




PARENT  
PARTNER  
ORIENTATION  
TRAINING

Session 3

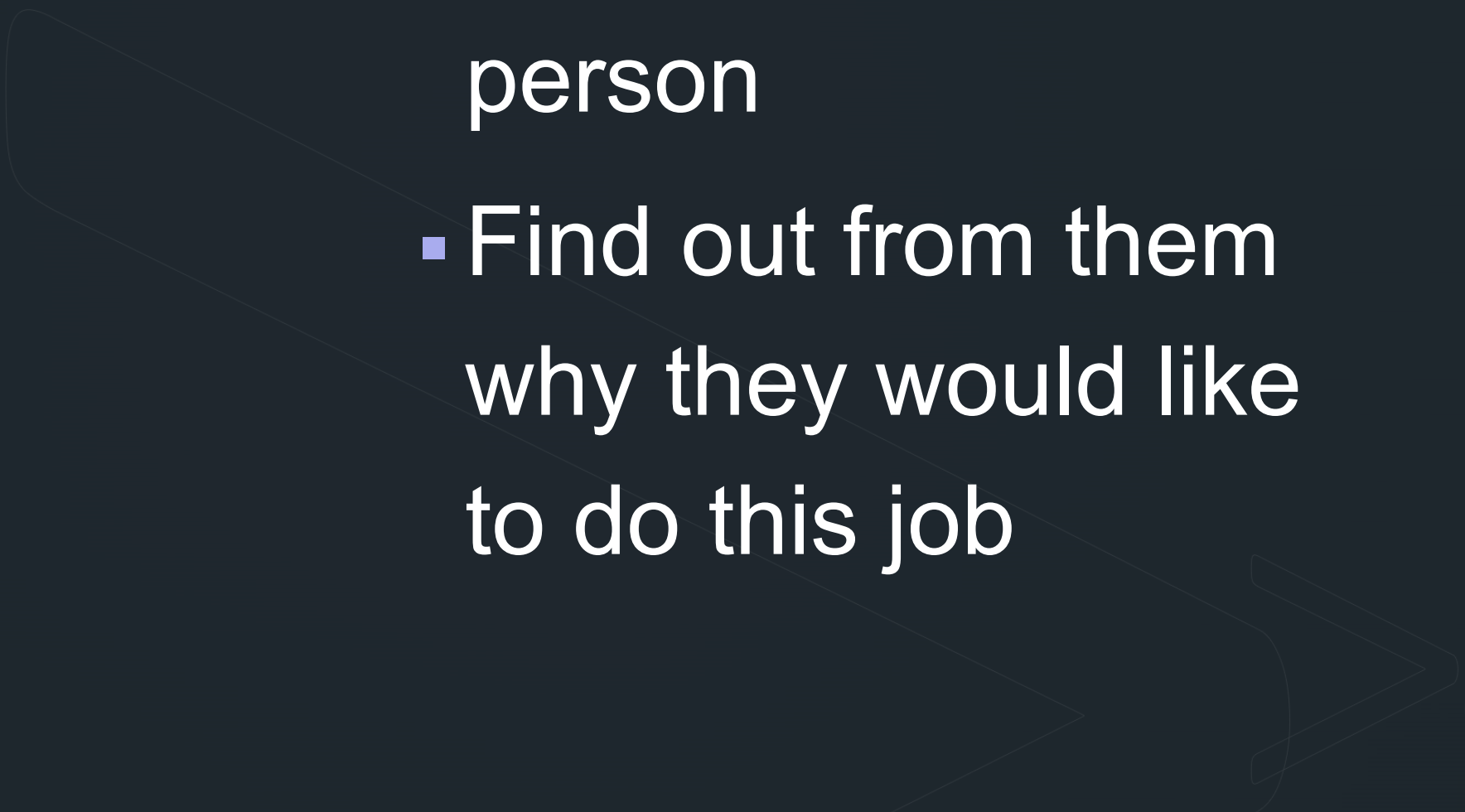
- Welcome  
Back



Acknowledgement of  
the traditional  
custodians of the land

Questions/ thoughts/  
issues/ideas??

