

# How to use this resource

# Rules of Engagement

This document has been designed to be used and owned by the person accessing services, to guide their workers as to how to best support them. It is based on the premise that people accessing services know what works and what doesn't and they have the right to choose and direct their services

When speaking with people who access services and workers, we discovered that important conversations are often being missed at the beginning of service delivery. Both workers and people accessing services were unsure of what needed to be discussed and how to talk about it.

This document is a tool for prompting conversations, there may not be enough room on the actual pages to record all the answers. That's ok, be creative, record things in whatever way makes sense to the person and the worker supporting them.

## **PLEASE TEST and TRY this resource:**

Remember this document is part of the TEST and TRY phase of a human centred design process. The idea behind publishing an unfinished version of this resource is so that people can try it out, see if it is useful and provide us with feedback about how to make it better. Maybe you used this in a totally different way? Got ideas for other resources?

We want to hear from you as this will ensure that by the end of the Mind-Life project, we have a suite of resources developed with the people, for the people.

Please share your experiences of using this resource.  
Contact Gill Townsend at [Bridges.gillianT@bas.org.au](mailto:Bridges.gillianT@bas.org.au)

## I prefer to be contacted by:

Phone call  
Text  
Email  
Messenger  
Other:



## Days I would like support:

Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
Sunday



Times of the day that are best to contact/ support me are:

Contact:

Support:

# RULES OF ENGAGEMENT

When we work together there are some things that you need to know and some conversations we need to have

mind-life™  
LIVE DIFFERENT, THINK DIFFERENT, BE DIFFERENT



MY PREFERRED NAME:

MY PRONOUNS ARE:

## MY INTERESTS INCLUDE



## Where I am from:

My Culture, people, country that is important for you to know



FOR MORE INFORMATION, CONTACT:

Mind-life project Test and try (version 1) February 2021

# HOW WE WORK TOGETHER

It is important that we both know why and how we are working together. Let's discuss this now

When I am struggling...

You can remind me of...

You can support me to.....

Please DON'T .....

**What is the reason we are working together? What are our goals?**

**What will you be doing during our sessions to help me achieve those goals?**

**During our sessions (and in between) I will be doing the following**

**Is there a time limit for our work together? e.g is this a time limited program or are you aware of any changes coming up where you might move on as my worker? If so, what do we need to have in place by that time?**

you might need to use some spare paper to answer some of these questions



**HOW WOULD WE KNOW IF THINGS ARE NOT GOING SO WELL AND WE NEED TO RE-VISIT THIS PLAN?**

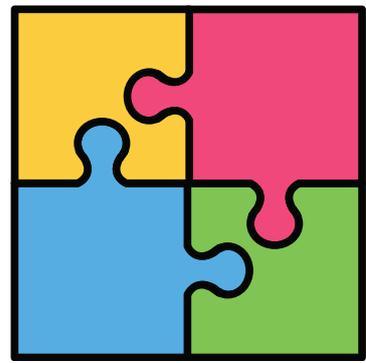
## WHAT WILL IT LOOK LIKE WHEN WE HAVE ACHIEVED OUR GOALS?

We might finish working together or move on to other goals. What will be different in my life when we know it's time to move on?



**FOR MORE INFORMATION, CONTACT:**

# PRINCIPLES TO DISCUSS



When you and your support worker (or service provider) start working together, it is important to know where each other stands in relation to some basic principles. For you, it is useful to think about each principle and how important it is to you. You might like to think about what you expect your worker to do in relation to each principle and what you do and don't want.

For your worker, it is important to understand how you feel, what you expect and to have the chance to get some guidance from you about what to do in certain situations. There may be things happening for them that you need to be aware of too

Each person your worker supports different, so they need the chance to understand what **you** want and how you see their support being delivered.

Different people see these principles differently. For some people they will all be very important. For others, some principles will not be so important. That's ok, this document is simply about starting a conversation and having a chance to talk to your worker about what is important to you.

It's up to you how you use these pages. You can work through them by yourself, with a close friend or peer and then share it with your worker later. Alternatively you and your worker can work through it together.

Depending on how much information you want to record, you might need to add some blank pages of your own to record all of your answers to these questions

# Nothing About me Without me



**I want to be involved in all conversations and meetings where my support or life is being discussed.**

Sometimes workers are asked to discuss the people they are supporting without those people being involved. This might be to discuss their support plan, a change to the times/days, discuss a person's health and wellbeing or to talk about what might be "best" for that person. When this happens it interferes with the person's ability to lead their own life, it can disempower a person and lead to misunderstandings and confusion. Usually this is done with good intentions or because it's easier for the workers, but there are rarely any good reasons why the person can't be involved in the conversation.

Nothing about me without me is a good principle that helps you to stay in control of what happens in your life and your support.

