Speak Up and be Safe from Abuse

A Communication Toolkit and Training Package

ISAAC conference 2018

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Acknowledgement of Country
Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Communication & Inclusion Resource Centre

We offer information, advice, resources and services including:

- Communication access
- Communication aids
- Translating written information into Plain Language & Easy English
- Disability education
- Community inclusion – supporting community participation
- Key Word Sign – signs and gesture
- GoKids – advice and support on mobility devices for children
- Positive Behaviour Support Service
- Support Coordination.
Agenda

• Project background
• Group discussion – your experience
• Speak Up and be Safe toolkit
• Having open conversations and allowing a person to lead
• Speak up and be Safe for children
• Where to from here?
People with communication difficulties are "highly victimized because perpetrators believe they will not be able to successfully tell anyone about the crime"

Wilczynski, Susan M., Connolly, Sarah. (2014)
Project Drivers

• Beyond Doubt Report (2014) - documents the experiences of people with disabilities reporting crime and looks at both police practice and the factors that affect reporting.

www.speakupandbesafe.com.au

• These slides are available on our website
• Additional resources and contacts available on the website
Project Components

DHHS funded Scope’s Communication and Inclusion Resource Centre to:
1. Develop appropriate communication tools and resources for people with cognitive and communication disabilities, to assist them to identify and report abuse.
2. Deliver training for key disability staff on how to effectively communicate and support individuals with communication difficulties, who are at risk or have been abused.
Concurrent projects

• NDS- Zero tolerance framework- we will be using their resources in this training [https://www.nds.org.au/](https://www.nds.org.au/)
• VALiD- Speak up training for people with Disability
• Women with Disabilities Vic:- to create a guide for abuse prevention resource development for Women with Disabilities
• Association for Children with a Disability – a resource for parents to talk about abuse and neglect with children
• SECASA- communication resources to be used in the work done by Centres Against Sexual Assault
Development of the toolkit

• A three part process – review of published research, projects in action and consultation with a range of stakeholders

• Over 300 kits distributed

Future developments
• Gender neutral images for feelings
• Looking at suitability for children
Development of the training

Key aspects addressed in the training

• Abuse and neglect- what does it look like and risk factors for people with communication support needs
• Basic information about communication
• How to have a conversation about abuse and neglect
• Using communication tools
• Co-presentation with people with communication support needs in person or via video presentation
Who has been trained?

• Frontline disability workers
  – 16 face-to-face trainings and 3 webinars delivered to date, 380 Victorian participants.

• Counsellor Advocates – Centres Against Sexual Assault

• Office of the Public Advocate

• 3 trainings delivered for Independent Third Person, two trainings for Community Visitors
Research

Phone interviews have been conducted with 16 frontline workers 3 months post training to determine the effect of training and toolkits:

• The aids were recognised as useful for symbolic communicators, however there were very few reports of the toolkits actually being used - even when abuse was suspected.

• Training increased awareness of the topic but highlighted knowledge /skill /attitude barriers

• Greater support is needed for frontline disability workers
What are your experiences?

What is current work and interest in this area?

What are the drivers/legislative requirements in your state or your country?

Discuss with your table – write your thoughts on the handout provided
“effective communication is so important in prevention, disclosure and treatment of sexual abuse”

Communication toolkit

- Communication boards
- Communication book
- Record sheet
- Speak Up and be Safe from Abuse Poster
- Key Word Sign Poster
Communication board sets

Speak up and be Safe from Abuse Communication board – general vocabulary

Instructions: This communication board set has a picture board, alphabet board and female and male body boards. Place the boards on a flat surface or hold where the person can see it easily. The person will point to pictures or letters on the person cannot point – solution by row and then column to columns, in order to tell the message. There is place to draw on the alphabet boards. If you need more words, stick these boards up and add them in "Here Abuse Communication board book".

Alphabet Board

Body - female

Body - male

Write or draw here

Write or draw here
Record sheet

Speak Up and be Safe from Abuse

Record sheet

Use this record sheet to record information about your conversation.
Ask the person for permission to use it.
Explain that using it will help you remember the person’s story.

Explain that if a report is made to the police or an investigation occurs,
the record sheet may need to be provided to police or investigators.

Place we talked about your safety

Date and time we talked about your safety

Your name (person with a disability)
More information and Easy English resources

Speak Up and be Safe from Abuse
Supporting people with communication difficulties to be safe from abuse.

We all have the right to be safe

People and Relationships
We need different people around us, who we care about and who care about us

- Peers
- Staff
- Family
- Friends
- Colleagues
- Volunteers
- Community members
- Advocates

Communication
We need the words to be able to talk about abuse

- Ask me how I am and believe everyone has a story to tell
- Use key word signs or picture supports
- Make communication aids available and ready to use
- Observe any non-verbal behaviours and report any changes

Watch, listen and respond
We all need someone to listen and do something about it

- Make time to listen to me. You may need to allow longer time if I use different ways to communicate.
- You do not need to decide what is true or false. Your responsibility is to follow policy and report a crime to the police.

Human rights and support
We need the best support to feel safe

- Create an environment that encourages people to speak up and report abuse
- Make a plan with me about how to provide support, especially when the support involves personal care.
- Check with me if you are providing support the right way
- Any restrictions, such as behaviour supports, medication and physical restraints must be recorded in a behaviour support plan.
- Follow any support or care plans. Review regularly.
- Refer me to appropriate support services, such as counselling.

Learn

- Support me to understand my human rights
- Support me to understand what abuse and neglect is
- Support me to learn about sexual health
- Find education, support services and Easy English materials.

