



The 2024 Gathering: Feedback from participants

THE 2024 AUSTRALIAN SRV GATHERING



‘SRV in action’

Fri to Sat, 23-24 Feb, 2024



The inaugural face-to-face Australian SRV Gathering was held 23-24 February, 2024 in Brisbane.

The full title is 'The 2024 Australian Gathering: SRV in action'.

The ASRVA Ltd Board is comprised of

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'Fostering, safeguarding, and developing the theory and application of SRV'

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SECTION 1 – INTRODUCTION & WHY HOLD A GATHERING

Introduction

This Report provides the background to ‘The 2024 Australian SRV Gathering: SRV in Action’ and a summary of feedback. Feedback was sought in three ways: via

- 1) Cards handed out for completion at the Day 2 Opening Plenary, with two questions:
 - a) Memorable Experiences of the Gathering to date
 - b) Ideas and Possibilities that have occurred to you
- 2) Cards handed out in the final session of Day 2, with three questions:
 - a) I liked
 - b) I wish
 - c) I wonder
- 3) Responses to an online evaluation sent to some participants; 32 responses.

All quotes from participants are in purple italics.

The Report consists of eight sections:

1. An explanation of why ASRVA held an SRV face to face Gathering, focussed on the application of SRV
2. A description of the Program
3. What ASRVA planned to achieve
4. What people said about a range of matters, including the event overall and specific presentations. A collaborative activity resulted in lists of individuals willing to continue to progress matters that would support the application of SRV.
5. Thoughts about the future
6. Thanks to various people and groups who made The Gathering so successful
7. A brief description of SRV, for those new to the theory
8. About ASRVA Ltd

Why hold a Gathering?

- a) Users of SRV frequently make comments such as, *‘SRV opens so many doors, yet so few people use it and there are many barriers.’* One individual wisely observed, *‘SRV has to be alive for a reason. There has been a history of deep ambivalence about the worth of people with disabilities. Congregation and segregation have coexisted. We therefore need to ‘give life to aspirations of life’, a ‘decent and well-connected loving life’.*

ASRVA has recognised that intentional efforts are needed to ensure the long-term revitalisation of SRV. See [‘Introduction to 2020 SRV Revitalisation Plan : Context/Challenges, Our Plan, & Roles’](#).

By ‘revitalisation’, we mean an energetic learning and application of SRV, and maintaining fidelity to the theory while ensuring its use in order to create significant, positive changes in the lives of people who experience devaluation.

SECTION 2 – THIS IS WHAT WE DID

This section provides a description of the overall Program.

We offered a 2-day Gathering, targeted at people who have completed an introductory theory event but also including some who had not done so. A total of 90 people attended; 15 had not done a SRV theory workshop.

Four Plenaries

The program included several Plenaries:

The Opening Plenary of Welcome to Country and Welcome to the Event. The opening also included a presentation on the ASRVA Application Research

Day 2 – A presentation on the Community of Practice approach and the links to the research

Closing – Multiple activities with the primary one that of The Importance of Personal Action.

Five Concurrent Sessions

The program also included 5 Concurrent Sessions each with 3, 4, or 5 rooms of 1 or 2 presentations. This was 31 presentations in total.

The flow of the Concurrent Sessions was designed to take people on a journey:

Concurrent Session 1 – **The SRV radar: understanding devaluation and its impacts** – grounding people the common wounds devalued people experience

Concurrent Session 2 – **SRV Ideas in Practice** – stories of how SRV has been used

Concurrent Session 3 – **SRV Ideas in Practice** – stories of how SRV has been used

Concurrent Session 4 – **Using SRV in Complex Contexts** – 4 presentations that showed the value of SRV in very demanding situations

Concurrent Session 5 – **All in. Sustaining SRV Efforts over Time** – hearing how practitioners have hung in using SRV – personal and organisational contexts

Concurrent Session 6 – **An SRV Community of Practice: collaborating, creating, continuing SRV application** – identified 5 practice areas ripe for participant collaboration and co-creating

Dinner

Dinner was held on the 1st evening of the Gathering.

The purpose of the Dinner was to encourage networking and relationship building and engage people in a collaborative activity (the Quiz).

SECTION 3 –WHAT ASRVA ACHIEVED OVERALL

This section outlines the broad objectives of The Gathering, and an overview of nine strategies used in developing the Program. Comments from participants are provided in purple italics.

A total of 91 people attended the Gathering. Of these, 15 had not completed an introductory SRV theory event.

Consistent with ASRVA's desire to promote the Community of Practice approach, there were 63 voluntary roles inhabited by 45 of the participants.

The Gathering provided bursaries/subsidies of \$7,116.

Five Objectives for the Gathering

ASRVA held five Objectives, listed below in the shaded box, for the Gathering.

The rating scale of 1 to 5 where 4 is 'Well met' and 5 is 'Extremely well met', yielded the following results for each objective:

i.	to bring people together who are interested in strengthening their application of SRV	4.8
ii.	to create spaces for reflection and critical thinking	4.5
iii.	to inspire and enthuse people about the relevance of SRV in 2024	4.7
iv.	to bring people together in the form of a community of practice so that they have 'supports and co-learning opportunities	4.4
v.	to discuss new ways of supporting SRV efforts	4.3

ASRVA intentionally achieved the following:

- 2) A focus on Application – the entirety of the Gathering was focussed on 'SRV in action'
- 3) An intentional grounding in the reality of social devaluation, followed by illustrations of SRV in action, including in complex environments and acknowledging the challenges in using SRV, both at a personal level and at an organisational level. The Program Flow therefore was:
 - a) Wounding – The SRV Radar: understanding devaluation and its impacts. *'Really grounded us in the reality of wounding. A perfect place from which to move on through the gathering.'* and *'Excellent choice of speaker - great to see SRV applied outside of disability services.'* In the feedback in response to memorable experiences, *'Hearing experiences in inclusive education, about asylum seekers, and from the mental health field, as these are outside my experiences.'*
 - b) SRV Ideas in Practice – as one participant said in response to a question as to whether SRV includes strategy, *'SRV is ALL strategy'* and *'The stories were very powerful. I think it was great to hear situations where things went wrong and how they were overcome.'*

- c) Using SRV in complex contexts – *‘This was great, seeing how truly useful SRV is when the [context] is very difficult, very complex’ and ‘Four excellent speakers with great experience talking about their real-life application of SRV, how to choose!’*
- d) Sustaining one’s use of SRV – *‘Personal, real-life effort’ and ‘I was reminded of the importance of always staying focused, unflinching, on the people and the truth of their lives.’*
- e) An SRV Community of Practice: collaborating, creating, continuing SRV application
‘The session of Community of Practice tapped into my creativity and there was a great sense of conviviality generated.’
‘Even more time on the final session would be good. I went to the Podcast one but also wanted to go to two others!’.
- f) Final Plenary – Invitations to members of the Australian SRV Community of Practice to be actively involved
- 4) Speakers all of whom actively use SRV. All presenters spoke about their use of SRV in real life
 - 5) Speakers all of whom were from Australia in order to show the SRV Community that there is much depth and experience within Australia
 - 6) Speakers with a range of backgrounds so that there were presentations beyond being about people with a disability. Thus there were presentations asylum seekers, aged people, and people with experience of the mental health system.
 - 7) Group sizes that maximised interaction. Group sizes for 5 of 6 sessions did not exceed the low 20s; one session had groups numbers in the high 20s.
‘If we gather again and each of us brought one person with us, what 200 people in the room would mean.’
 Comment: Though ASRVA wanted to keep group size small, we are alert to the potential for larger audiences and will consider this in the design of events hereon.
 - 8) Opportunities for relationship forming. Beyond the opportunities to develop relationships during breaks and at the dinner, the five presentations in the Way Forward (the Community of Practice) Session were comprised of small group work.
 - 9) Demonstrations of the relevance of SRV to all devalued groups. SRV has a long history in services for people with disability, much less so in the area of aged people, and a tiny impact in mental health. The view of ASRVA is that not only is SRV beneficial in crafting responses to other devalued groups, but that also being exposed to such generalised application assists people think through their own practice better.
 - 10) The program reflected features of a Community of Practice: strengthening the SRV knowledge base, and opportunities for people to connect and collaborate.

- 11) Speakers were intentionally supported to craft presentations that included SRV Ideas or stories and which had included the use of SRV ideas.
- 12) Speakers role-modelled to others how to tell an SRV-based story; this is quite an art and essential learning.

SECTION 4 – THIS IS WHAT PEOPLE SAID ABOUT:

It's exciting and illuminating to read the scores and comments about various aspects of The Gathering. Comments about The Gathering as a whole are listed first, then followed by comments about specific aspects of The Gathering. The number are the average score out of 5 and the total number of responses in brackets.

1. The Gathering Overall 4.95 (39)

This section provides comments from Participants about The Gathering overall. The feedback was analysed for themes, and eight strong themes were identified.

The overall satisfaction with the event was 4.95 out of 5.0.

Participants appreciated both the tone of the event and it being well organised,

'Loved the vibe. Friendly, welcoming and inclusive of people at all levels of knowledge of SRV.'

'It was a thoughtfully organised and well executed event with many wonderful presentations.'

'I liked all the stories, the vibe, the open-mindedness, sharing, being challenged, sitting in the discomfort and not being on my own whilst doing so.'

'I liked that we talked and listened and networked and were happy in each other's company right from the start. And 65 people helped out voluntarily!'

'What a fantastic event. Super well organised. Great program. Excellent speakers for SRV in action. Brought recognition to the Community of Practice.'

One person said,

'One word that encapsulates my experience: Magical! Connecting in person with numerous others passionate about SRV was truly incredible.'

Another spoke to SRV being a movement, or at least used as the foundation for a movement, of people acting to address devaluation:

'I seriously didn't want it to end. The information and experience offered paired with the group's energy was one of the best learning platforms I've ever experienced. I left feeling that SRV is a movement. Working towards giving value back to the 'devalued' in a sense is a freedom movement and this gathering has really ignited my passion.'

ASRVA set out to ensure that the Gathering reflected the Community of Practice approach; welcoming, connecting, openness. People spoke of the 'vibe' that was created from the Opening Plenary and reinforced throughout.

'Greg's personable delivery and presentation style put the audience at ease and took us on a journey to what matters, highlighting this in a way that doesn't alienate or leave anyone behind.'

'Set the tone really well. Described the flow of the two days and lovely humour.'

From the 'Memorable Experiences' cards, a strong picture of the participants themselves set the tone:

'A feeling of a shared attitude and collective desire to do better.'

'The warmth in the room; genuineness of all is heartening.'

'The people. The vibe. Very positive, open and progressive.'

'Being in a room with so many like-minded people – always amazing.'

'A real sense of community.'

'Everything. Absolutely everything 😊'

Participants also made comments about the 'Shape' of the event, as follows:

Introduction of the Sessions

'Appreciated the 'framing' of sessions by facilitators.'

Wounds

'The session on wounds was quite impactful; it seemed this common across participants – it set the scene for how SRV can then be used.'

