

working together well

a guide to building
a stronger working
relationship



This workbook was developed by Inclusion Melbourne and researchers from the Social Policy Research Centre at the University of New South Wales, in partnership with Southern Cross University, RMIT University, and People with Disability Australia. It draws on the priorities of support workers and people with disability from a research project about relationships and recognition. You can learn more about this project at this website: <http://rcYPD.edu.au/projects/r/>

Social Policy Research Centre

The Social Policy Research Centre (SPRC) is a specialist research centre based within UNSW Australia. Our disability research on rights, organisation of support, social relations, and community economic participation aims to maximise Australia's capacity to ensure an equitable, participatory and accessible society. We engage with researchers with disability and other disability researchers as principals in research, to promote the inclusion of people with disability in research work and research training, and other events.

Centre For Children and Young People

Located at Southern Cross University, our research focuses on the rights and wellbeing of children and young people (0-25 years) in the different contexts in which they live their lives – family, school and community. Their views and experiences are central to the research we do, why we do it and how we approach it.

Inclusion Designlab

Inclusion Designlab is Inclusion Melbourne's arm for research and development, policy, and quality. Our vision is to bring together people with intellectual disability, community organisations, and the world's leading disability researchers to develop cutting-edge models of practice, choice and citizenship that promote a more inclusive Australia. We develop, trial, and implement new systems of support and communicate our insights through a range of publications and media. We are also significant contributors to public policy and government inquiries. Visit inclusiondesignlab.org.au for more about our work.



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contents

| | |
|---|---|
| About this guide | 3 |
| Using this guide | 4 |
| Working together to get more out of your support relationship | 5 |

| | |
|--------------------------------------|----------|
| part a: working together well | 6 |
| Working together | 7 |
| Building good support together | 13 |

| | |
|-------------------------------|-----------|
| part b: activity guide | 16 |
| Activity guide | 17 |

| | |
|---|-----------|
| part c: how you work together well | 39 |
| Reflection and review | 40 |
| Thinking about your activities | 41 |
| Building a stronger working relationship | 43 |

about this guide

This workbook is about the things that help people with disability and their paid support workers work together well. It is for people with disability and support workers to do together. It has activities that will help you to get to know each other better and find out what is important to you both. It has ideas and stories from other people with disability and support workers about how to work together well.

All working relationships are different. Sometimes people work together for a long time and spend a lot of time together. Sometimes people work together for only a short time, or only see each other from time to time. Some people spend time with each other in a group, and other people spend time together one on one. But all working relationships are important.

Working together well helps the person that needs support to make choices in their life, be part of the community, feel good about themselves, and learn new skills. Working together well also help the worker to enjoy their work with the person they support, feel good about themselves, and learn new skills.



Hi there. I'm Lisa!

You will see us
through this workbook.

Hello. I'm Danny!

We will give you some handy tips
to think about as you complete
the activities.

using this guide

layout

The workbook is divided into 3 sections.

Do all of the activities in the first (blue) and third (orange) sections.

Choose 1 or 2 activities from the second (pink) section. You can change these activities to suit you better, or make up new activities together.

Complete the workbook at your own pace. You can complete it all in one go, or complete different activities over time, whichever suits you both the best.



If you see this question mark, it means there are questions for you and the person you work with to talk about together.



If you see this, it means that there is an activity for you to do together.

consent

Check that you both want to do the workbook. You do not have to do the workbook or any of the activities if you do not want to – it is your choice whether you want to take part or not.

Hi Danny, would you like to do these activities about working together with me?



Hi Lisa, this sounds like a great way to get to know each other better. I would like to do this with you.



working together to get more out of your support relationship

It is important to work together to complete this workbook. Make sure that:

- ✓ You are supporting each other to complete the activities
- ✓ Both of you have a say when answering the discussion questions
- ✓ Both of you make choices and participate equally
- ✓ If one person does all of the writing and recording, both people need to know what is written in this workbook

It is important to avoid:

- ✗ Making choices for the other person
- ✗ Rushing through the workbook

Work through this guide as a team. It is more fun that way!



supporting each other

It is important to give each other time to think about the activities in this workbook and to do them at a pace that is right for both of you. If you are finding it hard to do an activity, try doing it in a different way.

