

Multicultural Peer Network (MPN)

# Supporter Kit

How to run peer-to-peer  
support groups

March 2023



For equality  
of life.

# Introduction

**22.3 percent of Australians speak a language other than English at home. Furthermore, one in five Australians live with some form of disability. Given this, support for people with a disability from diverse backgrounds, their carers and families is highly relevant in today's Australia.**

Settlement Services International's (SSI) Multicultural Peer Network (MPN) was an impactful peer-led support group network which promoted independence and participation among people with lived experience of disability from diverse communities, their carers and families in New South Wales. The program started in March 2020 and was funded through the Information Linkages and Capacity Building grants from the Department of Social Services (DSS).

As the MPN program is soon coming to an end, SSI is offering free training as well as sharing resources and learnings with the wider community to encourage community groups to start their own peer-to-peer support groups. SSI also wants to support community members with lived experience of disability to find out about the services and support that are available to them.

In sharing this information, SSI aims to sustain the MPN program's positive impact into the future.

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SSI acknowledges the Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work. We pay respect to Elders past and present and recognise their continuous connection to Country.



# Peer-to-peer support groups

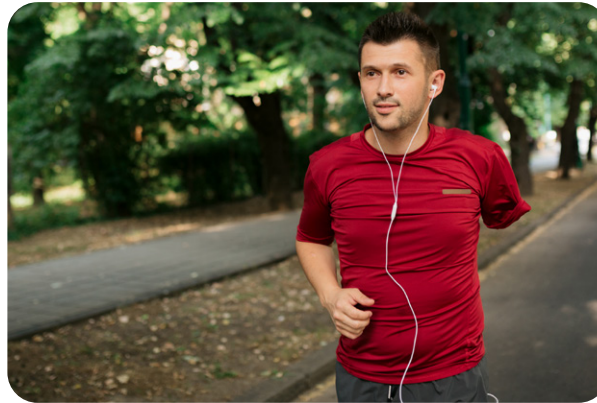
The MPN model aims to create localised networks of support for people with lived experience of disability, their carers and families from culturally and linguistically diverse backgrounds. It involves group peer meetings held in language and tailored to the needs of the group. Using the assets in this kit, community groups can consider creating their own peer support groups, and community members can learn about the services and support available to them.

Peer-to-peer groups can provide a platform for multicultural people with lived experience of disability to share skills and knowledge, increase their confidence and create social connections within their communities. The groups can also provide family members and carers with access to personal support and information to help manage their responsibilities.

By sharing the materials in this kit with your contacts and networks, you can help raise awareness about the support available to people with lived experience of disability and the potential benefits of starting a peer-to-peer community group.



# Free facilitator training



SSI is offering free training to any individual or organisation interested in facilitating peer support groups.

The sessions will share best practice and strategies for anyone to successfully facilitate their own peer support groups. Sessions will be hosted by SSI staff alongside previous MPN facilitators who will cover relevant topics, and explain how to use the available resources.

SSI will run online training that anyone is welcome to join as long as they can attend both sessions. SSI is also organising tailored learning experiences to community organisations that want staff to learn more about facilitating peer groups.

Email [community@ssi.org.au](mailto:community@ssi.org.au) to find out more about training options.

All sessions are free to attend and are scheduled from April to June 2023.

Learn more about the FREE facilitator training and how to register [here](#).

# Key messages



- **Community groups and leaders can consider creating their own peer groups using facilitator guides**, which contain details of SSI's proven and structured approach to organising peer group sessions. SSI's free facilitator training is for anyone, community groups and individuals, who want to join the training to deepen their facilitator skills and learn how to start a group.
- **Community members with lived experience of disability can read about the services available** to them and consider joining or starting their own peer group for more support or other ways to connect in their communities, including volunteering.
- **In this kit, you will find resources to help multicultural communities with lived experience of disability**, as well as their family and carers, to learn more about living an independent life, thereby promoting inclusion in the community.

**23.3%**

**of Australians**

speak a language other than English at home

One in five  
Australians live  
with some form  
of disability.

# What you can do to help

**We need your help to spread the word about the benefits of peer groups.**

You can use the materials in this kit to encourage multicultural community leaders and community members who have lived experience of disability to educate themselves on services and support available to them. The materials will also support them to build a strong network around them, and to start their own peer groups.

We would greatly appreciate your support in sharing these materials with your community and networks, using the channels and methods you know will reach them best.