'While always hard, reminding ourselves about the wounds people experience was powerful.'

'We were grounded by stories of wounding (the cold, hard reality).'

Interactions

'Loved the discussion and question time in most presentations.'

'I liked the interactive nature of the event and the people.'

'Great taking the time to have session participants introduce themselves. The 'height line' and discussion in a plenary was excellent to start setting the culture of connecting.'

Eight themes within the over-all feedback were as follows. Comments from the ASRVA Board are included.

(i) Reassurance of the Power of SRV

A telling comment was, *'Wow, this is fantastic to show people SRV's not old-hat, it's the go.'*

People like being reassured of the relevance and potency of SRV. In response to the 'What I liked' ...

'I liked the opportunity to spend 2 days listening to committed people who see how powerful SRV principles and strategies are in assisting devalued people to have meaningful lives.'

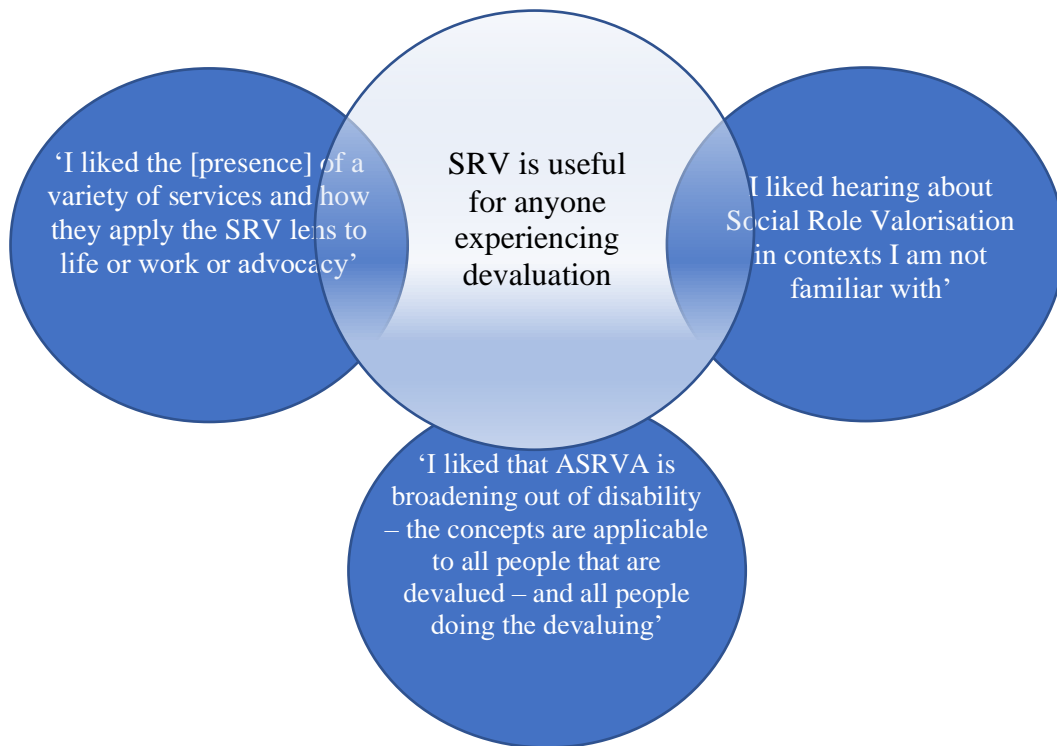
The theme of 'using stories' is reinforced quite often in the feedback. Several comments linked stories and the power of SRV ...

'I liked hearing everyone's incredible stories ... being reminded of the power of SRV and the positive impacts it can make on a person's life.'

'I liked listening to the stories of how individuals and families used SRV strategies and framework to ensure a 'good life' was created ... I liked how it opened my mind to so many possibilities.'

I liked hearing stories of how others are using SRV (practical ideas)'

As mentioned above under Objectives/Flow/Wounding, participants appreciated gaining an awareness of relevance of SRV across other sectors or in response to devalued groups other than people with a disability.



(ii) More, more, more

The desire for more was another recurring theme: more presentations, more Gatherings, just more.

'I wish we could do it every year.'

'I wish we could do this again next year – want my son and other daughter to attend.'

'I wish that we could come together face-to-face more often.'



'I wish I could have attended all of the sessions!'

'I wish sessions were recorded so I didn't have to pick and choose.'

Comment: The ASRVA Board is considering several methods to make some or all sessions available via recording.

(iii) Ideas and Possibilities

All of the following were mentioned several times – the single quotes are simply examples. Some have combined elements of several comments.

Change: *'Strengthening our connections and the energy we have created for change.'*

SRV more accessible: *'The podcast idea is fantastic making SRV more accessible to a broader audience.'*

Format: *'I've been wondering whether the style of this event is a better introduction to SRV than a workshop.'*

Format: *'A panel of people from different contexts discussing how SRV applies to them. This would be great to open discussion around similarities and how we can learn from each other.'*

Reflective Practice: *'Spending more intentional time and setting up processes to enable critical reflection on SRV in practice.'*

Networks: *'We need to build networks post-Gathering.'*

Connections: *'How, monthly meetings online, small groups continue discussions, pairing with other members including regional people to regional people.'*

More real-life example (see above 'more people with disability and others'): *'More real-life examples, real parents, clients talking at the event.'*

Community Mapping or Asset Mapping: *'Apply community mapping [to the Community of Practice].'*

Sharing of activity: *'Continued sharing of what community members are doing in their work to apply SRV – use social media.'*

(iv) More people with disability and others from other devalued groups

There were comments on the 'I wish' cards from three individuals that show a desire for more people from devalued groups to be present. ASRVA supports this wish, and encourages members of the SRV community to be active in making this possible, such as through enabling more devalued groups to be exposed to SRV.

'I wish we had more people with disability involved in valued roles in the event.'

'I wish people with disability were more present/speaking.'

Comment: There were 26 people with disability or family members involved in roles in the event; 13 of these were speakers. But of course, the numbers could be higher. The presence of people with disabilities/from other devalued groups, family members and so on comes down to who attends an SRV theory event; it is super important for all participants and other members of the SRV Community to encourage people, to invite people.

'I wish we could hear from devalued groups, more diverse groups, about their experience with SRV.'

Comment: ASRVA has for some time been encouraging people/members to find ways to show SRV to people from diverse groups. Members must take a role in this. This event had presentations from just three other areas: people seeking asylum, people with experience of the mental health system, and people in the aged care/dementia area.

(v) Resources

One theme indicated that participants are looking for resources around SRV, including how to implement it.

Comment: ASRVA has created an initiative whereby there will be a resource collection developed and made available to members.

ASRVA has also identified the need for an SRV Application project, and a person to lead it. Stay tuned.

(vi) The Presence of SRV in Legislation and in Policies

'I wish more people that set agendas and make decisions followed SRV. For example, the NDIS core literature contains a lot of SRV – but it is rarely followed. Cognitive dissonance or lack of understanding!'

Comment: It has often been the case that SRV, or at least, SRV principles are present in legislation and other systems. However, SRV itself is never named but elements of the theory are.

This can be useful when arguing for funding, for services, and so on. However, it is problematic as it is, once again, SRV being picked apart to find the appetising/easy-to-use elements, rather than using it as a complete informing service design system.

(vii) People new to Social Role Valorisation

The event welcomed 15 people of 90 who had not completed an accredited SRV theory event.

'I liked hearing newbies' enthusiasm now that they've been exposed to some SRV, even though it is about application before they've learnt any theory.'

'I liked hearing about SRV for the first time, being able to talk to and learn from others was great, especially through stories.'

'I liked listening to others whose values were closely aligned to my own, express this through a previously unknown 'framework', and expand/give a language to some of my own previously un-articulated views and thoughts.'

'I am new to SRV, so the whole framework is amazing and life-changing.'

(viii) Organisation of the Event

The event was very well organised, despite some minor issues.

'Extremely well organised'

'I loved everything! So well organised and executed.'

'I liked how well organised the event has been and the excellent speakers and topics.'

'Amazing job.'

'The gathering was a fantastic opportunity to engage with a nation-wide community of people who are actively engaged with SRV. It exceeded all of my expectations. I met the most incredible people and felt a great sense of collective purpose. I had some very grounding conversations with some very inspiring people. This gathering has lifted my spirits and increased my expectations of what might be possible. Thank you so, so, so, so, so much.'

'The event was extremely well organised and I felt it flowed really well. The venue was appropriate. The contents of the conference bag were very useful. I was impressed by how many people attending the gathering were involved in some way. This really helped to build the sense of community and connection.'

The Report now explores each aspect of The Gathering in more detail. Each heading is in a brown box with white text. The numbers to the right of each title refers to the average score for that topic out of 5. The brackets indicate the number of responses. A reminder: quotes from participants are in purple italics.

There are three sections:

- The Welcome to Country
- The Plenary presentations
- The Speaker's presentations

2. The Welcome to Country 4.97 (38)

The Gathering opened with a *'meaningful and moving'* Welcome to Country by Maroochy Barambah. Maroochy is an Aboriginal Elder from Brisbane, Australia. She is of Turrbal and Gubbi Gubbi ancestry with additional bloodline connections to Wakka Wakka, Kamilaroi and Birri Gubba Country.

Maroochy, first in her own Language and then in English, spoke eloquently of the experiences of First Nations Peoples' experience of the extremes of devaluation yet brought us all together in the search for a truly inclusive society. As Songwoman of the Turrbal People and an internationally renowned opera singer, Maroochy, dressed in her traditional cape of animal skins, sang the Welcome to Country. It was a gracious kindness expressed to us.

Maroochy's Welcome had a significant impact on people.

'This was a highlight! It set a wonderful tone for the whole event. A powerful reminder for all of us of the continuing relationship of our First Nations' peoples to this land we live and work on.'

'A perfect start to the event.'

'I loved this. I enjoyed the speakers sharing of her history and her peoples. I felt privileged to have been able to experience this.'

'This was a highlight! It set a wonderful tone for the whole event. A powerful reminder for all of us of the continuing relationship of our First Nations' peoples to this land we live and work on.'

'The history piece tied in SO well with wounding/devaluation which I thought was a great additional aspect I've never experienced before.'

3. The Plenary Presentations

OPENING PLENARY – Greg Mackay 4.7 (37)

This was comprised of the usual Welcome and Houses-keeping matters, Thanks to individuals and groups in key roles for the event, and an Introduction to ASRVA, what it's been focussing on, and relevance to the Gathering.

'Set the tone perfectly. Described the flow of the two days and lovely humour.'

'Loved the personable delivery and presentation style. It puts the audience at ease and takes us on a journey to what matters, highlighting this in a way that doesn't alienate or leave anyone behind.'

'Really broke the ice but reinforced the importance of SRV.'

OPENING PLENARY RESEARCH – Jane Sherwin, Ricky Esterquest, Laura Abrahams 4.5 (35)

The opening plenary also included an overview of the findings from the ASRVA research with practitioners into SRV Application, 'SRV really expands my radar': Lessons From People Experienced in Applying SRV.'