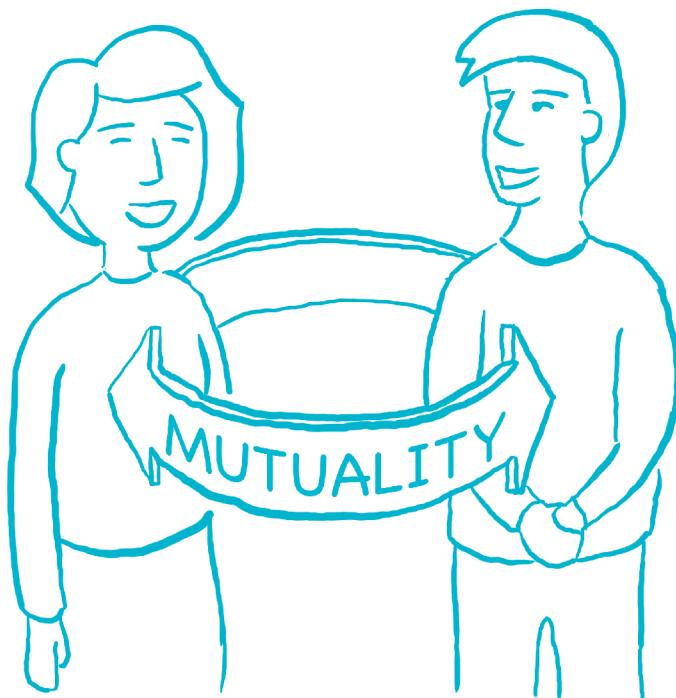
Supporting each other the right amount is important to help grow your skills and the skills of the person you are working with. Together we can all grow and learn more!

A photograph of a man and a woman working together in a kitchen. The man, on the left, is wearing a blue and white plaid shirt and a red apron, focused on his task. The woman, on the right, is wearing a white shirt and a red apron, also focused on her task. They are both wearing white gloves. In the background, there is a painting on the wall and a window. A large blue rectangular overlay covers the top right portion of the image, containing the text.

part a
working
together
well

working together

This section talks about how you work together. The activities in this section can help you think about how you already work together, and what you want to do differently to work together better in the future.



Do all of the activities in this section. Doing these activities will help you to do the other activities in the workbook.



activity: what do you enjoy doing together?

Think about what things you do when you spend time together. You can take turns to talk about your answers, write them down, or draw a picture. Even if you have known each other for a long time, you might learn something new!

What places do you go together?

What things do you do together?

What things do you eat together?

Do you have any special hobbies or interests that you share?



activity: make a map of your time together

Use the space on the page opposite to make a map about the things you do together. Write your names, put a photo, or draw a picture of you both in the middle of the map.

In the boxes, write down or draw the things you do together, like going to the shops, hanging out at home, going to TAFE, going to the movies or a cafe, and so on.

There are some questions next to the boxes. Do the first set of questions, and draw some more lines on your map for each place or activity. If you run out of space, continue the map on another piece of paper. You can decorate your map however you like.



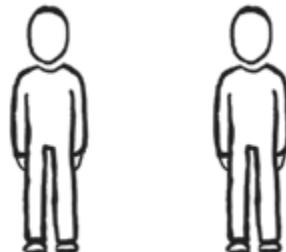
This is the map that Danny and I drew together. We chose to draw our map, but you could write, cut out images, take photos, or anything you like. This is your map to make together!





our map

who are you?



Where do you go?

What do you do there?

Who do you see there?



activity: review your map

When you have finished your map, ask each other the questions below. Record your answers by writing or drawing in the space below each question.

What do you like about the map?

Is there any part that makes you feel really good? If so, which part?

Are there things you do not like about it? If so, what things?

Is there anything you would like to change about your map? If so, what?

What did you like about working together to make the map?

Is there anything you learned about the other person you did not know before doing the map?
If yes, what did you learn?

building good support together

Working together well helps people feel good about themselves, learn new skills, and enjoy spending time together. It helps them to feel important and included.

Good support means different things to different people. Here are some examples of ways that you might work together to build good support:

- You listen to each other
- You pay attention to each other's choices
- You ask each other about how things are going in your lives
- You comfort each other when one of you is having a bad day
- You are polite to each other
- You do not boss each other around
- You arrive on time when you are working together
- You know it is okay to disagree sometimes, as long as you try and work it out
- You treat each other like part of a team
- You take the time to learn new things together and practice
- You celebrate when one of you does well or improves at something.