This kit contains both written and visual materials in up to seven languages, intended for any individual or organisation keen to establish their own peer-to-peer support groups.

## **For anyone who would like to start their own peer-to-peer support group**

These resources can be downloaded and shared via your networks:

- **Facilitator guides** (page 7),
- **Community fact sheets** (page 8),
- **Videos** (page 9-11), and
- **Social media materials** (page 12)

## **For anyone who lives with disability or has a lived experience of disability**

These resources can be downloaded and shared via your networks:

- **Community fact sheets** (page 8),
- **Videos** (page 9-11), and
- **Social media materials** (page 12)

## **More information is available on SSI's webpage in seven languages**

Arabic, English, Hindi, Nepali, Simplified Chinese, Spanish and Vietnamese.

On this webpage you can also learn how to join SSI's free facilitator training.



## Resources

# Facilitator guides

Our facilitator guides are designed for community organisations to use as a handbook for peer group facilitation. In the link below, you will learn more about these guides.

[Download facilitator guides](#)



### Book One:

Aims to help people establish a group, and learn about basic facilitation skills, communication techniques, self care and support systems.



### Book Two:

Aims to help people learn about self-advocacy, circles of support, volunteering, and employment, which are some of the recommended themes for the peer groups.

## Resources

# Community fact sheets

Our fact sheets provide information that promotes independence and participation among people with lived experience of disability. They can also be used as conversation themes in peer groups.

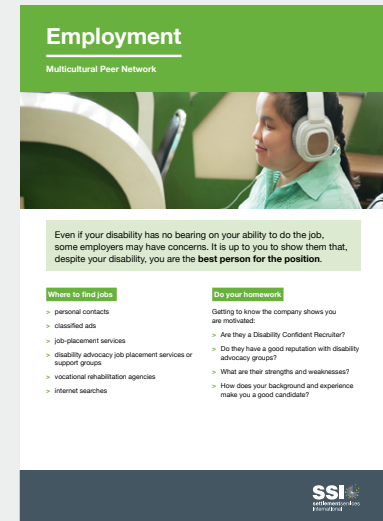
Fact sheets are available in these languages:

- Arabic
- English
- Hindi
- Nepali
- Simplified Chinese
- Spanish
- Vietnamese

**Download fact sheets**

### Fact sheet topics:

- **Employment with disability**  
gives helpful tips on how to seek employment with a disability.
- **Self-advocacy**  
outlines how to create change for yourself by speaking up.
- **NDIS access**  
explains the National Disability Insurance Scheme (NDIS) and its pathway, eligibility, and other supporting information. For more information about SSI's disability support services in NSW, click [here](#).
- **Circles of support**  
explains the groups of people who come together to help promote the goals and interests of one person.
- **Volunteering with disability**  
explains the benefits of volunteering to your life and future employment opportunities.



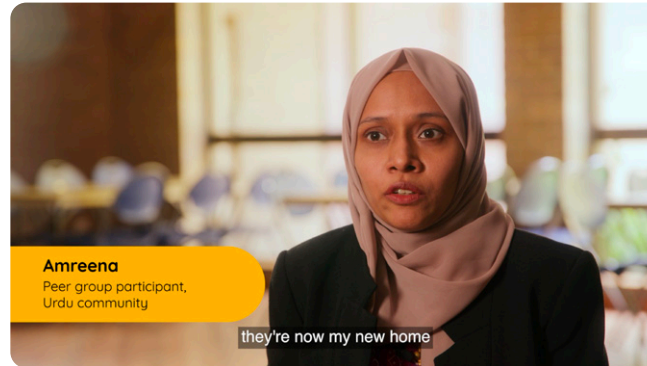


## Resources

# Videos

These case study videos show the positive impact peer-to-peer groups have had on the community during the MPN program.

You can share these videos on social media channels and websites, or in email newsletters. We've also developed some text for social media that you may like to use or adapt.



### Video #1: Hear about the program from past participants

Testimonial style video featuring participants who have taken part in the program, and showcasing the peer group in action.

Languages:

- Arabic
- English
- Hindi
- Nepali
- Simplified Chinese
- Spanish
- Vietnamese

### Suggested post copy:

Building your life in a new country can come with challenges and it can help to have a group around you who share your experiences.

If you have a lived experience of disability, learn how a peer support group can help you build confidence.

Our partner SSI has created free resources that can help people with disability and their families live a more independent life by learning more about important topics such as how to build confidence to advocate for yourself or understanding your rights when it comes to the NDIS.