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- Catch up from last week
- 

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- Talk to one other person
  - Find out from them why they would like to do this job

# Program today & tomorrow



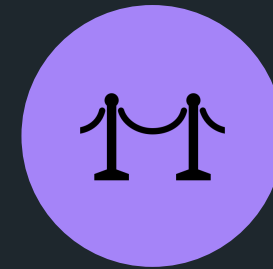
PRACTICE



WHAT WILL BE  
SAYING



SAFETY &  
WELLBEING



WHAT IS PEER  
SUPPORT  
ANYWAY?



Should we add anything to the Group  
agreement?



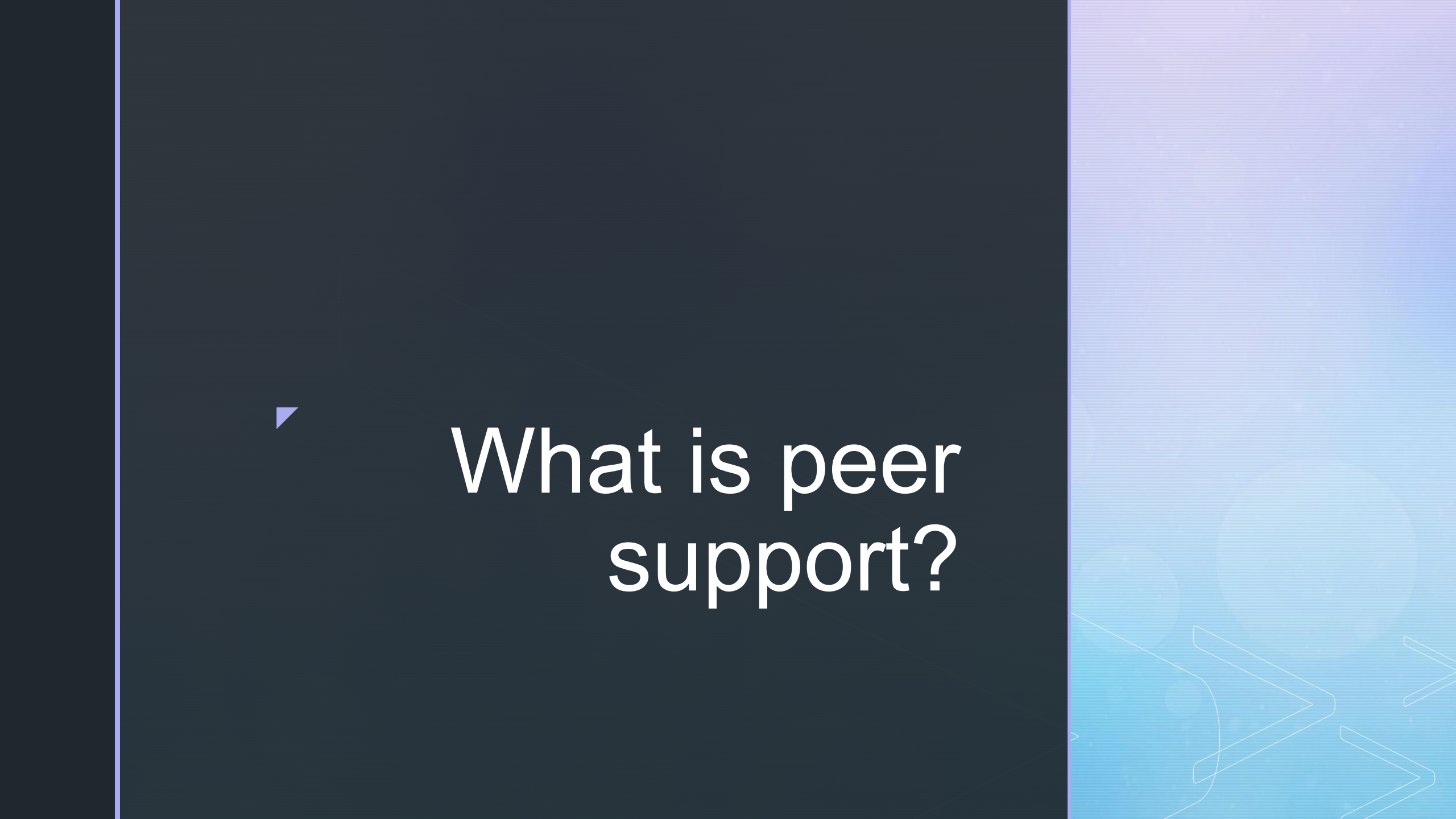




Safety

## ▸ Separation work from non-work

- Parents safety and wellbeing is important – its about you AND its about them



What is peer support?