On the next few pages are some pictures and stories about other people working together well. As you read or look through them, think about how the people in the stories treat each other and work together as a team.

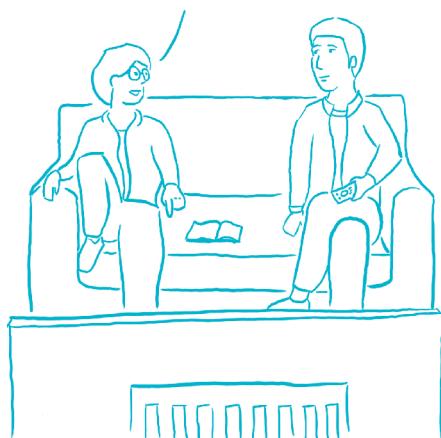


abbey and cam



Walking around the block is Abbey's favourite part of the day because she gets to chat with Cam, a support worker she really likes.

I liked the last episode

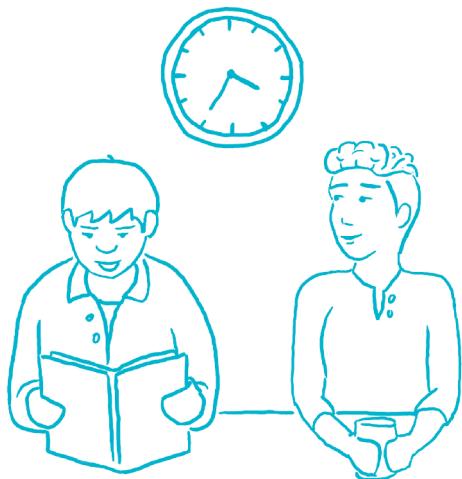


Both Cam and Abbey like the same TV show. They always have a quick chat about the show at the start of each day.



On Tuesdays, Cam and Abbey have more time to chat. They have lunch together. They talk about what is going on in their lives and their families.

tyler and gail



Tyler values his support worker, Gail, because she is always on time, and always patient. Tyler likes to practice reading and Gail makes time for him to read together.



Tyler and Gail are working together to write out his goals and the things he wants to achieve so that he feels ready to meet with his support planner.



Tyler likes to talk about his thoughts and feelings. He and Gail work well together because she is a really good listener.

part b

activity guide



activity guide

The activities in this section of the workbook will help you think about the way you work together.



Choose one or two of the activities from this section to complete together. You can do more if you like.

When you have picked an activity, think about what you might need.

Do you need:

- ➔ Paper?
- ➔ Pencils, textas or pens?
- ➔ Photos or paints?
- ➔ Anything else?



Think about where you will do the activity. It may be a park, café or library. You can do the activity while you try something new that you've never done together before. You can also do the activity as you go about your scheduled time together.

When you are ready to start, read the questions for each activity. You can use the spaces in this workbook to write or draw your answers or you can use your own paper. You can also use photos, or other objects for the activity.

Talk about the questions together and choose your answers before you write or draw them. Make sure both of you have a chance to speak up. If you want to, you can give separate answers.

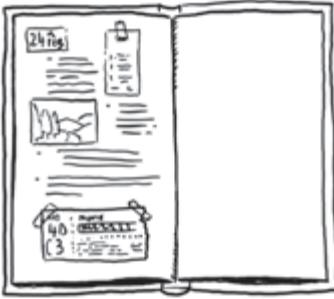
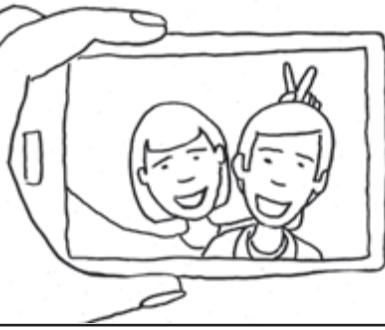
Have fun!