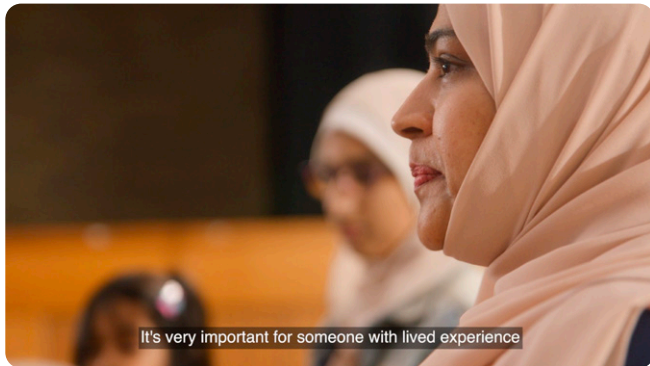
Download these resources to learn more.

Find out more [here](#).

**Download video #1**

## Resources

# Videos



### **Video #2: Understand the impact and success of the MPN program through past facilitators and key SSI program leads**

Video featuring people involved in the previous program discussing its impact, learnings and evaluations.

Languages:

- Arabic
- English
- Hindi
- Nepali
- Simplified Chinese
- Spanish
- Vietnamese

#### **Suggested post copy:**

If you or a loved one has a lived experience of disability, knowing your rights and the support you have available can seem daunting - especially if you are culturally or linguistically diverse.

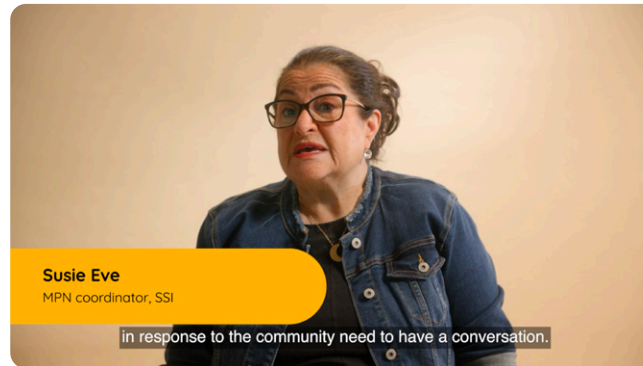
Hear from facilitators and SSI about the difference you can make by running your own peer-led group.

SSI offers free in-language resources and facilitator training to help local communities. Learn how you can help people with a lived experience of disability lead a more empowered, fulfilling life.

Download these resources to learn more.

Find out more [here](#).

**Download video #2**



**Video #3:**  
**Learn how to use the facilitator guides to start your own peer-to-peer groups**

This is a video outlining how to use the training guides and resources as supporting tools, and build a successful and impactful peer-to-peer group.

Language:

- English

**Suggested post copy:**

Your community needs you!  
Start and run a successful peer-led group to educate those living with disability on important issues that affect them.

Our partner SSI is sharing free facilitator guides that cover themes like setting up a group, understanding group dynamics and structuring each session.

Join SSI's free facilitator training to deepen your skills on how to support communities to support themselves.

Download these resources to learn more.

Find out more [here](#).

**Download video #3**

## Resources

# Social media materials

These social media images and posts can be shared with your networks to learn more about what services and support are available to community members, and to encourage community groups to start their own peer-to-peer groups.

You can share these materials on social media channels or in email newsletters. We've also developed some text for social media that you may like to use or adapt.



## Facilitator focus

### Suggested post copy:

Looking to make a difference in your community?

Start a peer group and empower those with disability to live a more independent life.

Free training and in-language resources are available, provided by our partner SSI.

Find out more on SSI's [website](#).



Download assets



# Social media materials



## People with a lived experience of disability focus

### Suggested post copy:

If you have a lived experience of disability, find out how you can live a more independent life and build confidence engaging in the community.

Our partner SSI has created free resources across five topics.

Find out more on their [website](#)

These assets and text have been translated to seven languages:

- Arabic
- English
- Hindi
- Nepali
- Simplified Chinese
- Spanish
- Vietnamese



Download assets

To learn more about the MPN program,  
free facilitator training or other ways SSI supports  
community organisations, please visit our webpage  
[ssi.org.au/services/disability-services/multicultural-peer-network](https://ssi.org.au/services/disability-services/multicultural-peer-network)  
or  
email [community@ssi.org.au](mailto:community@ssi.org.au)

[ssi.org.au](https://ssi.org.au)