How important is this to you? (mark on the line where you stand)

Not very important

Essential

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What situations can you imagine this might be difficult for your worker to uphold?  
(discuss with your worker)

For example:

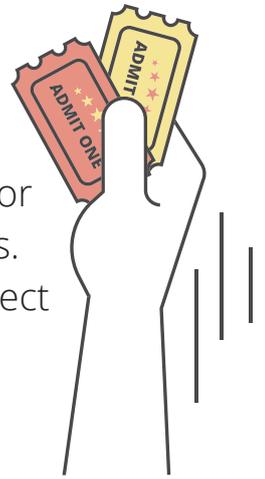
- Is there anyone in your support team who may not understand this principle and may contact your worker directly?
- Are there meetings where your support team gets together that you are not invited to or don't feel comfortable attending?
- Are there times where your worker might want to contact someone on your support team to get advice or support?
- Do people in your support/clinical team refer to plans that you don't know about?

What would you like your worker to do if someone asks them to breach nothing about me without me?

Would you like help from your worker to uphold "nothing about me without me" with other people in your life? What will that take?

# Access All Areas

I want to access all of the community, not just things that are for people with mental illness or disability. I don't want to be excluded from things or given limited access to things just because of my diagnosis or challenges. Often this principle gets compromised because people are trying to protect us or help us. They think that arranging special discounts, accessing disability specific versions of things and limiting our options will make it easier, stop us from getting stressed or avoid anxiety.



How important is this to you? (mark on the line where you stand)

Not very important

Essential

Some of the things that make this hard to achieve include:

- cost
- not knowing what's available
- fear/anxiety
- not having support available at the time of day the event is on
- other people thinking it might be too hard for me
- Shame, stigma (internal/external)
- other...

Are there any dreams, goals or activities that you've wanted to do but haven't because of the above?

How can we overcome these things in the work we do together?

# Don't "out" or other me



There are times when I would prefer that other people don't know that you're my support worker or that I have a particular life challenge. I don't want to be treated as less capable because of my life experiences and challenges.

Sometimes workers do this without even realising it or they try to get me special treatment because they think it will help. Unfortunately some people have very limited views about differences and you outing me or trying to get me "special treatment" just makes me vulnerable.

How important is this to you? (mark on the line where you stand)

Not very important

Essential

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Sometimes outing/ othering happens with the very best of intentions or when a worker is not prepared for an unexpected situation.

Here are some examples of times when outing or othering can happen:

- when a worker arrives to meet me and I have an unexpected visitor
- when a worker supports me to join a new group/club/job/course and tells people that they are my support worker (or wears obvious uniforms/lanyards)
- When a worker automatically suggest a disability specific option instead of supporting me to access it the way everyone else in the community would
- when I am learning to advocate for myself and a worker jumps in to rescue me
- when we bump into someone one of us knows while out in public

What are some likely situations that we might find ourselves in where you could accidentally "out or other" me?

How can we prevent outing or othering in our work together?

# Challenge and cheerlead



There are times in my life where I feel motivated and excited about goals and other times where I am not. I need flexible support to meet me where I am at. When I'm not feeling very motivated, I might need encouragement and someone to believe in me. Sometimes I need to spend some time getting used to new things and I don't want to take on a new challenge yet. When thinking about a new challenge it's important for me to know that I can try new, hard things and that it's ok to fail or struggle. That you won't take my challenge off me just because it's hard.

How important is this to you? (mark on the line where you stand)

Not very important

Essential



When I want to take on a new challenge I like to be supported...(below are some different options)

- Challenge me to give it my all (like a personal trainer would)
- Help me to take it slowly, one step at a time
- Be structured with your support, help me write down the goals help me to stay accountable to them
- Be gentle and easy and let's go slow
- Other....

When I'm struggling with motivation, confidence or I'm needing a break the best way my worker can support me is...

How will we know when I want to take on a challenge and when I need a bit of a break? How will I communicate this with my worker?

Once I have achieved my goal and I am confident maintaining it, what next?

# Learning and Growth



Just like everyone else, I am always learning and growing. Sometimes people who access support can get stuck in a rut living in their own Groundhog Day experience, because their supporters forget to have a learning and growth mindset. It's important that we talk about what I'm learning and how my support needs and goals are changing. I would like our work together to have a growth and development focus

How important is this to you? (mark on the line where you stand)

Not very important

Essential



When we have a growth and learning focus it means that our work together will need to be flexible and change with me. How will we keep track of these changes and make plans for how my support needs are changing?

You might want to consider:

- Regular review sessions where you appreciate how far you've come and talk about what's next
- Adding a quick check-in about your support needs to every support session
- Other....

Growth and learning are important to everyone, but rest and consolidation (where you get used to new skills) is also important. How will your worker know when they need to back off and give you some space around your goals?

# Dancing the same dance



Working with a support worker or support team requires coordination. We need to be on the same page, dancing to the same dance. We may have different steps but they need to compliment each other. This is even more important when I have a whole team of people supporting me.

Sometimes our supporters seem like they are dancing a whole different dance to us. They have their own agendas or plan for us and its not easy to know what to do.

How important is this to you? (mark on the line where you stand)

Not very important

Essential



Do you have a clear idea what you support worker is showing up in your life for? Do they have the same idea as you?

How would you describe their role? What do you think they are trying to do/help you with?

Which words (if any) could be used to describe your worker?

Teacher. Coach. Mentor. Friend. Cheerleader. Helper.