'Thought provoking and clear. I loved the combination of Jane's deep, rich and nuanced SRV knowledge and experience in talking through the research process and findings, and seeing new (to me) faces Ricky and Laura talk with such passion, optimism and thoughtfulness about the implications for SRV and its continued place in human service design and delivery into the future.'

'Great to remind everyone about this important document and how it directs us in our future efforts.'

'Funny and welcoming. Set the tone for us to relax :)'

'We need more research; I loved Jane's presentation.'

DAY 2 PLENARY – Working together. Discovering and enhancing our Community of Practice 4.5 (32)

'It was helpful to provide a framework of which ASRVA is working within. All makes a lot of sense.'

'An excellent lead in to the subsequent activities.'

'So important to push the COP as the vehicle for SRV survival.'

'I left with a strong sense of responsibility to the SRV community. If a Community of Practice, or several communities of practice, are going to be established, then I (personally) need to take action. This was a clear and important message.'

'The desire and need to create a CoP were well described and followed nicely by the last breakout sessions.'

Comment: ASRVA has spoken and written regularly about the adoption of an SRV Community of Practice Approach, however many members in the Community are yet to become conscious of this. The Gathering was an opportunity to explain how the approach is being used to understand the needs of members and better serve them in their SRV journey. It set the scene for the final concurrent session, 'An SRV Community of Practice: collaborating, creating, continuing SRV application.'

DAY 2 FINAL PLENARY – The Importance of Personal Action – Kane Morgan 4.2 (27)

Kane exhorted us to take personal action in sustaining the learning and use of SRV. This resonated with participants. Participants, as mentioned elsewhere, were very keen to see ASRVA and the Community of Practice flourish and often expressed concern as to how that might occur.

'I wonder how we can be more involved with the Australian SRV Group.'

'I wonder how we ensure the great ideas generated come to fruition.'

'I wonder what I can contribute to the revitalisation of SRV in Australia.'

Ideas and Possibilities: Applying SRV in the world ... starts with you.'

Comment: ASRVA's view is that this relies on the members. The Board sets up supports and opportunities etc such that if people respond they are supporting the flourishing of the SRV Community. ASRVA welcomed that, in the final group collaborative session, individuals indicated their interest in involvement in the Community of practice, and are keen to hear from more individuals.

DINNER – Rhiannon Brodie and Danielle Mason 4.8 (27)

Dinner was held on the 1st evening of the Gathering.

The purpose of the Dinner was to engage people in a collaborative activity (the Quiz) and to encourage networking and relationship building.

'Such fun. and such a wonderful feeling. Great hosting by Rhiannon and Danielle.'

'Well organised. Food wasn't the best (no fault of ASRVA team). Nice for laughs and networking after a long day!'

'A memorable experience for me was the rigged winner at the dinner.' 'Oh, and the cheating!'

'For me, the dinner was a memorable experience – a great place for acknowledgement and celebration; the key to any culture.'

4. THE SPEAKERS/PRESENTATIONS

Some general comments from the 'Memorable Experiences' cards included:

'The ideas and wisdom in not just the speakers but also the participants demonstrated in their comments and questions.'

'Meeting new people with real family examples of SRV in practice/in action.'

'Understanding how other frameworks co-exist with SRV.'

'Purposeful linking to SRV by all presenters.'

'Great presentations – opportunity to reconnect with why SRV is important.'

'Hearing people's stories and being able to identify the SRV themes and identify wounds within those stories.'

'Seeing Jane Sherwin in the flesh.'

'Loved the richness of each session.'

While we might assume it is the participants of sessions who appreciate the opportunity, speakers too have expressed what they got out of doing their presentation: *'A memorable experience for me was receiving beautiful, validating feedback on my presentation.'*

An overview of feedback from each Speaker session is now provided.

CONCURRENT SESSION 1 – The SRV radar: understanding devaluation and its impacts – grounding people in the common wounds devalued people experience

General Comments across each of the Speaker Sessions in this strand.

Quite a few people expressed general appreciation for the speakers. Here are samples.

'I liked every presentation I attended. The generosity of the speakers in sharing their stories, experience and knowledge.'

'What a great range of speakers; oh, to go to every presentation.'

'The speakers brought SRV to life. I have a much better idea of it now and I have been motivated.'

Fiona Campbell – 'Similarities yet differences: experiences of devaluation and wounds'

'I really liked how Fiona developed the workshop. From stories of people who have been devalued by the system. We also learned to identify the wounds of each person and how these can be exercised consciously or unconsciously.'

'Highly impactful with how quickly one's life can be overrun by wounds and those ignoring wounding. Behaviours are often dictated by poor experiences.'

'Very thought provoking and great examples of how people are devalued.'

'Real and confronting'.

Glenys Mann – 'Inclusive education: a right, a hope, a vision ... but was the school ready?'

'Coming to realise from Glenys that knowing of wounds is better than not knowing; it opens up your lens about how to do better.'

'Glenys' presentation hit home – to realise I have inflicted wounds; it's not just service providers.'

'We had a fantastic experience with Glenys! As someone relatively new to inclusive education and school-age dynamics, it was eye-opening to explore the challenges faced by her son, which likely resonate with many others in similar settings. Delving into the wounding experiences within mainstream schooling was particularly insightful. It's disheartening to realize that senior leaders and teachers are often implicated in causing such wounds.'

'Really grounded us in the reality of wounding. A perfect place from which to move on through the gathering.'

Lisa Bridle – "Called by my boat number": Experiences of refugees and asylum seekers caught in Australia's offshore detention regime.'

'A memorable experience was hearing Lisa speak about asylum seekers, she was crying, everyone else joined in.'

'Fearless and moving presentation that took an emotional toll on Lisa and on participants. It is only right that learners of SRV know the reality of the devaluation of people in detention.'

'Powerful and chilling. I really liked the way we unpacked the wounds and referred back through the story. We were sucker punched into why we are all here.'

Rosey Olbrycht – ‘An unfortunate series of events’

‘Wow, a memorable impression I have is Rosey talking about institutions.’

‘Rosey helped me to understand the impact of wounds and wounding in a much deeper way. It is hard to put into words exactly what the impact was, but it was some sort of "wake up" to wounding. I left with a new appreciation and respect for the people I try and serve and what the impact of their wounding might be. The use of the handouts in this session were very helpful.’

‘Rosey’s story of change was very thorough and indicated the time needed to be with someone for change to slowly but surely occur.’ ‘A powerful and hopeful presentation.’

Johanna Grace – ‘Helping services don’t always “help”’

‘Jo is a powerful speaker and her story was moving. I would like to hear more from a "client" perspective in the future.’

‘Deeply moving account and analysis of the harm that can be done to people when unconsciousness reigns. Jo’s delivery was heartfelt and whilst I felt tearful and despairing at times, I left with a hopeful sense of possibility that things can be otherwise for those of us whose experiences have led us through this bewildering terrain as we engage with each other to reclaim part of ourselves, roles, and competencies we once assumed lost.’

‘This was an extraordinary presentation that has really stuck with me.’

Excellent choice of speaker - great to see SRV applied outside of disability services.’

CONCURRENT SESSION 2 – SRV Ideas in Practice – stories of how SRV has been used

Kim Roots – ‘SRV as a tool for advocacy’

‘Really enjoyed Kim’s contextualising of institutionalisation, loved her case study of formal advocacy, very effective illustration of dignity of risk & supporting a person well around decision making.’

‘Kim’s thoughtful and pragmatic approach and provocative questioning made this one of my favourite sessions.’

‘The 2 stories shared outlining through individual advocacy and through Citizen advocacy using SRV and supported decision making was a very pragmatic approach that I think everyone in the room got something from.’

Natasha Bennet – ‘The possibilities, if you believe and act’

‘I really appreciated how Natasha took a deep dive into one role- business owner- showcasing microbusinesses through an SRV lens. A lot of SRV ideas were explicit throughout, but I appreciated the processes that were taken to create a really high quality business.’

‘I enjoyed this session. I thought Natasha spoke well and it was great example of how someone was supported to have her own business and valued role.’

‘Great reference to SRV themes and great to see SRV on the real world.’

‘Something about the warmth in Jocelynn’s eyes made me remember how important all this is.’

Ricky Esterquest – ‘Satisfying our craving for roles – from Childlike to Coach’

‘Ricky did a really great job at intertwining a wonderful story, within some really detailed SRV concepts. He was very explicit about the SRV ideas-naming and explaining them, and linking back to the story.’

‘Highlighted the fragility of valued roles for vulnerable people.’

‘Ricky was able to keep my fully engaged throughout the whole talk, which is a mighty achievement!’

‘A good example of trying to apply SRV and how it may not always be perfect.’

Linda Hughes and Jacob Hughes – ‘Opportunities, decisions, and valued roles’

‘A very practical glimpse of a good life positively influenced by SRV principles and the vigilance of those around to protect and preserve a good life. The presentation did not gloss over the difficulties inherent in achieving this, but offered an optimistic picture of what can be achieved through the application of SRV principles and ideas in a life otherwise vulnerable to societal devaluation. I enjoyed hearing the practical steps taken, especially in relation to safeguards in hospital for Jacob and in his continued role as the architect of his own life and future.’

‘Seeing Jacob in all the various roles he holds was excellent, and understanding how his supporters and the general community assist Jacob to maintain those roles was helpful to me in my role as a service provider.’

‘A memorable experience hearing Linda speak in relation to her own unconsciousness in nearly answering “no” on Jacob’s behalf in response to an opportunity for public speaking – turned it around beautifully.’

Lindie Brengman and Laura Mair – ‘Roles: key to a rich school life’

‘The stories were very powerful. I think it was great to hear situations where things went wrong and how they were overcome.’

‘Great to see links to wounds, and that valued roles are so helpful in getting a better school life. and that both Laura and Lindie paid attention to perception as well.’

‘Very eye opening and an excellent presentation on how SRV can better an individual’s life.’

CONCURRENT SESSION 3 – SRV Ideas in Practice – stories of how SRV has been used

Lauren Mandel & Nellie Godwin-Welch – ‘SRV stories: Seeing it, is believing it’

‘Another practical presentation! This was a frank and hopeful account of the presenter’s efforts to incorporate SRV principles and ideas into the life of a person who is incredibly vulnerable to societal devaluation and the wounding that accompanies it. Dani’s story was told in such a real and accessible way, leading the audience to understand just what is involved in the intentional seeking, crafting and supporting of valued roles toward an ordinary life.’

‘Being aware of role communicators and risks of devaluing but also understanding that it can take time to support a person to improve role communicators at their pace so as to not cause further wounding when building valued roles.’

'Super inspiring to be shown the way providers can pave the way towards a better life. Imaging better and bigger for people in our lives with a relationship is vital and the networking the team does in this is incredible.'

Jan Kruger – 'Jack's Career Journey: How Social Role Valorisation strengthens a customised employment approach'

'It is incredible to see the work and effort that Jan and her family have done to support Jack in his life project. It is possible for people with disabilities to integrate into society and have positive roles just like people who do not have a disability. The struggle is constant against a system that seeks to segregate people with disabilities.'