If there is anything you would like to change about any of the activities, talk to the person you are doing the activity with and together think of a change that works better for you both.



our chosen activities

Mark the activities that you have chosen to complete together.

| | | |
|--|--|---|
| <p>Out and about discussions</p>  | <p>Journal</p>  | <p>Interview</p>  |
| <p>Taking photos</p>  | <p>What we like</p>  | <p>Hand review</p>  |
| <p>Joint drawing</p>  | <p>Other visual activity</p>  | <p>Make your own activity</p>  |
| <p>Memory objects</p>  | <p>Other visual activity</p>  | <p>Make your own activity</p>  |



out and about discussions

As you go to see people or places and do your usual activities, ask each other questions about what you are doing and what it means to you. Make sure both of you get a chance to speak up. As you talk, take notes or photos about your activity.

If you are going to take photos, make sure the people in the photo are happy for the photo to be taken with them in it. If you take notes, make sure that both of you know what is written.

You can use these questions as a guide:

- Where are you now?
- What are you doing?
- Who else is around?
- What do you like about this place or activity?
- What don't you like about it?
- What happens that shows you work together well?
- What would help you work together better?



If you are going to take photos, remember to make sure that you ask any person who is going to be in the photo if they are happy to have their photo taken.





out and about discussions

If you want to, you can use this space to write or draw any notes about the things you talked about.



journal

As you go about your daily activities, write a journal (diary) together. You can talk about where you went and who you saw that day.

You can put receipts, tickets, or flyers into the journal. Be as creative as you can. You can take turns at writing or drawing something in the journal and seeing what the other person has written.

Here are some questions to help you decide what to write for each entry:

- Where did you go?
- What did you do?
- Who did you see?
- What did you like about your day?
- What didn't you like about your day?
- What happened that shows you work together well?
- What would help you work together better?



You can change, add, or remove parts of this activity to better suit yourself and the person you are doing this activity with.





journal

You can use this page for your diary, or you can use another notebook you choose together.



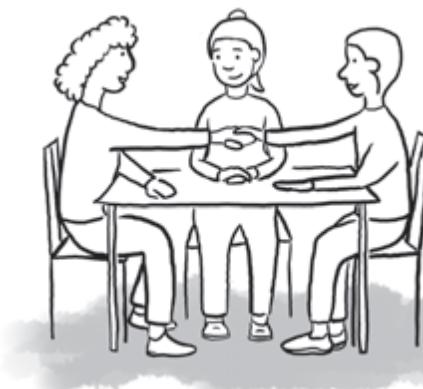
interview

As you do your daily activities, interview each other about what you did together. You can interview each other by asking questions. You can then swap so the other person gets a turn at answering.

If you want, you can take notes or film the interview on your phone so you can talk about it later.

Here are some questions you can use for the interview, but you can make up your own as well:

- Where did you go?
- What did you do?
- Who did you see?
- What did you like about your day?
- What didn't you like about your day?
- What happened that shows you work together well?
- What would help you work together better?



You can change, add, or remove parts of this activity to better suit yourself and the person you are doing this activity with.



If you are going to film the interview, make sure that you are both happy to be filmed.





interview

Here is some space to write down your questions and answers. You can also choose to record or film your interviews on your phone or by taking photos.

Question

Person 1 Answer

Person 2 Answer



taking photos

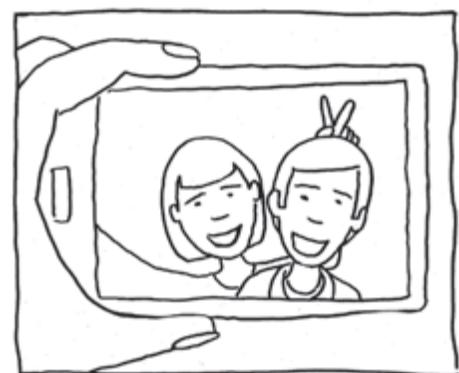
Photos can help remind you of what you have been doing together. You can take photos with a camera or phone or use photos from the internet. You can pick the photos together or each pick different photos. It is your choice.

Start by taking or finding some photos that remind you of:

- ➔ **Where you go together**
- ➔ **What things you do together**
- ➔ **Who you see together**

Then find or take some photos that remind you of:

- ➔ **Something that is important to one or both of you**
- ➔ **Something that makes you laugh or think about the other person**
- ➔ **Something that tells a story about your work together**



See if you can paste the photos next to each other so they tell a story about your day.

You can change, add, or remove parts of this activity to better suit yourself and the person you are doing this activity with.



