‘Speaking Up!’ Program

ASID Conference ‘Our Time’
7th November 2013

Presented by: Carmen Harris, BSSC
Co-authors: Judith Price, B Ed & Jeffrey Chan, PhD
Principles

Everyone:

• “Everyone has the right to life, liberty and security of person” Article 3 of the Declaration of Human Rights
• “Freedom from exploitation, violence and abuse” Article 16 of the Convention on the Rights of Persons with a Disability
• “Every person has the right to liberty and security of person.” Section 2.21 of the Human Rights and Responsibilities Act-Victoria

We:

• “ Courageous- We speak up, face challenges, act with integrity and create possibilities.” Constitution of Yooralla
• Assist people with disabilities ‘to live the life they choose’ Constitution of Yooralla
**Background**

- Yooralla responds to Category 1 incident report of sexual assault

- The Joyce Report recommendation 11, that Yooralla use “training to ensure that clients feel safe…and enable clients to speak up about their rights of protection from abuse…”

- Yooralla’s Adult Education service uses its experienced staff, multi-disciplinary steering committee and client working group to develop a training program, accessible to all clients, in self-protective behaviours and reporting procedures.
Program Objectives

All Participants:
• Learn self-protective behaviours and how to report issues
• Identify one or more ‘trusted person’ for assistance
• Become proactive in their own advocacy

Sustainability: Learning retention and empowerment are reinforced by a range of learning supports and further involvement in self-determined Community of Practice

Access: To provide training that is accessible to all people with disabilities

Holistic: To be part of holistic organisational and sector approaches to well-being and safety for people with disabilities
Program Lifecycle:

Delivery:
Life Skills
Speaking Up! Program

Feedback
Informal & Formal

Safeguards:
Advocacy & service referrals, Alert Service Managers to client learning gaps

Reporting

Follow Up

Communities of Practice: Facilitate development/admin of group advocacy for clients

Client

Promotion

Development

Administration

Feedback
How we did it:

Development:

**Multi-disciplinary Steering Committee:** Service managers, speech pathologists, behavioural psychologists, disability education specialists, advocacy professionals and other stakeholders

Delivery and Continuous Improvement:

**Plan, Act, Do, Review:** Action-research model for pilot and further deliveries. 200+ Client participants, so far

**Notable Developments:**

- Alert Tool Keyring
- Built in Complaints, Referral & Follow Up
- Community of Practice
- New: Booster Session with Assessment
- Share with the sector
Delivery model:

Tailored Training Delivery

Follow up & safeguards

Client empowerment

Systemic Improvement

Level 1: High learning support needs
Insight & Reporting

Level 2: Medium level support needs
Self awareness, protection strategies & looking out for others

Level 3: Low learning support needs
Personal development, empowerment & responsibility to others

Referrals
Follow up
Refresher workbook
Further training
Booster Session with Competency Reporting
Community of Practice
Follow up learning or involvement required

Alert tool
Communities of Practice
Ongoing advocacy Services
Facebook connect
Access to feedback

Compliments, Suggestions & Complaints to Yooralla
Feedback to and from Yooralla via C.O.P.

Tailored Training Delivery
Follow up & safeguards
Client empowerment
Systemic Improvement
Case study: Individual

Tailored Training Delivery

‘Jeff’: Physical Impairment, Intellectual Disability, Memory Retention Issues

- Long Term Aids & Equipment Issue Unresolved -12 months

- Living in pain and extra dependence due to equipment failure

- Presented with angry disposition

- Jeff learnt the complaints process & assistance

- We lodged a complaint

Follow up & safeguards

We followed up & referred to Advocacy

We consulted with service manager to develop aids to monitor progress of issues

We checked up on progress Equipment problem resolved

Leadership role in Community of Practice

Client empowerment

- Learning put into practice

- Ongoing advocacy services

- Information updates formalised

- Issue resolved

- Peer advocacy training

- Leadership role in Communities of Practice

Systemic Improvement

- Compliments, Suggestions & Complaints to Yooralla

- Feedback to and from Yooralla via C.O.P.
Case study: Group

Supported Employees: Various disabilities Inc. Intellectual, Autism & Mild Physical

Group members expressed:
- They were told to stay out of the office of the service manager
- They could not readily access that person for reporting on a day-to-day basis.
- Meetings were not happening and they didn’t get a chance to speak up about issues
- Lodged feedback forms marked ‘suggestion’

Follow up & safeguards
- Referral to advocacy services
- Follow up to ensure action
- Regular meeting scheduled with client elected reps.
- Further training
- Community of Practice recommended

Client empowerment
- Alert tool
- Communities of Practice
- Facebook connect
- Access to feedback
- Community of Practice leadership roles

Systemic Improvement
- Compliments, Suggestions & Complaints to Yooralla
- Feedback to and from Yooralla via C.O.P.