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Speak Up and be Safe from Abuse - Key Word Signs

Read each description carefully to help you interpret the illustration. The illustrations show the right hand as the dominant hand. If you are left handed, use your left hand as the dominant hand. These can be used with other communication aids in the Speak Up and be Safe from Abuse toolkit.

[Diagram showing various hand gestures with corresponding words]

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Factsheet – You can get support

Speak Up and be Safe from Abuse
You can get support

In an emergency phone 000.

For staff:
Talk to
• your manager
• Victoria police to report a crime. A crime means theft, physical assault or sexual assault.

For a person with a disability:
Talk to
• someone you trust
• Victoria police to report a crime. A crime means theft, physical assault or sexual assault.

Other services to help you
To call any of the services using the National Relay service (NRS).

Phone 1800 555 677

• National Disability Abuse and Neglect Hotline.
  Telephone service for reporting cases of neglect and abuse of people with a disability.
  Phone 1800 880 052 (free call from land lines)
  Email hotline@workfocus.com
  Post PO Box Q687, Sydney NSW 1230
  Fax 02 9417 2697

For more information, please contact Scopes Communication and Inclusion Resource Centre

03 9848 0000 aid@scopevic.org.au

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03 9848 0000 aid@scopevic.org.au
Factsheet - Communication supports available
Factsheet – more information

Speak Up and be Safe from Abuse
More information and Fact Sheets

British Institute of Learning Disabilities (BILD), UK
Various resources
www.bild.org.uk/

Change, UK
Various resources
www.changepeople.org/

Centre for Augmentative and Alternative Communication,
University of Pretoria, South Africa
Abuse Boards
www.up.ac.za/centre-for-augmentative-alternative-communication/article/56165/
abuse-boards

Communication Disabiliies Access Canada
Picture displays
www.cita.canada.com/crimes/communicating-about-abuse/picture-displays/

Family Planning NSW and Victoria, Australia
www.fp.org.au/

South East Centre Against Sexual Assault (CASA), Victoria, Australia
Making Rights Reality booklets
- Counselling after sexual assault - Easy read
- Crisis care after sexual assault - Easy read
- Going to court - Easy read
- Having a health check after sexual assault - Easy read
- Making a statement to the police - Easy read
- Money to help you after sexual assault - Easy read
- Sexual assault and family violence: Getting help - Easy read
- Sexual assault: When sex is not ok - Easy read

For more information, please contact Scope’s Communication and Inclusion Resource Centre

03 9383 2000
web@scope.org.au

disability support services

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Time to look at the kits

• In groups of 2-3
• Use the communication book and poster

How would you use the resources to express:
• neglect (e.g. have not been washed/boredom)
• Sexual assault (e.g. non consensual touching)
• Emotional abuse (e.g. bullying/threats)
Feedback
“training is a must for the communication partner”

Bornman, Juan, Bryen, Diane Nelson, Kershaw, Priscilla, Ledwaba, Gloria (2011)
The **power** of open ended questions, and following the person’s lead
Open Ended Questions

Share- “I’ve noticed that”

Tell your story- e.g. “my sister borrowed $200 and never paid me back”

Ask- “Can you help me understand what’s happening for you”
Speak Up and be Safe video 1
How to support the person talk about what has occurred

• Inform the person about your role and responsibilities, e.g. reporting crime/incident reporting

• Ask open-ended questions and confirm with simple yes/no questions. For example, “What happened? You told me – at home – is that correct”.

• Follow the person’s lead. While the person composes their messages be ok with silence
Time to work through a scenario

• Find a place where you can work in a group
• Choose one person is the communication partner, one will use the toolkit to give a message

Remember:
- How can you respond in a way that is not judgmental?
- How can you ask an open question?
Feedback
Speak Up and be Safe video 2
Speak Up and be Safe for Children

In the last 12 months Scope was funded to investigate the suitability of the Speak Up and be Safe from Abuse toolkit and training for children.
Speak Up and be Safe for Children

Investigation included:
- Review of current literature
- Consultation with advisory group of experts form a range of backgrounds
- Individual consults with individuals with expert knowledge
Speak Up and be Safe for Children
-issues raised

• Limited information about the needs of children of different age groups

• Gaps exist in availability of training for cares and key stakeholder groups
Speak Up and be Safe for Children-
recommendations

-Further investigation into existing programs that have been developed to support children with communication support needs to report abuse

-To map potentially useful resources in terms of applicability according to age of a child, and where they fit in terms of addressing abuse and neglect (i.e. prevention or response)
Speak Up and be Safe for Children-recommendations

Training is required for:

• Professionals who would be supporting children with communication support needs to talk about abuse and neglect

• Informal supports such as family as compared to professionals within the justice system
Speak Up and be Safe for Children - recommendations

-Further investigation into how the Speak Up and be Safe resources could be presented alongside existing resources and training

-That guidelines be developed about how communication supports are to be used when talking about abuse and neglect with children and youth of different ages
Where to from here?

- AGOSCI national tour

- Community of practice?

- How can we continue to share knowledge and experiences in this area?
Austalian Resources

- http://sosafeprogram.com/
International resources

• https://www.talkingmats.com/intermediaries-for-justice-conference/
• http://talkingtroublenz.org/
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- People with communication difficulties
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- Phoenix Park Neighbourhood House (Stonnington Council)
- Advisory Group (Victoria Police, VEOHRC, SECASA, Scope, Carmen DeBono, DHHS, Women with Disabilities Victoria, CYDA, ACD, DSC, Gatehouse Centre, RCH)
Acknowledgements

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Our Services

- Community education
- Communication access and resources
- Inclusive recreation and leisure services
- Community development
- Accommodation
- Lifestyle options and individual support
- Therapy and psychology support
References

References


References

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