If you are going to take photos, remember to make sure that you ask any person who is going to be in the photo if they are happy to have their photo taken.





taking photos

You can print out your pictures and paste them onto this page to show what you have been doing as a pair and what it means to you. Think of a title for your collection of photos that describes what they are about.



what we like

Make a list of the things you usually do together. Then circle the face that matches how you feel about each of these things using the pictures on the next/opposite page.

You could also ask questions like:

- ➔ Why did you feel this way?
- ➔ When did you really enjoy yourself?
- ➔ When did you feel bored?
- ➔ When did you feel like you were working well together?
- ➔ What would you like to do differently next time?



We talked about why we liked and did not like the activities. Now we have a better idea of the things we like to do together.



Before completing this activity, I thought that Lisa was enjoying going to the zoo. But she did not enjoy our time there. Now we are doing something else instead!



what we like

Circle the face that shows how you feel during the things you do together. Do this for all of the activities you do together. This can include driving or having a break, as well as your main activities you do. Talk about why you feel this way and ask the questions on page 27.

| Activity | Name: | Name: |
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hand review

After you have spent a day together, use your hands on the next page or draw your own to talk about what did. Each finger and palm of your hand will stand for a different thing to talk about.

Thumb: What is something that you liked today?

Index finger: Point out a time when you worked together well.

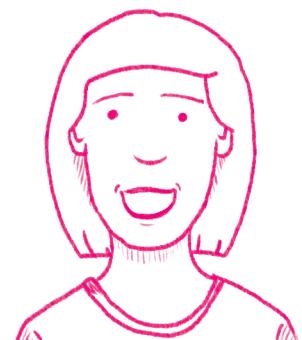
Middle finger: What is something that you did not like about today?

Ring finger: What is something special that you would like to remember about today?

Little finger: Is there anything else you want to say about today?

Palm: What do you want to do in a different way?

This is a hand review of my day with Danny!



Index finger

Danny and I helped each other learn the new dance moves.



Thumb

My friend Michelle was at my dance class.



Middle finger

I did not like food at the cafe we went to for lunch.



Ring finger

The woman who took our lunch order was nice.



Palm

I would like to go to a different cafe or restaurant for lunch.

Little finger

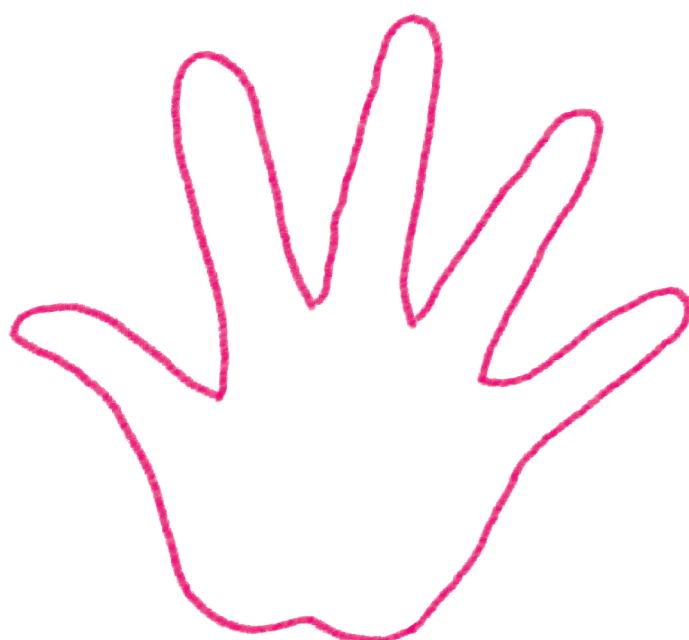
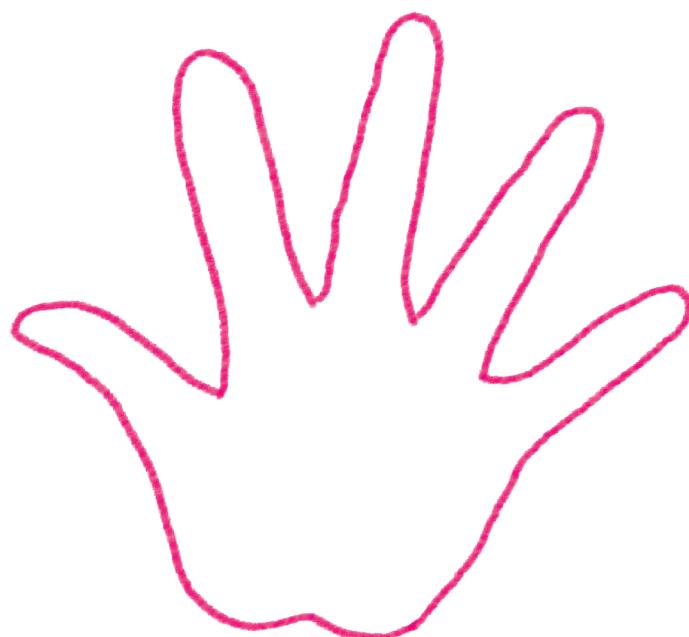
I learnt about Danny's family and that he has a new baby niece.