'What a story!! Very inspiring.'

'An excellent example of how SRV can be used to ensure a person is able to live a typical life. Great examples used and a very detailed story.'

'This session was brilliant. I loved how Jan gave a very practical description of how she has used a CE approach with her son.'

Sarah Faulkner – 'Barriers, benefits, and bridges to neighbourhood belonging'

'I got some great insights and tips from Sarah's presentation and the question time that followed. Great job!'

'Very interesting project. She presented well considering it was online. She gave practical examples of how connections in neighbourhoods can happen.'

'Great emphasis that valued roles often live in neighbourhoods so working on local relationships is key.'

CONCURRENT SESSION 4 – Using SRV in Complex Contexts – 4 presentations that showed the value of SRV in very demanding situations

Kane Morgan – 'Why aren't you listening?'

'Loved, loved, loved this highly engaging and participatory session! Kane, your mind maps made this my favourite session at the Gathering!'

'The stand out presentation from the conference for me - have been able to apply learnings from it immediately within my work.'

'Gained great reflection perspective of SRV theory vs Funding models and how can they work together. Addressing behaviours can't be superficial and requires expansive trust and be specific for the person's needs.'

'Greg promised on Day 1 'it will be about application' – Kane gave us 4 pages of real life SRV application frameworks and templates!'

'Kane's visuals were fantastic but he should have been given more time. I don't think we got the opportunity even scratch the surface of what Kane was capable of teaching us.'

Glenys Mann – ‘Using SRV in complex school environments’

‘Once again, I had the pleasure of hearing from Glenys in regards to analysing SRV concepts within a school setting. Throughout her presentation, we did what felt like was a mini-PASSING assessment. It went SO deep into many SRV ideas and provided a really holistic overview of the positives and huge implications of school integration. ‘

‘Terrific engagement and responsiveness to the discussion- perhaps leading to a network.’

‘Great thinker! We ran out of time to have a look at the rating approach in any detail because we were all pondering the really challenging question how to use SRV in the disparate settings of schools – Glenys did not hold back on posing the question of can students develop roles in segregate special settings too. Yes, they can but it is good to reflect on that and think about the use of SRV against the work towards Inclusive Education.’

Fiona Campbell – ‘Lives of extreme impoverishment’

‘Fiona's presentation hit a chord with me. It's all about relationships and being prepared to know people. This commitment to knowing people deeply built on the other presentations I had heard. I was inspired by Fiona as someone who walks the talk and leads by example.’

‘Fiona gave tools to put people at the centre and give them roles of value by changing mindsets and looking at behaviours that can wound people and segregate them from the community.’

‘This was brilliant! If there was ever a concise ‘how to and why’ of SRV this is it. Truly brilliant.’

Alexa Kapust – ‘From Rejection to Access: The role of SRV in addressing negative perceptions of care services for patients living with dementia awaiting discharge from hospital’

‘Excellent peeling away of the reality of the lives abandoned by the health and the nursing home system. Excellent analysis using SRV concepts.’

‘Very helpful and informative about what is helpful for people living with Dementia and a very thoughtful explanation of people's experiences with hospitalisation through an SRV lens. Very impressive.’

‘Learnt strategies to overcome systemic barriers as well as how to rebuild valued roles previously lost not just in aged care but relevant across service systems where people have lost previous valued roles.’

CONCURRENT SESSION 5 – All in. Sustaining SRV Efforts over Time – hearing how practitioners have hung in using SRV – personal and organisational contexts

The structure of these sessions was to have two speakers per room; one to talk about their deeply personal journey with SRV and the other to speak about their journey using SRV in organisational contexts.

Sharon Lowe – ‘Roles matter: holding on to SRV as a guiding framework’

‘Sharon gave some beautiful analogies and stories to intertwine the benefits of SRV. I loved her comparison to a lady bug. I also appreciated her sharing personal insights into use of SRV with her father in aged care. She presented articulately and from the heart.’

‘Working away quietly & subliminally can get good results, working towards change gently is one way to overcome barriers. Loved the ladybug analogy.’

‘Sharon was a quietly spoken yet powerful presenter, she shared personal experience with a SRV lens I enjoyed listening to her thoughts.’

Rhiannon Brodie – ‘Coherency, love and personal leadership: a list of ingredients to sustain one’s efforts over time’

‘Rhiannon shared her personal journey, and that of her sister, in using SRV. She provided some strong lessons learnt. I really enjoyed hearing it.’

‘The importance of self-care to continue navigating big service system barriers to good lives for people with disability.’

‘Rhiannon was honest and powerful, story from her own history and I think she also touched on family values and beliefs, barriers etc.’

Cecile Sullivan-Elder – ‘Living with the discomfort that SRV brings’

‘This was a very good presentation but quite short and I would have liked more specific and detailed examples.’

‘There was a lot of information about Cecile’s experiences but not much about dealing with the challenges or ‘discomfort’ mentioned in the title.’

‘Very interesting to hear from a long term SRV user.’

Amie Storer – ‘SRV makes us Better Together’

‘Well-structured and delivered presentation with good hints for what other organisations could pay attention to, to assist SRV application.’

‘Some great take out/ applicable learnings from this presentation.’

‘Fantastic content and powerpoint. Would have liked more participation.’

‘Great insights. Would have loved more time to reflect on Amie’s learnings further.’

Greg Mackay – ‘“The situation is serious but not hopeless”: reflections on hanging in using SRV as a response to the plight of people being served’

‘Great big picture thinking to remind us of the ever present obstacles. “The only antidote to suffering is effort” (great quote).’

‘As always, I love to hear Greg speak. He has a wonderfully gentle, but assertive way of communicating the urgency of this work without causing undue alarm among listeners. We are left in no uncertain terms that there is much to be done, but that progress is not only possible, but likely if efforts are sustained over time.’

'Helpful to hear Greg's breadth of experience personally and through employment and how SRV entwines and can be used throughout in effective ways. Inside and outside the service systems as well.'

'Some great insight and reminders. One take away. Even though we are a "good" service and better than someone else doesn't mean we stop striving for better or that we are perfect.'

Tara Woollett – 'Dynamic tension in implementing SRV'

'Tara was another engaging speaker with incredible experience and knowledge of SRV and its application. It was Tara's presentation that really took me back to the idea that attending multiple SRV learning opportunities can yield incredible results for one's own practice, sense of hope, and capacity to make a difference.'

'Particularly helpful to organisation leaders and I relate to the vigilance needed as even one employee not on board can change a culture. Entropy is nigh.'

'One of the main things I took from this presentation was the idea that SRV-focused organisations mustn't become complacent just because they are, in relative terms, 'much better' than many human services operating without this compass/lens.'

Matt Stone and Angie Elmes – 'Sustaining SRV: Important to try because it's helpful and it's hard'

'So good to hear about a Service flying under the radar, small, niche, humble and extremely reflective and responsive.'

'Do services know what they do and how can they manage this? How do they be of service instead of a service- are they creating deeper wounds instead of finding ways to create meaningful life. what is the danger of choice and control, where is the limit of choice and control.'

'The value of a round table - how it can generate ways to expand meaningful activities. holy crap this way huge and made me rethink the way we provide supports and develop support workers into a mentoring space that generates meaningful life'.

'Matt shared with a lot of heart and humility and that was really refreshing. Acknowledging the work is not always easy is important, especially when talking about sustaining efforts. Also, some quite helpful practical examples included in the presentation.'

CONCURRENT SESSION 6 - An SRV Community of Practice: collaborating, creating, continuing SRV application

Quotes from the feedback about each topic in this session are provided, as well as images of the butchers paper work from the group's discussion are provided.

General Comment that mirrors several others about the Concurrent Session 6 Working Groups

'I wish the ongoing momentum of people's enthusiasm to be involved in the various groups will be achieved.'

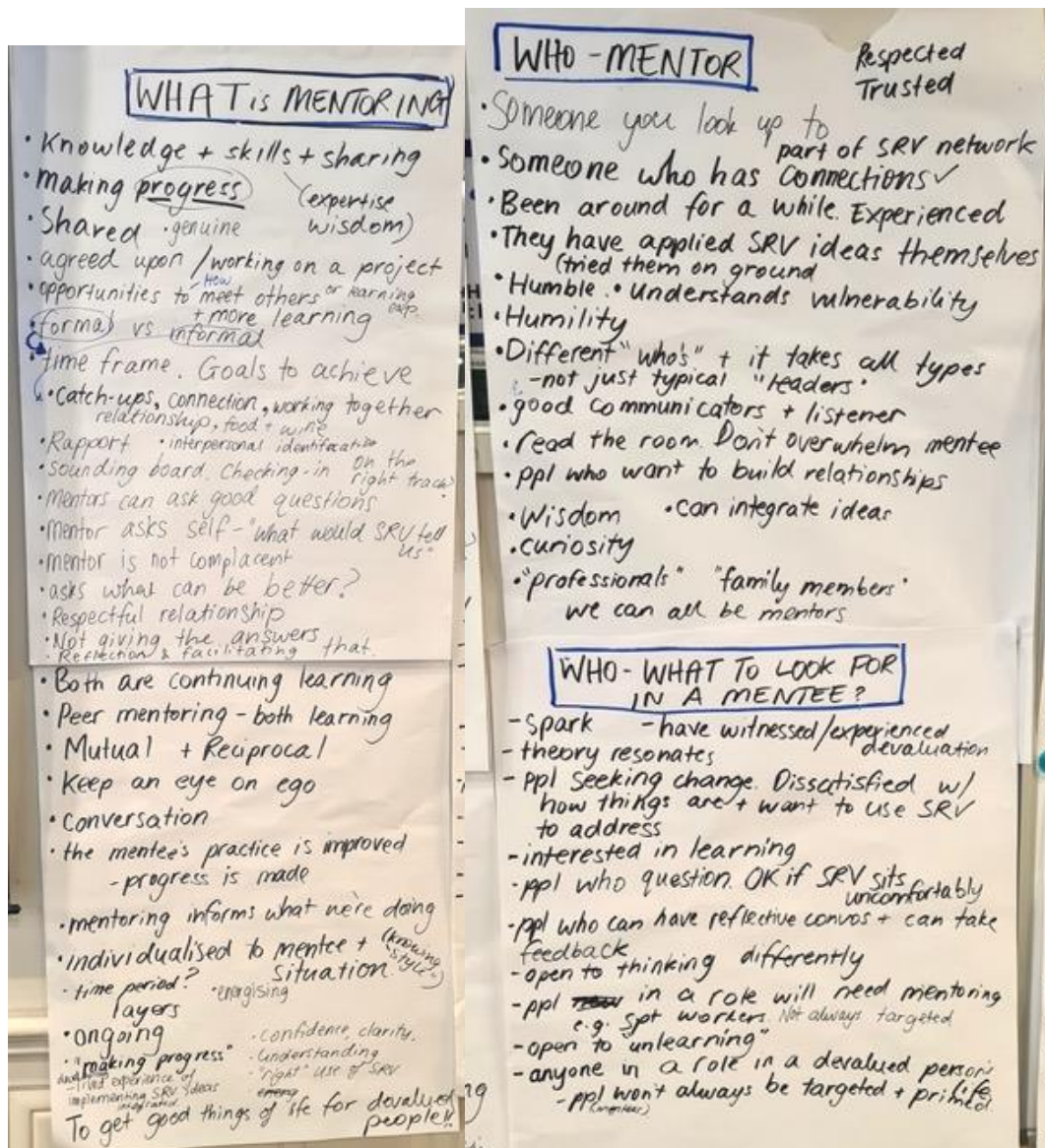
Danielle Mason and Jayne Barrett – ‘What are the features of a mentoring/supervisory approach that is based on SRV?’