Someone to do things for me. Someone to check up on me. I don't really know

When working together, who is the leader of your support? (e.g. Me, my worker, my clinician, my family member, the service my worker comes from)

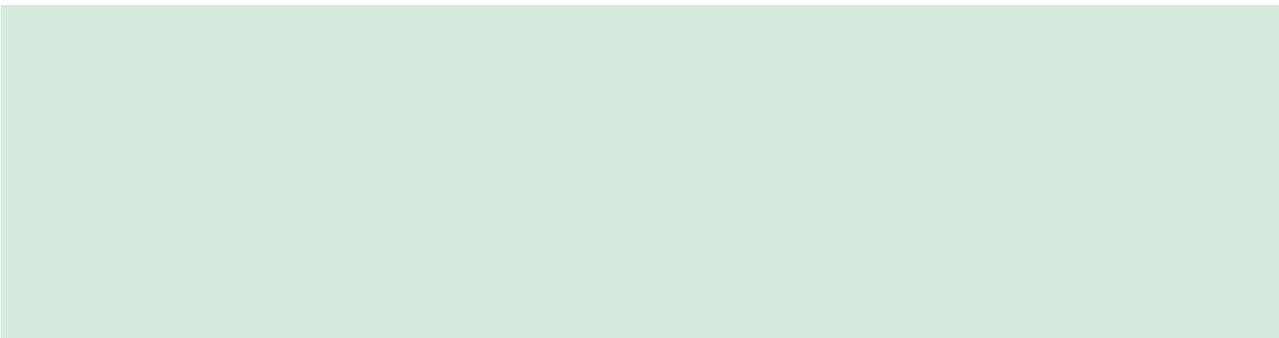
How will we communicate with each other so that we know what dance we are doing and who is doing what steps? (try our dance card resource for more ideas)

# My life, My support

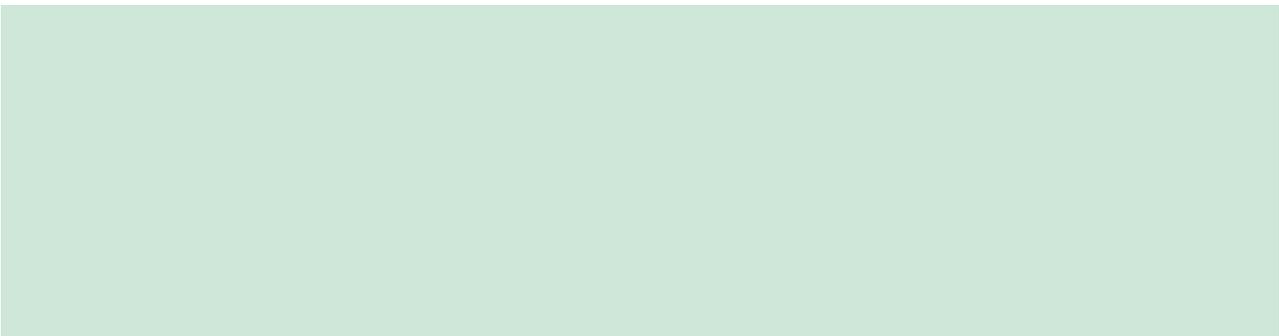
## ESSENTIAL, IDEAL AND NO-GO POINTS FOR SUPPORTING ME

YOU HAVE LEARNED A THING OR TWO ON THIS JOURNEY SO FAR. WHAT HAVE YOU LEARNED WORKS/DOES NOT WORK FOR YOU?

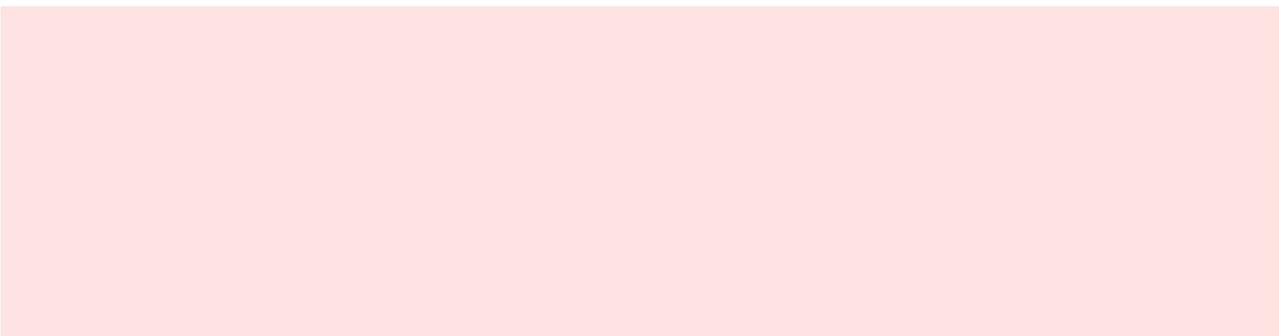
These are the things that are essential in my support



These things would be ideal, but are not essential



I really DON'T want these things in my support and/or supporter



For more information contact:

Mind-life project Test and Try (version 1) February 2021