hand review

What did you do today? Trace around your hand, and on each finger and the palm of your hand, write, draw, or talk about your answer to each question.





joint drawing

On the next page, take turns to draw your ideas about working better together. You can draw your ideas with pens or textas, add writing, or add pictures from magazines or the internet.

Ask each other these questions to help choose which pictures to draw:

- ➔ What places do you like going together?
- ➔ What are your favourite things to do?
- ➔ How do you work together well?
- ➔ How could you work together better?



You can change, add, or remove parts of this activity to better suit yourself and the person you are doing this activity with.





joint drawing

working
together
well



other visual activities

You can make a drawing, painting or collage together. Be as creative as you want.

The questions for the other activities in this guide can help you to pick what to include in your drawing or painting. If you can, try and make it show how you work together well, and what you would like to do differently so you can work together even better.

To make a **collage**, pick out pictures and photos from magazines, newspapers, or the internet that remind you of what you do together. Cut or print them out, and paste them onto a piece of paper.



We created a collage of all of the foods we have tried together since we have known each other.



You can change, add, or remove parts of this activity to better suit yourself and the person you are doing this activity with.



If you are going to take photos, remember to make sure that you ask any person who is going to be in the photo if they are happy to have their photo taken.





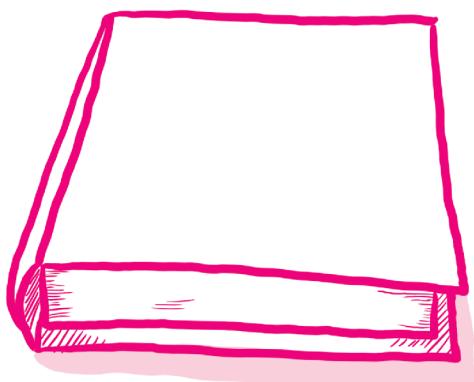
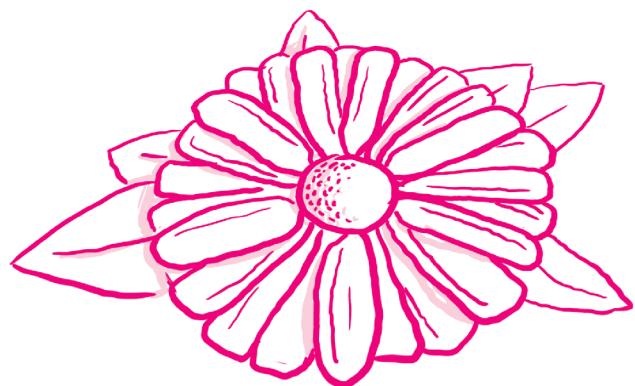
memory objects

Objects can remind us of the places we have been, things we have done, and people we have seen. They can tell a story about how we feel.

Pick some objects that mean something to you from a daily activity and how they remind you of working together well. Some examples could be a movie ticket, a café receipt or a flower from a garden.

You can choose the objects together, and you can choose some separately too.

When you have found some objects, you can put them in a row and take a photo of them. Talk about what they mean to you both.



You can change, add, or remove parts of this activity to better suit yourself and the person you are doing this activity with.





make your own activity

Use this space to design and complete your own activity to think about your relationship together, what it looks like and what it means to you.

