you have included any questions raised and your observations to inform and improve future training on emergency and disaster management.

Please note: The Safer Services toolkit was funded by Lotterywest in 2018 and reviewed by the NDS Quality and Safeguards Sector Readiness Project in January 2024. This resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.