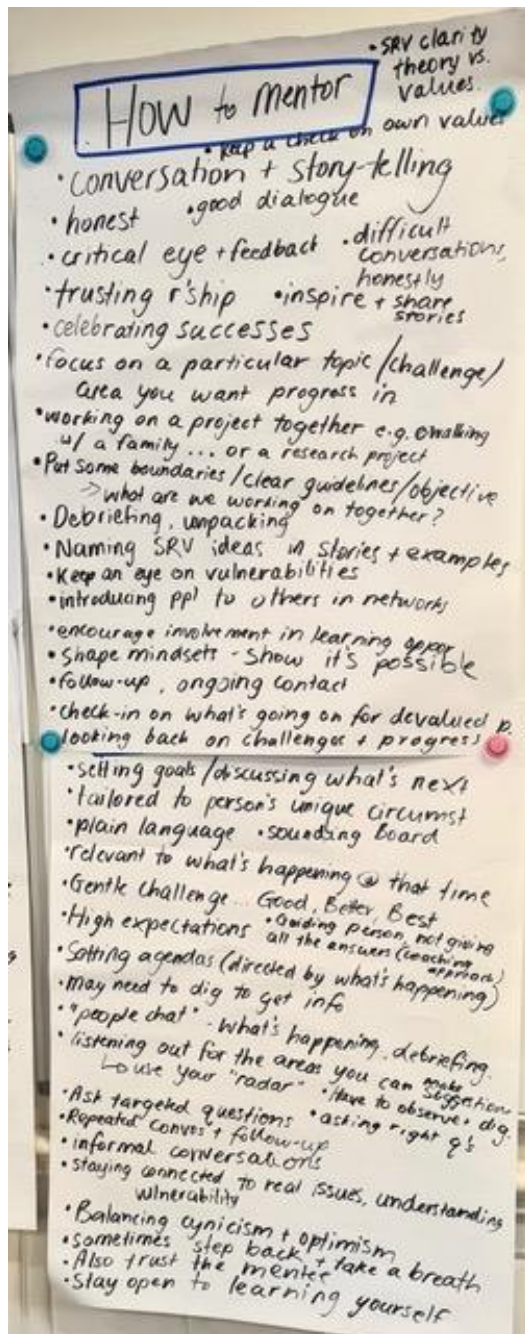
‘A deep dive into all the elements of good SRV mentoring. It helped me reflect on how I can improve as a mentor, but also what I am seeing as an eternal SRV student always seeking guidance from those more experienced!’

‘Mentoring should be a process where both parties share affinities, where there is a common project. There is also humility and respect to learn but also space to process and practice what has been learned.’

‘A lot of good information generated by the group, based on Jayne and Danielle’s pre-recorded discussion.’

Below are photos of the work this group did. These give clues to the SRV Community of Practice about next steps.





Ricky Esterquest – If there was an SRV podcast series, what would be in it?

'I enjoyed more of a casual brainstorming/discussion session and gaining different perspectives.'

'Ricky did a fantastic job facilitating this session, managing to encourage everyone to engage and contribute to the discussion.'

'Ricky did a great job. A group who started the session as drafts became enthusiasts!'

Excellent interactive session - great contribution by all - it would have been nice to have more of these, on different topics

Below are photos of the work this group did. These give clues to the SRV Community of Practice about next steps.

If there was an SRV podcast series, what would be in it? (are you also interested?)

<u>Purpose</u>	<u>WHO</u>
<ul style="list-style-type: none">• Pairing stories w/ theory• Taking topics of interest & 'How does SRV apply'• Understanding how applies to ^{your life} or work• Creating access to SRV• Resource that can be used in teaching or Connection to SRV Comm & Allies	<ul style="list-style-type: none">• Someone about to go to or just finished training• Individuals w/ Disabilities (Vary)• Family members & Networks of people w/ devalued status — Paid & Unpaid• Paid• Segmenting into 'Seasons' or 'Topics' or 'Target Audience'

★ = Sub Results
(Sub-Result)

Inspiration Motivation ★
to do something

Interview + (Conversation (Dialogue
(Guests) =

~~Community Building~~

Storytelling / Narrative ★

Personal Journey / Reflection ★

Purely Educational ★

created podcasts
↳ different usefulness
- taken that
write well
- Potential to attract new audiences
- Too high brow (SRV) - good to have
different ways of connecting
- Real life examples
- More every day ways to discuss - don't
need formal language always
- New to SRV - looked for
Podcast → wanted simple
overview (people time poor - can engage
when have time) - how reach
- Competition - may podcast options - can put
people off
- Good to have info for Tic-tac
generation
- Reference to Wolfensburger
- Expect workers to translate SRV
theory to practical application
- Not widely understood to have applich
beyond disability - wider application
- Consider different audiences
- Need to think about pitch/content
- Daughter enjoys/rec →

Training tool

Why interested in podcasts?

Importance of Topic

How it would be helpful
to understanding & application

- Usefulness across groups of ppl
- Relation to other theories

- Intro Music
- Intro Audio (Verbal)
- Intro episode context & 'disclaimer'

Intro:

- Roles of Each

Accessible Content

Interview + Conversation

- Host & Guests will vary → Stories
- Virtual - Audio & Video
- Guests:
 - Use applying SRV
 - Those in the 'Who'
 - Those seeking 'Better'
 - With past experiences of devaluation & how SRV might apply

Educational: Up to 20 min

Story, Interview: Up to 45 min

Conversation

How often:

Whats already there?

- CRUCial Times
- Imagine More Podcast
- Talks ~~is~~ that Matter (Belonging matters)
- NACBO
- Purple Orange
- QUT
- Podcasts hosted by individuals w/ disabilities
- Council for Intellectual Disability

- DANA
- Dylan Alcott

Add your name if you want to be involved in this group.

Amelia Gray

Lauren Mandel

Johanna Grace

Nellie Godwin

Matt Stone

Johanna Grace – How can text-based SRV ideas be presented as image-based messages? 4.3 (4)

'Great session to encourage deeper understanding of SRV themes.'

'Thoroughly enjoyed the high level of participation in this session and the knowledge in the room.'

'Johanna was a great facilitator and supported the group to think laterally.'

'Really enjoyed this opportunity. However, would have liked to hear some guidance as to how you move from text idea to image.'

Below are photos of the work this group did. These give clues to the SRV Community of Practice about next steps.

How can SRV ideas be presented in an image-based format? (are you also interested?)

Who are we designing this resource for?

3. Who r we designing the resource for?

- new support workers English 2nd language
- The general public
- Ourselves - force yourself to convert thinking to in words to the targeted, simplicity of an image.

1. People are not familiar enough w/ SRV

- lots of jargon in SRV
- High technology world we are now in
- Attention spans can be shorter and we need to grab attention
- ESL, accessibility, cross culture, cognitive levels
- Emotional power of an image versus 'death by powerpoint'

2. for people who may have barriers

- with visual image only, it can inspire a collaborative convo
- film images, timeless
- jump to a further level

3. Everyone!
SRV as a concept itself

- being 'entertained'

Who: People in direct roles
people who direct money for support

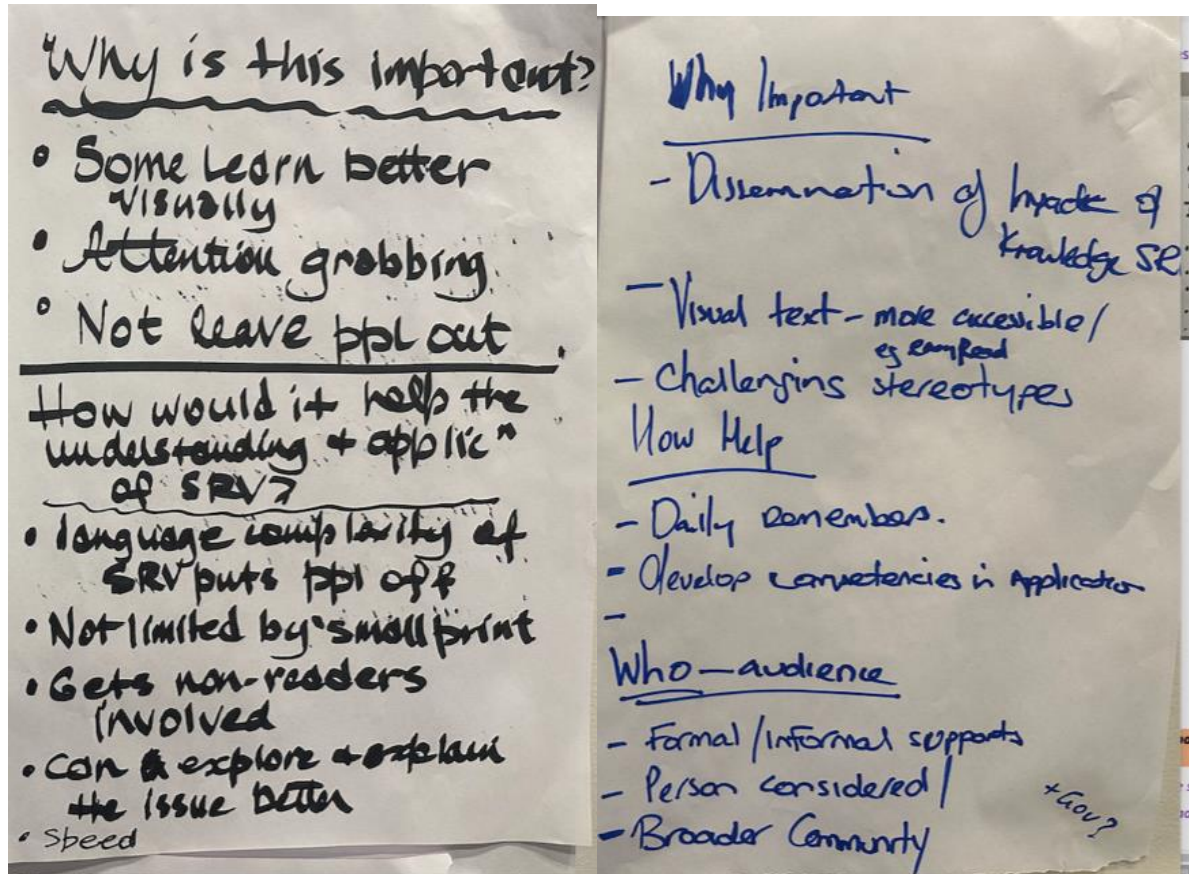
Helping Understanding:

- simplify message
- accessible format
- relatable
- modern context
- different media - not reading

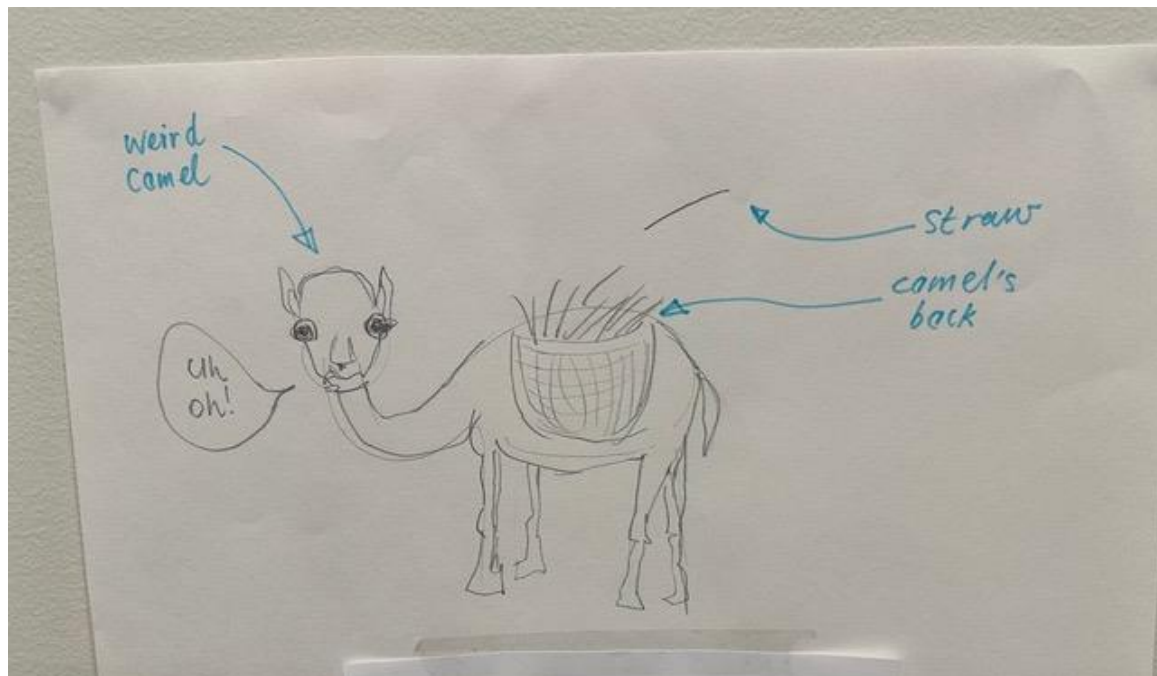
Is Important

- message across
- strategy to disseminate message
- impact on people's futures

Why is this important?



Design for various SRV themes/notions



Heightened vulnerabilities

The societal currents that perpetuate devaluation mean that wounds don't just happen in the person's past. If we know someone well, and if we're using SRV, then we can predict that more wounds will happen because of either what is done to the person or because of characteristics of the person, for example, they look different.

Imagery, status, and reputation

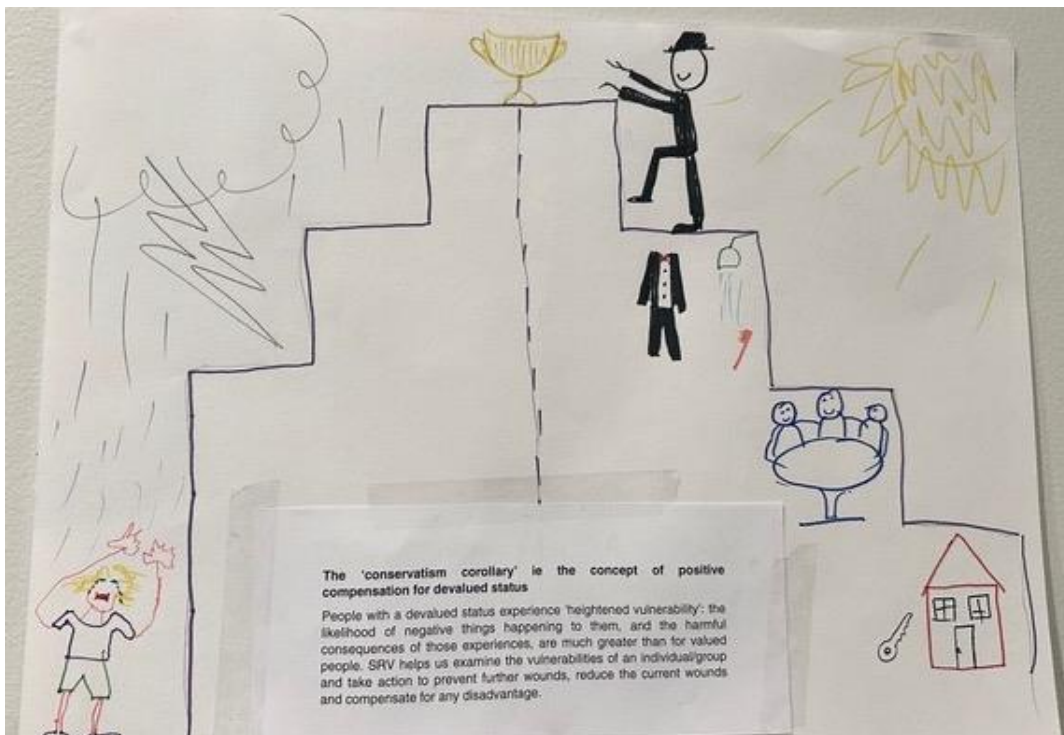
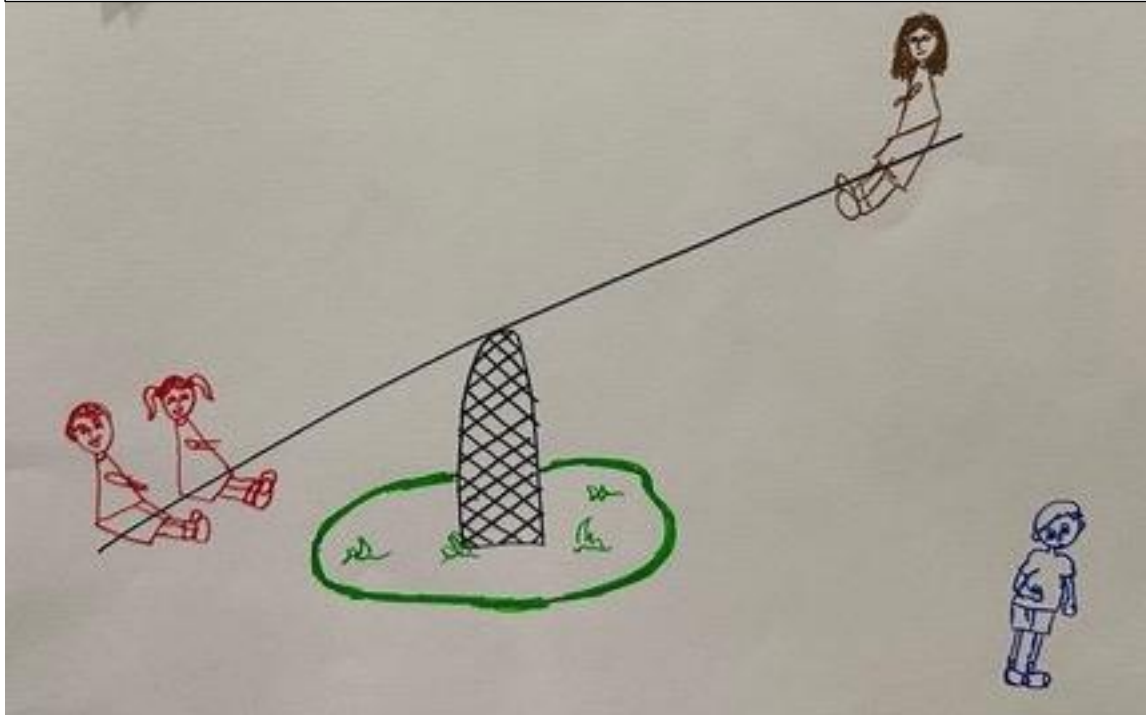
Perception leads to either devaluation of others or positive valuation. Perception is shaped in part by who and what people with a devalued status are associated. Messages about worth, abilities, potential, group memberships, personal qualities and roles are communicated via not only what people look like, but also where they spend their time, the activities they do, who they spend time with and how they are spoken about and to. Imagery can be intentionally 'messed' in order to send the most positive messages about an individual or group. This theme is in direct response to the wound of 'branding'.



Similar comparative images but within different situation (school, housing etc)

Distantiation

Distantiation is being put apart from people and places, either physically or socially. This is also referred to as physical distancing (for example, being in service programs away from the rest of the population) and social distancing (for example, being ignored, disrespected).



The 'conservatism corollary' is the concept of positive compensation for devalued status
People with a devalued status experience 'heightened vulnerability': the likelihood of negative things happening to them, and the harmful consequences of those experiences, are much greater than for valued people. SRV helps us examine the vulnerabilities of an individual/ group and take action to prevent further wounds, reduce the current wounds and compensate for any disadvantage.