Tailored Training Delivery

Client empowerment

Follow up & safeguards

Supported Employees: Various disabilities Inc. Intellectual, Autism & Mild Physical

Group members expressed:
- They were told to stay out of the office of the service manager
- They could not readily access that person for reporting on a day-to-day basis.
- Meetings were not happening and they didn’t get a chance to speak up about issues
- Lodged feedback forms marked ‘suggestion’

Follow up & safeguards
- Referral to advocacy services
- Follow up to ensure action
- Regular meeting scheduled with client elected reps.
- Further training
- Community of Practice recommended

Client empowerment
- Alert tool
- Communities of Practice
- Facebook connect
- Access to feedback
- Community of Practice leadership roles

Systemic Improvement
- Compliments, Suggestions & Complaints to Yooralla
- Feedback to and from Yooralla via C.O.P.

Tailored Training Delivery
Learning Case Studies:

• **Access:** The formal complaints process may be difficult or impossible for some client participants to access independently due to their disability.

• **Communication Barriers:** In cases where clients cannot verbally communicate, the complaints process requires deliberate direction toward the client, in an intentional way using communication supports and utilizing communication plans.

• **Conflicts of Interest:** The need for client assistance with formal complaints about a service, by staff members at the same service has the potential for conflict of interest issues.

• **Retention:** Many clients have learning retention or comprehension issues.
Client reporting happens at every delivery!

Clients are then channelled into appropriate follow up: Advocacy, Peer-Support, Therapy, Adult Education and our ‘Speaking Up!’ Community of Practice!
Acknowledgements:

Judith Price, Judy Buckingham, Jeanette Lee, Olympia Tzanoudakis, Tully Zygier, Jeffery Chan.

Margie Arthurson, Peta Fensham-Cobb, Cate Belleville, Catherine Hedley, Sepelini Lino, Vere Oakley, Tarryn Fester, Janet Wilson, Angela Klaniscek, Rosie Chiavaro, Jenny Boulton, Adult Education Student Consultants: Janelle Roberts, Warren Francois, Elizabeth Coleman, Akash Maneck, Sam Fenech and others.
Readings:
‘The ‘Protective Behaviours’ Program’, Vicki Fraser APM
‘Teaching abuse protection skills to people with intellectual disabilities: A review of the literature’ A. Doughty, L. Kane, 2010
‘A review of research on procedures for teaching safety skills to persons with developmental disabilities’ Dixon, DR., R. Bergstrom, et al, 2010
‘Safeguarding Adults Policy’, North Somerset
‘Keeping People Safe’, Department of Health UK
‘Responses to Situations of Sexual Abuse Involving Teenagers with Intellectual Disability’ Nareadi Phasha, 2009
‘Personal Power’, South Australian Learning Centre
‘Supporting Safely’, In Control
‘Everything you wanted to know about complaints’, Disability Services Commissioner
‘Psychologists’ experience with interviewing and analysing abuse allegations of adults with intellectual disabilities’ Lino Faccini, Marie Alezey Saide, 2011
‘Abuse and Intellectual Disability: A potential link or an inescapable reality’ R. Conway 1994
Yooralla Client Participant Profiles

**Learner Level 1:** Clients presenting with: 10 or less per group
- High level of cognitive impairment
- Low level of self-protective behaviours
- Barriers to learning, understanding and retaining new concepts
- Barriers to communicating their views, desires or preferences.
- Usually able to indicate yes/no in some way

**Learner Level 2:** Clients presenting with: 10-12 per group
- Cognitive impairments but some pre-existing self-protective behaviours
- Can grasp/partially grasp basic concepts but may need post-training delivery clarification or assistance with retention/access
- The ability to express their views, desires or preferences in some way (verbal/non-verbal)

**Learner Level 3:** Clients presenting with: Up to 20 per group
- A pre-existing level of understanding personal relationships and some self-protective behaviours
- Able to grasp and retain concepts
- Able to access assistance with problem solving issues
Training Package Overview

Session 1- Relationships & Trust:
• Recognising integrity in relationships

Session 2- Advocacy & Getting Help:
• Meet an Advocate
• Speaking Up ‘Alert Tool’

Session 3- My Rights & Safety:
• Knowing what abuse is, personal rights and responsibilities to others
• Problem Solving & identifying ‘trusted persons’

Session 4- Making Complaints:
• Chain of command, In situ roleplay ‘getting help’ and making a Complaint
Program Materials: Participants

Student Workbook, Materials & Alert Tool Options

Customisable
Complaints
Process
Component!

New! Booster
Session with
Assessment
Program Materials: Trainers

Trainers Manual

Visual Aids

3 Steps to Safety!

1. NO

Customisable
Complaints
Process
Component!
Post Delivery Participant Feedback

“I learnt lot of things from the course like… not being afraid to speak if I have problems and I can talk to my service manager when I need to and staff. I am now more aware about my rights. The course helps me to be more confident.”

- Level 2 Participant collected 3 weeks post-pilot