Draw a peer supporter

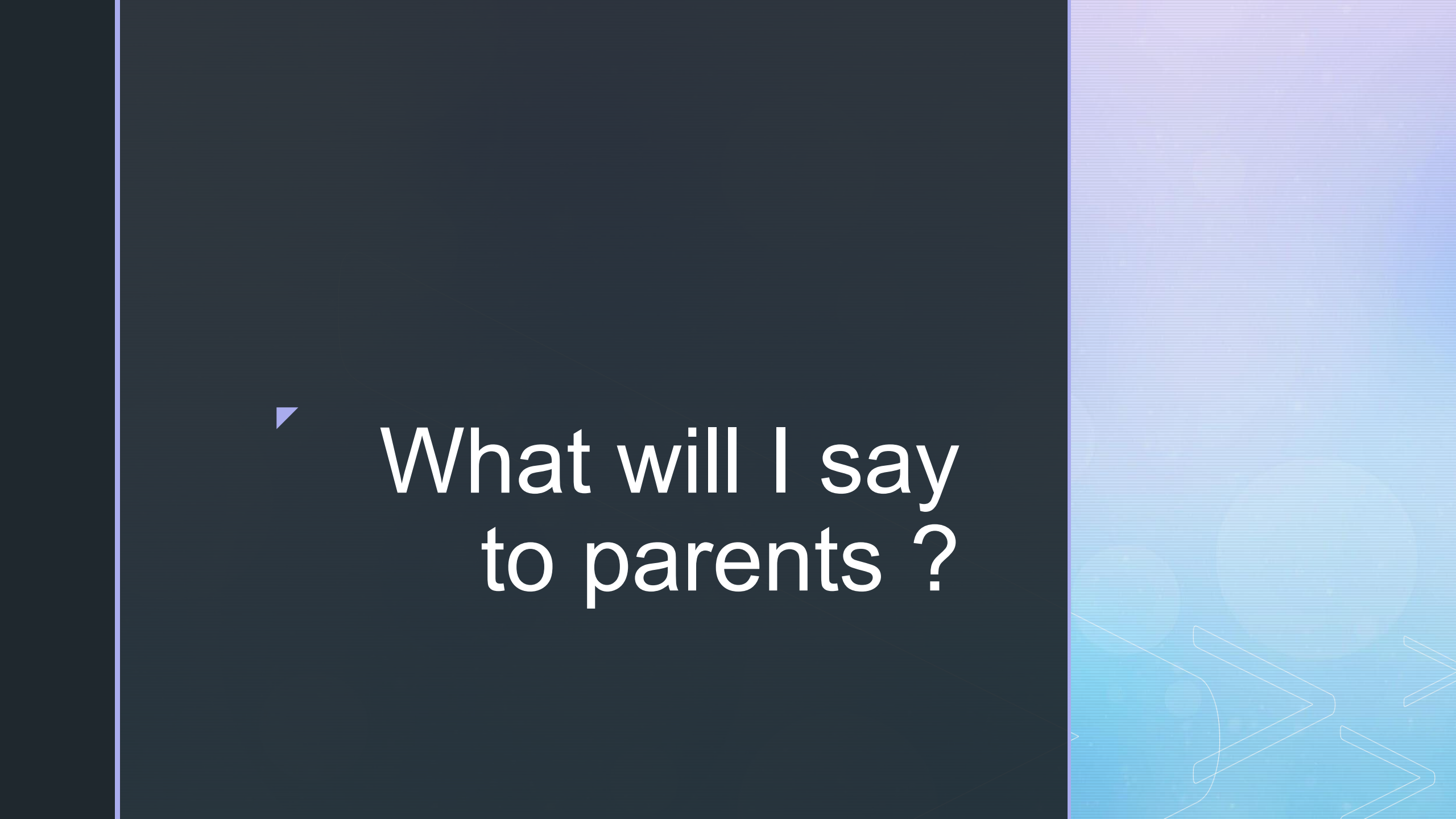
## What is peer support?

