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## Talking about Safer Services presentation: Facilitator's Guide

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### Before the Presentation

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#### As a Facilitator

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Take the time to get familiar with this facilitator's guide and everything that is required of you before and during the presentation.

To practice your presentation, read the facilitator's presentation out loud using the notes provided. When you are speaking/reading in front of an audience it is useful to take a breath after four or five words of each sentence. This will help slow you down and give people time to process the information.

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#### Supporting the Participants

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Be aware some people may have personal reactions to some content based on their own experiences. Find out about support services that can be provided to individuals if discussions trigger memories or prompt disclosure. For example, an Employee Assistance Program, counselling services and support available to people with disability and their families.

You will also need to have available your organisation's policies and procedures relevant to the information presented such as rights and responsibilities, continuous improvement and feedback and complaints.

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### Resources

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For further information about the material discussed in the presentation go to:

[NDS Zero Tolerance Information and Resources website](#)

[NDIS Quality and Safeguards Commission website](#)

[WA's Individualised Services website](#)

[Dignity of risk research project Monash University website](#)

## Materials Required

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For the Facilitator	For the Participants
Facilitator's presentation with notes	Handouts of the slides
Flip chart or white board and pens	Pens
Laptop	Butcher's paper
LCD projector	7 Steps for Supported Decision Making worksheet
Selection of support services information leaflets and copies of relevant policies and procedures to hand out upon request	

## Venue Set-up

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Turn on the laptop and ensure that the first Power Point slide is showing on the screen and is clear in readiness to start the presentation.

Position the tables and chairs, and provide pens, handouts of slides, 7 Steps for Supported Decision Making worksheet and course evaluation forms.

Ensure drinking water and glasses are available.

Advise the location of toilets, ask people to switch off their phones and explain emergency procedures.

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### Tips

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- Consider what questions may be asked and prepare answers ahead of time.
- Do not be afraid to say you do not know the answer to a question. Let the participant know that you will find out the information and get back to them.
- Allow the audience to answer some of the questions. This technique will enhance their experience and encourage knowledge sharing.
- Be open and respectful to all participants' point of view.
- Ensure everybody in the room can hear you and are encouraged to ask questions.

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## Slides

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The facilitator's presentation (including notes) is the PowerPoint presentation that will enable you to deliver the presentation. For each slide you will first read the information on the slide and then continue reading the notes for that slide. The notes also include the instructions for each activity. The notes are written in the same way that you will read them to the participants. All notes in bold are for your reference only. If a slide doesn't have notes, just read the information on the slide and continue to the next slide.

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## At the end of the presentation

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Thank participants for their contribution and encourage them to speak up if they have any quality and safeguarding concerns.

Provide reflections that emerge from the presentation to the Quality and Safeguarding Manager or someone in a similar position in your organisation.