Name your activity:

What are you going to do?



make your own activity

Use this space to do an activity that you have planned together. You can write or draw on this page or you can use another notebook you choose together.



make your own activity

Use this space to design and complete your own activity to think about your relationship together, what it looks like and what it means to you.

Name your activity:

What are you going to do?

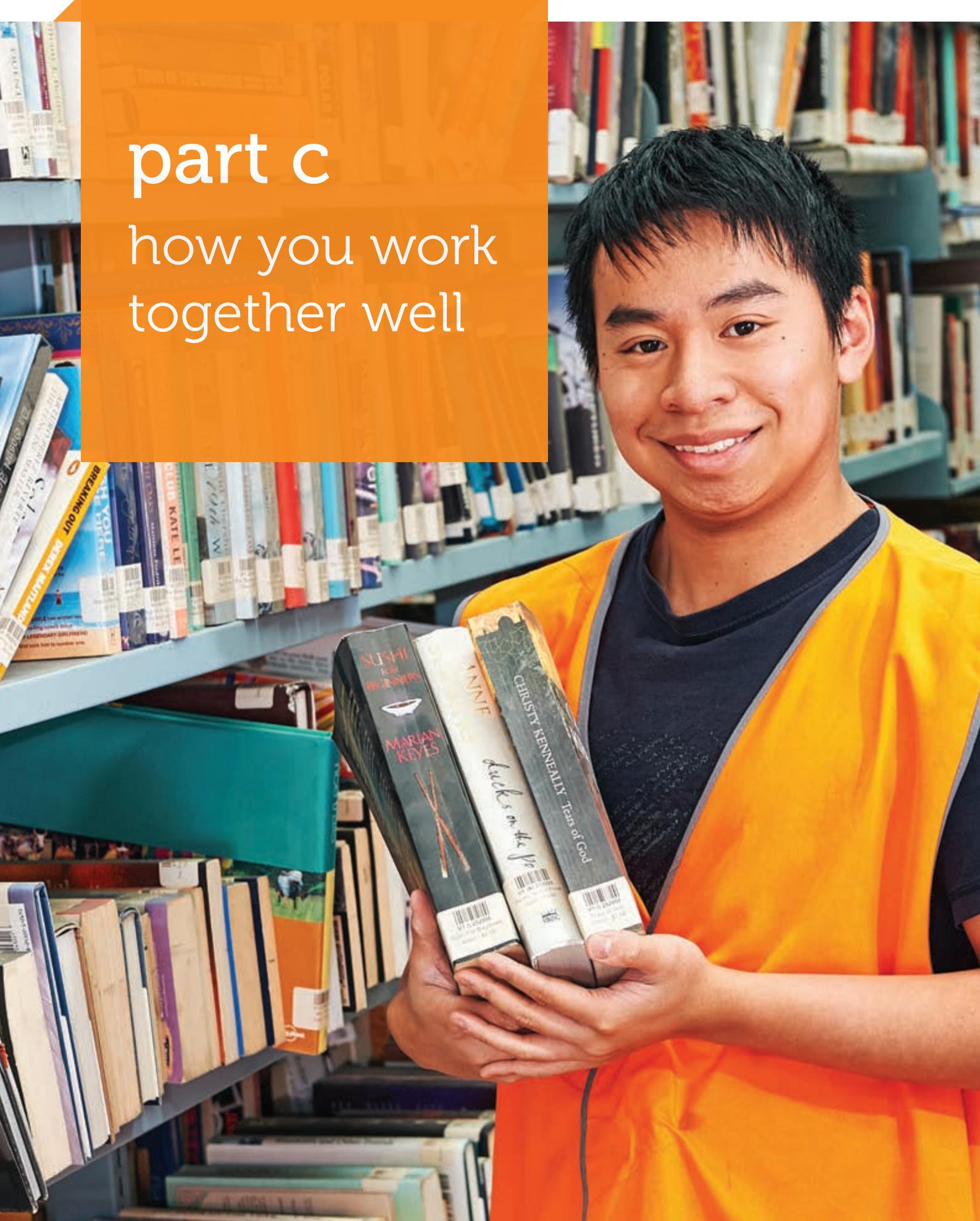


make your own activity

Use this space to do an activity that you have planned together. You can write or draw on this page or you can use another notebook you choose together.