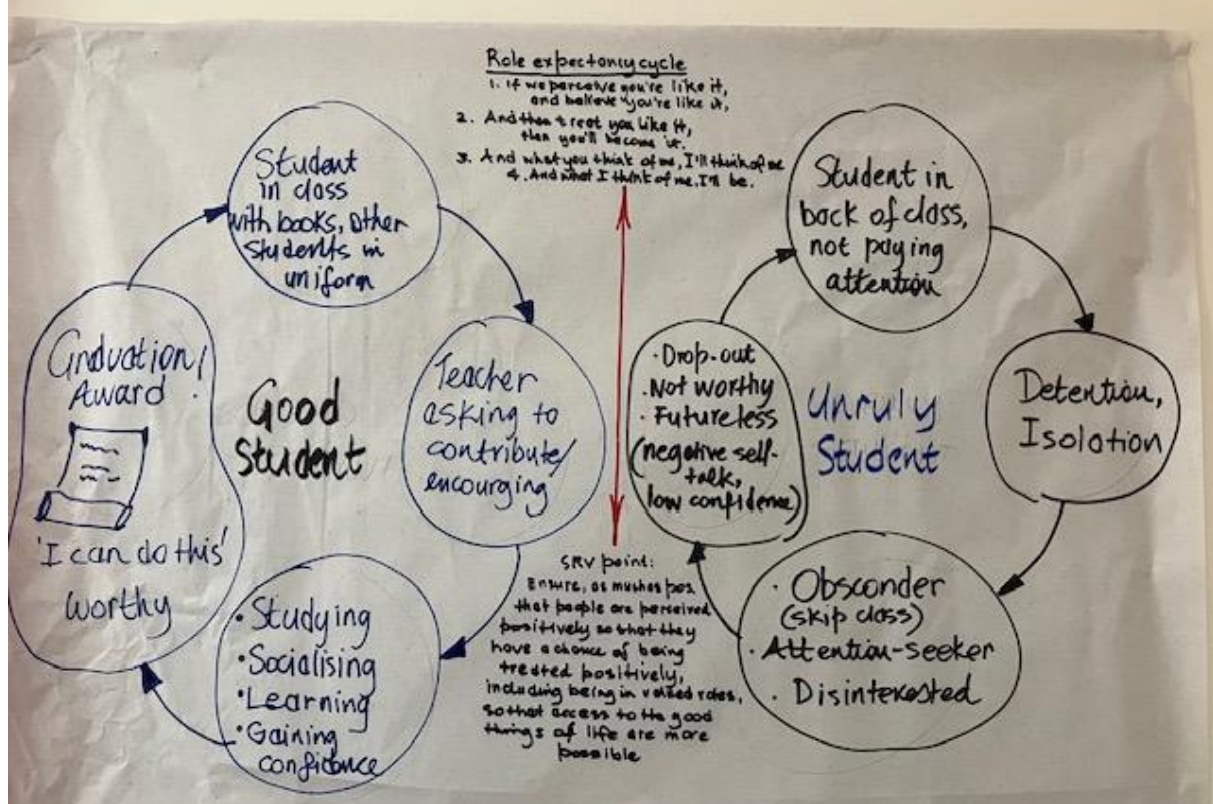
Interpersonal identification between valued and devalued people

If valued people see themselves as having things in common with an individual with a devalued status (such as shared humanity or shared interests), then they are more likely to treat them well. If a person with a devalued status sees themselves as having something in common with someone with a valued status, then they are more likely to want to be like them.



Role expectancy cycle

1. If we perceive you're like it, and we believe you're like it,
2. And then we treat you like it, then you'll become it,
3. And what you think of me, I'll think of me,
4. And what I think of me, I'll be.



SRV point:

Ensure, as much as possible that people are perceived positively so that they have a chance of being treated positively, including being in valued roles, so that access to the good things of life are more possible.

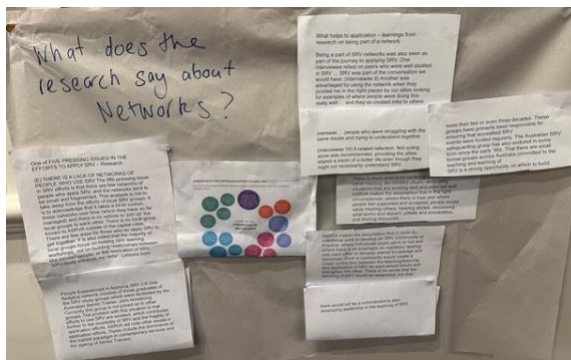
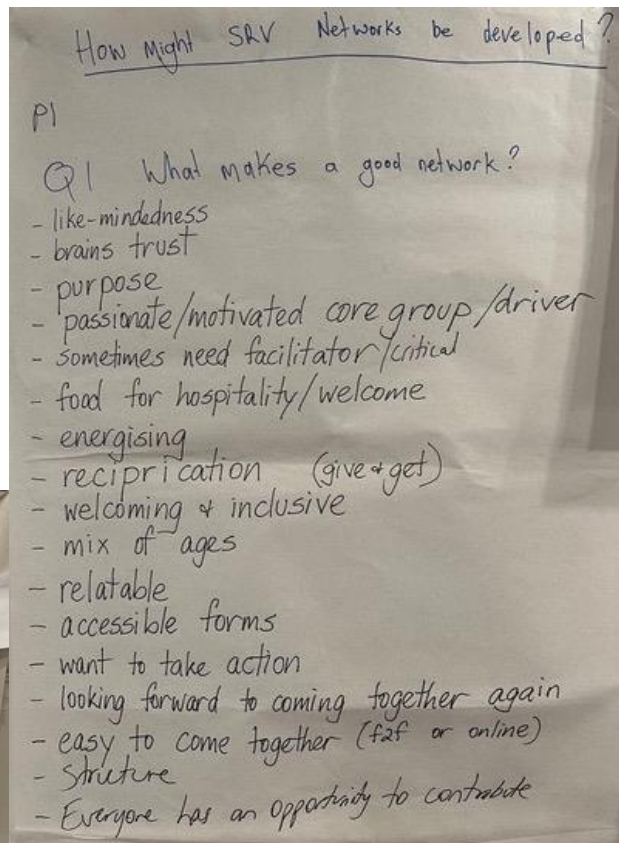
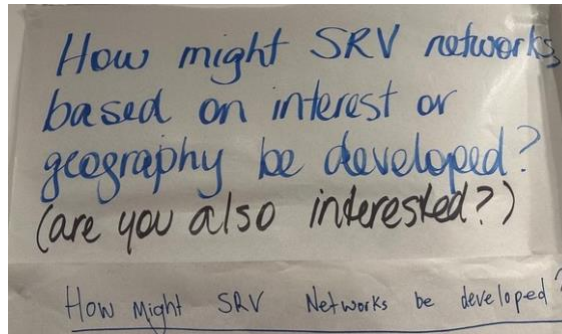
Rhiannon Brodie and Natasha Bennet – How might SRV networks, based on interest or geography, be developed?

'Loved the practical group work and engaging with new people sustaining each other's energy.'

'While I enjoyed the session, I think the topic was a bit too broad and we ended up saying the same things over.'

'Was a good thoughtful group and was surprised at how many were there. Some great thinking and thoughts put down.'

Below are photos of the work this group did. These give clues to the SRV Community of Practice about next steps.



PAGE 2

- * Diversity - CALD - First Nations - age groups - PWD lived experience - devalued group.
- * enjoyable - good food / wine / beer.
- * Celebration of wins + good things achievements.
- * Sharing experiences / changing the environment.
- * True to brand.
- * Someone to mediate / facilitate is essential. - rotate responsibilities.
- * Flexible to the needs of the members.
- * Resilience and belief in the long journey.
- * REACTING TO THE NEEDS OF THE GROUP - guest speaker.
- * Alignment of Values
- * Everyone feels they are growing - gaining knowledge
- * FEELING LISTENED TO
- * CLEAR PURPOSE / STRUCTURE FOR EACH SESSION
- * NAME + COMMUNICATION OF SESSION
- Succession planning
- collaboration

- * Everyone feels they are growing - knowledge
- * FEELING LISTENED TO
- * CLEAR PURPOSE / STRUCTURE FOR EACH SESSION
- * NAME + COMMUNICATION OF SESSION
- Succession planning
- collaboration
- Skill mapping & inventory of head, heart & hand technique.
- positive outcomes of SKV application - successes & failures.
- directory / repository of resources
- Key influencers / early adopters who have in depth knowledge of topic.

- Q2 What are the features of a network that binds and connects people? What makes it sustainable?
- * similar interests - values, vision.
 - * availability of time - continuity, regularity.
 - * Diversity of knowledge.
 - * Using members strengths
 - * ② Communication - Different platforms both online + face to face.
 - * ? size / what is most effective aim to get?
 - * Empathy / safe space / confidentiality
 - * Agenda / structure - outcome gain skills knowledge.
 - * Sharing stories.
 - * Diversity of members - young / old, demographic / CALD / PWD
 - * Keeping members engaged and communicating regularly.
 - * Facilitator / Organiser roles - share responsibilities

- * "call it" when the network has run its course
- * sharing successful applications and knowledge.
- * Check-in that celebrates +ve outcomes
- * Flexible with new ideas and generational change
- * Little or no cost (financial)
- * Purpose + clarity
- * Identify skills + strengths
- * Hubs: a few people come together + connect a larger group
- * System where everyone has a opportunity to speak eg allocated time; clear guidelines
- * Organisations investing in families / PWD / staff
- * Guidelines with clear + agreed expectations eg safe space
- * confidentiality: mindful of others privacy
- * Inventory of Head / Heart / Hand
- * Shared facilitation + organising role
- * Start and/or end with something fun
- * Focus on selfcare + fun
- * Meeting people where they are at - acceptance
- * Trusting relationships w/ other members of CoP
- * Local + National -
- * More sustainable online - preference but for sustainable - online
- * GROUP AGREEMENTS + HOW THEY WILL BE MANAGED
- anyone can invite + attend

- consistently bringing in new blood
- anyone can invite friends
- Model Coherency of the network
- succession planning for generational change
- missed when you are not there
- people develop/form relationships within + beyond the group
- having a role in the group
 - ∴ network needs to offer multiple roles
- actions to be taken
- a level of challenge

- Q3 Who might be wanting to be part of a SRV network?
- FAMILIES / PARENTS / SIBLINGS / PAID WORKERS - Support workers, FIRST RESPONDERS
 - FIRST NATIONS ^{senior Ancestors}
 - CALD
 - LABOURIA
 - REFUGEES
 - EDUCATORS-TEACHERS ^{Special Education}
 - MEDICAL PROFESSIONALS + ALLIED HEALTH
- What types of people?
- JUSTICE SYSTEM
 - INDUS LAWYERS
 - CHILD SAFETY
 - AGED CARE
 - SOCIAL WORKERS - Therapists
 - Advocacy Groups
 - SRV Practitioners -
 - Students - (SRV taught OR part of Curriculum.)
 - Anyone applying SRV - using.
 - JOURNALIST / WRITERS - ^{How can we improve language -}
 - FILM-MAKERS - ^{stories relate to MARKET SRV Better SKV. usually.}
- Community members

- Anyone applying SRV - using ^{How can we improve language -}
- JOURNALIST / WRITERS - ^{language -}
- FILM-MAKERS - ^{stories relate to MARKET SRV Better SKV. usually.}
- community members
 - Politicians
 - neighbours
 - academics

- When might they want to join a network?
- AFTER A 2 DAY TABL COURSE.
 - CHECK IN - MONTH LATER.
 - MENTORING / FACILITATION
 - when challenged in the implementation of SRV
 - to feel connected to like-minded people
 - to learn more
 - when feeling alone
 - when needing an energy boost / support.
 - when feeling complacent
 - when they feel rejected by ~~the~~ what is being offered - want something different.
 - when your vision is for change and a better, more just society.
 - when you see someone you love being rejected.
 - " " " good things happening around SRV.

04 How would you rate your SRV Connections currently out of 10? What would make it a 10?

4/10 - mentor of organisation that has SRV as a framework

6/10 - More people, reanimate Wolf & get him there. Diversity. Considered/Targeted purpose.