- What do you think this would mean ?
- What would you have found helpful when you were in Court?

What do I need to know to do this well?

Draw a picture of someone who would be a good peer support person





What will I say  
to parents ?


# Conversation openers

1. *On your own*
2. *With a partner*
3. *Large group debrief*



# Practice

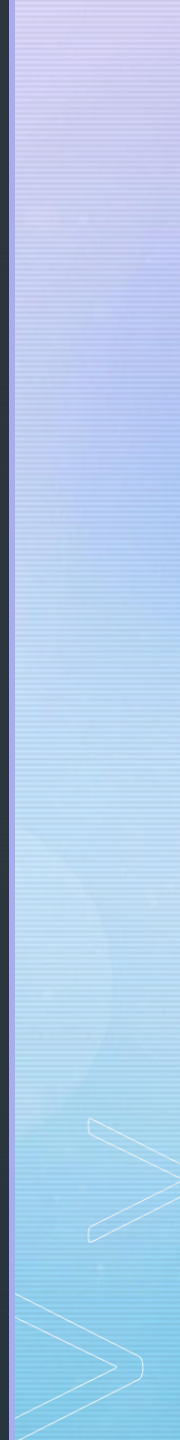
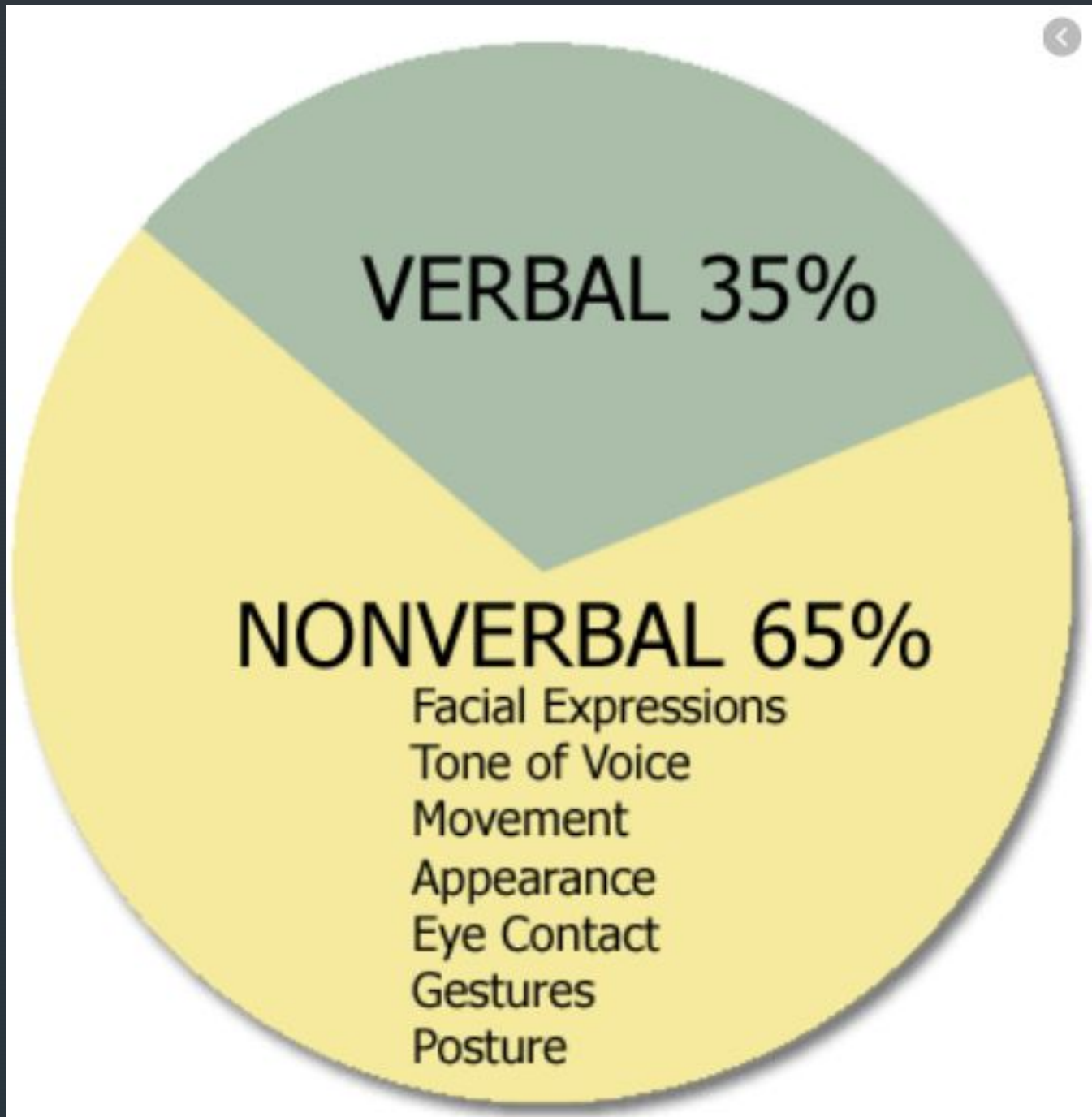
- Think of a story – eg something that happened on the weekend