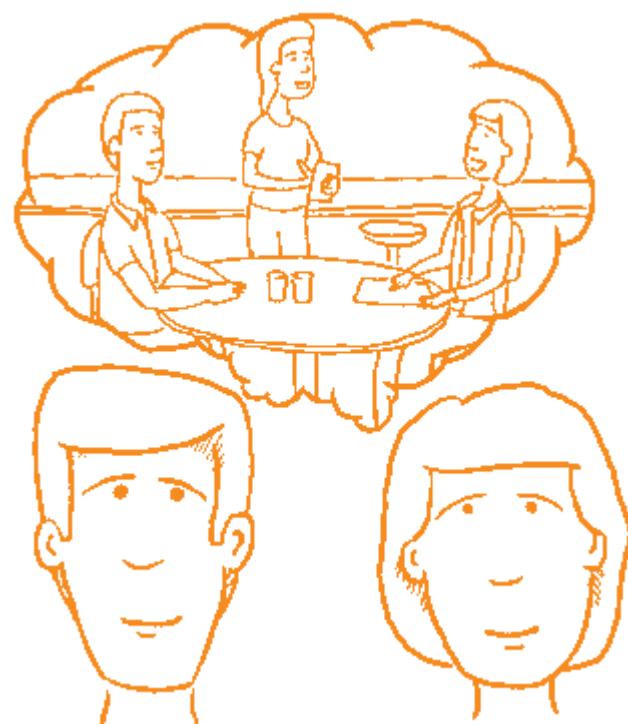
part c

how you work together well



reflection and review

Reflection means to think and talk about an activity you have done. Think and talk about what went well, and what did not go well.



Completing this section can help you better understand the way you work together. Reflecting on the activity you did together, can help you decide how you might do things differently next time. This can change the way you work together.



Do all of the activities in this section. Doing these activities will help you to do the other activities in the workbook.

thinking about your activities

Take some time now to think about your work on this book. Use the questions on the next page as a guide and talk about your answers together. You can write them down or draw a picture of your answers in the space provided.

Do not worry if not everything went smoothly. Struggle can be a positive part of working together, because it is an opportunity to work things out and change them for the better.

Working out what suits you and what is best for both of you, even if it does not work at first, helps make the relationship stronger. Paying attention to the body language (such as the way someone is standing, or holding their arms), and looking at the expression on the face of the person you work with can help. Working together to change the situation can help you both feel positive about how you will work together in the future, even when things are not perfect.



Lisa tells me when something is not right for her. Then we work on changing it. If it is something serious or something I can not help her with, I help her find support from someone else.

Getting support from people who can help you speak up can help you feel confident and change things.



activity: guided reflection

Use the spaces below to answer the questions. You can write or draw your answers.

What did you like about the activity?

What was good about it?

What did you learn about each other?

Was there anything that did not work well?

What would you change, if you did it again?

Have you got any advice for each other about working well together in the future?

building a stronger working relationship

Well done! You have finished the activities and reached the end of this workbook!

Here are some final tips from Danny and Lisa about things that might help you work together well in the future:

- ➔ Have fun together – do things that you both enjoy
- ➔ Try new things together
- ➔ Get to know each other
- ➔ Learn from each other
- ➔ Have choices and make decisions together about the places you go and the things you do together
- ➔ Look for opportunities to work with the people you want to work with
- ➔ Go places together that are friendly and accessible
- ➔ Look for opportunities to talk to managers and support coordinators about what you want and what you want to change

Some of these things are what support organisations and service providers can do to help people work together better. You could talk to your support organisation or service provider about what you need so you can work together better. You can also revisit this workbook in a few weeks or a few months time, do one of the activities from the activity guide, and see if anything has changed about the way that you work together.

When we started spending time together, we took the time to talk to each other about how we can work together well.



Now that we have got to know each other, I am confident that the choices we make together are good ones, and that we can talk to each other if we want to change something or try something new.



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circles of support

A guide for family carers, friends and advocates who want to start a *Circle of Support*.



your dental health

A guide to oral hygiene, dental health and the dental system for people with a disability, their families and carers.



it's my choice! toolkit

A guide to decision making and planning tools for people with disability, families, advocates and organisations.



i can vote

A dual read guide for people with a disability, their family carers, friends, advocates and support professionals. Contains detailed information to assist the voter with a disability to engage fully in the voting process.

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