- 
- In pairs take turns listening.  
Repeat back what you heard



# Listening tips





# Listening tips

- Non-verbal – facial expressions, body language ( where are your hands/legs, etc), head movements
- Verbal sounds but not words
- “I am listening words”

# Active listening

- Pay attention
- Look at the person
- Make sure they talk the most
- Listen to the feelings not just the words
- Silence is ok
- Ask a small number of open questions
- Repeat or paraphrase ?



# Open questions

- How was that?
- How do you feel?
- What was that like?

# Telling your story

- In pairs
- One incident from your time in child protection process
- Tell everyone what you have found out



# Responsibilities

- Light Touch
- Listen to their story and fears - Provide emotional support
- Help families navigate through the system(s)
- Help family members understand all possible options and make informed decisions
- Promote productive partnerships between parents and professionals

▶ Social Media 1 how can we best manage this?

1. *On your own*
2. *With a partner*
3. *Large group debrief*

# Karen Menzies

- Karen will talk about the added burden Indigenous parents face







Practice  
Principles

## How we work

- Peer support is voluntary
- Peer supporters are hopeful
- Peer supporters are open minded
- Peer supporters are empathetic
- Peer supporters are respectful
- Peer supporters facilitate change
- Peer supporters are honest and direct
- Peer support is mutual and reciprocal
- Peer support is equally shared power
- Peer support is strengths-focused



# Ethical Principles



What are ethics?





- Avoid doing harm to others
- Honesty - hopeful but honest with parents and colleagues, eg confidentiality has limits
- Transparency- clarity about role, eg you are a peer not a friend,
- Reliability - do what you say you will do, don't make promises you can't keep, be at work on time & for the time focus on the work
- Empathy - Listen to others' stories without judgement





Self-Care – be proactive in taking care of yourself

Confidentiality – respect confidentiality


Report any concerns that someone might be at risk of harm to project coordinator immediately

Report any conflict of Interest issues immediately eg you know parents from previous interactions – ask the other parent partner to meet with them

Avoid being involved in drama or conflict – leave the space, protect yourself, call Lyn



▶ You are a  
mandatory  
reporter

- 
- By law you need to report risk of significant harm – discuss with Lyn as the first step
  - This includes parents you meet, or a parent partner (or other colleague)



# Confidentiality

# Confidentiality

- Do not discuss any of the conversations with parents, other peers or anything that happens in the Court. with anyone apart from project team staff, unless otherwise directed
- Do not post on Social Media any information or photos from the project, or about any family you meet from the project
- Do not voice record conversations with parents
- Do not keep written records
- Do not provide parents or family you meet at the Court or in the workshops with your personal phone number or contact details. Use the project email as primary way parents can contact you.
- Do not participate in confidential discussions such as with the lawyer




# Self care







Ending on a  
high note!

- 
- What was the most helpful part of today?
  - What would you like to discuss some more?
  - Read your notes – think up some questions – write them down!
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