5/10 - be more intentional in discussions structure to share the load

6/10 - connecting with more "types" of devalued people/communities
- purposeful + planned checkins that you are proactive, + being facilitated

8/10 - increase in age mix inventory of people's skills (heart, head, hand)

8/10 } More Networking, More SRV
8/10 } Communication, Training, Opportunity to engage with other SRV Community Members

10/10 Because talk it EVERY DAY
ENTRENCHED

5/10 Involve myself more Training, Give Back to SRV Community, Self Development Commitment, Network with the (coming soon) SRV Community

PERSONAL - 5/10 - MENTORING
PROFESSIONAL - 9/10 - SIMPLIFYING THE LANGUAGE

PERSONAL - 6/10 - SPACE FOR REFLECTIVE CONVERSATIONS
PROFESSIONAL - 7/10 - GATHERING FEEDBACK + INSIGHT

9/10 - OPPORTUNITY TO USE THE LANGUAGE + CONCEPTS
8/10 - NEED PEOPLE AROUND YOU TO SUSTAIN IT. - STORIES TO BRING IT TO LIFE.

Who wants to be part of a Working Group to develop a resource around creating SRV Networks?
Short-term

Amelie O'Sullivan
Jo Cross
DIANA KERR

Networking
Add your name if you want to be involved in this group:

TROJ HESTER
Fiona Campbell
Michelle Atkinson
Johanna Grace

Amie Storer – How to explain SRV short and sharp

- 'Terrific engagement; great ideas and sharing; great facilitation of the session.'
- 'I got a lot out of the group work. It was important for me to be able to leave the event and be able explain to people what I learned easily.'
- 'Very thought provoking, lots of engagement with the group and swapping ideas and opinions.'

Below are photos of the work this group did. These give clues to the SRV Community of Practice about next steps.

How to explain SRV,
short & sharp?
(are you also interested?)

30-60 sec

- Values } Valuation
- Roles }
 - Examples of Roles.
 - Simple if this... then that....
- Image
- Skills-Competencies

• training - vulnerable - the good life

- devaluation - good life - Roles
- image - Competency
- Use less jargon.
- different versions depending on Audience.

5 min Speech

- Unconsciousness = personal biases based on upbringing, culture, experience.
- Valued + Devalued Role examples
 - stereotypes - people with disability - child, burden,
 - Branding - older people - sick - nearly dead, menace
 - Imagary - +ve, age appropriate, role appropriate.
- unconscious
- * Stereotypes: Societal views of certain groups
 - are there any groups you wouldn't have at your house.
 - Social
- Societal Values:
 - Car owner
 - Home owner
 - Employee
 - Health/Wealth/Beauty.
- What we all want + strive for but devalued people don't have access, or opportunities to gain roles or as you age or acquire a disability you lose roles, which leads to loss of self.
- SRV - Supports people to pay attention to the ~~negatives~~ ^{strengths} that allow people to be perceived more positively. - For example
 - Increasing peoples skills
 - Making sure they look the part so they can be seen to fit the roles.

5 minute SRV Pitch;

+ Social Role Valorisation

+ Culturally valued

- Living in one's own home
- Being employed
- Being in a relationship
- Having a circle of friends
- Access to education
- Access to leisure activities

+ Flow chart to explain pathway from gaining + maintaining Valued roles to accessing the good things in life.

+ Supporting and creating ^{valued} roles for marginalised people

+ IF THIS ... THEN THAT

↳ Gardening in a day program VS Business owner - Farming.

+ Image + Perception → Ensuring a person is dressed ^{presents} age/ place/role appropriately.
 Enhancement

+ Heightened vulnerabilities - marginalised people are already devalued unconsciously by society

+ IF WE PULL ALL THIS OFF THEN people get closer to a GOOD LIFE 😊

low expectations - people suffer from low expectations so SRV says we need to pay more attention to the devalued people to lift the expectations.

- SRV teaches people to challenge their mindset + look at the possibilities.

- SRV focuses on getting people the good things in life.

- Examples of it in action; speak to an experience or person's story.

Socially valued roles.

1. People who have valued roles are most likely to have the good things in life.

2. Valued roles can include - club member, home owner, employment - Basically they are social roles that are seen as contributing, belonging, desirable

~~SRV~~

3. Ordinary typical ~~but~~ ^{has} lives - have of your own, access to education + employment, relationships.

4. participation in the broader fuller life of the community.

• counteract devaluation

5. + having that everyone deserves the good things in life - but some people are denied this

• SRV is a tool to has tools to

6. SRV explains why bad things happen to ^{marginalised people} like being segregated, abused, separated from the family friends allies + communities

• Not everyone is on at the same playing field.

• Not everyone is on at the same playing field.

IF THIS THEN THAT

7. ~~Sometimes~~ SRV teaches us that

But ~~after~~ there are assumptions

+ barriers perceptions in society that lead to people

being seen as in negative ways + roles.

such as being seen as sick, incompetent, eternal child

menace, object of pity

8. The SRV strategies promote thinking about

building peoples competencies + imagery

to enable desirable valued roles.

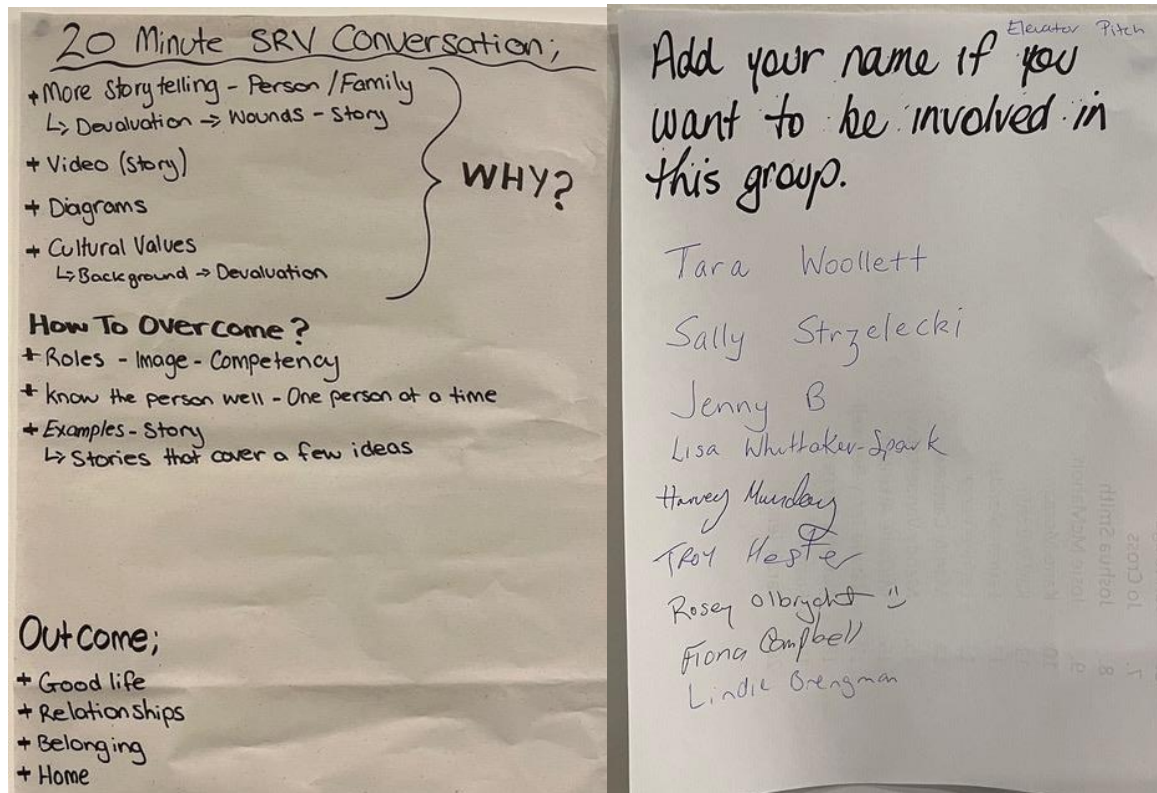
9. SRV also teaches us that socially valued roles most happen in typical

places, doing typical things with typical people.

eg. a child with a disability + promoting inclusion of people children with disability.

• Having employment that is fairly paid + meaningful.

• having being in relationships - friend partner, son/daughter / family



That concludes an overview plus feedback of all of the sessions throughout the Gathering. What follows is some general feedback about the Gathering.

General Feedback

The following reflects the high-spirits that stayed with participants after the event.

'A big undertaking. Shows the power of community. Showed us all the local/Australian talent in application. Showed that people often learn better in less formal more applied manners.'

'I really appreciate all the time, effort and thought that went into orchestrating such a mammoth event. I felt so privileged to be able to attend, and it certainly took me days to come back down to earth :)'

'I could have done this for a week! I feel 10 times more confident of my understanding of SRV now. Thank you for sharing.'

'Such an amazing two days. We need more events like this so people can see SRV in action. Well done!!'

'No thank you!!! It was great and thank you for organising such a great event.'

'You're welcome :) Thank you very much ASRVA for the huge devotion of voluntary time and energy to bringing us all together and giving us such a wonderful opportunity to learn and Thank YOU for developing this :)'

'It was a great few days, it sparked my passion for SRV and in general supporting people in the best way. I hope we can work to upskill our young leaders.'

'Thoroughly powerful and information rich conference. I gained a lot!'

SECTION 5 – THE FUTURE

WHAT MIGHT NOW BE DONE, BY WHOM, TO FURTHER THE SRV COMMUNITY?

There were five themes with regard to the future.

(i) Impact of the event

A recurring question in the feedback was to do with the future.

The ideas and enthusiasms:

'I wonder what will come of all the brainstorming.'

Looking to the next Gathering

'I wonder when the next Gathering will be.'

'I wonder if we could do this again, sooner than later.'

'Make the Gathering a regular event.'

Several on *'make it every 1, 2, or 3 years'*, *'make it smaller to hold it regularly'*, *'different places.'*

And ...

'I wonder what will eventuate from this Gathering? The new connections made, and ideas that will be actioned. Watch this space 😊.'

These questions go to the heart of the Community of Practice approach we are using and brings us to this question in response ...

'ASRVA wonders what individual members of the Australian SRV Community will now be motivated to undertake; how might they choose to contribute and make the Community stronger?'

'I liked the working groups at the end – a fantastic idea!'

(ii) Learning

Participants made many comments, mostly on the Memorable Experiences cards, about their learning.

'I liked expanding on previous learning' and *'I liked learning more'* and *'I liked strengthening my knowledge.'*

'A memorable experience for me was that I had an epiphany on how to get the ball rolling for a specific individual.'

'I liked that I will be taking with me strategies and tools to strengthen implementation.'

'I liked all the opportunities to continue and push and develop my thinking.'

(iii) The Spread of SRV

In real-time discussions and on the 'I wonder' cards, people expressed interest in how to spread SRV.

'How can we help people to better embrace SRV?'

'How can we engage with more diverse groups?'

'How can we make SRV more accessible and widespread?'

(iv) More time to help out in the community of practice

An important message from the Day 2 Plenary about the Community of Practice, and repeated throughout this report, is the need for members to contribute

Reassuringly but also sadly, quite a few people want to help out but have little or time to do so.

'I wish I had the time and funds to be more involved in all collectivities, groups, communities to help roll out SRV to more people, more often.'

'I wish I had more time to assist ASRVA building the community of practice.'

(v) Next steps

Participants were not asked specifically for ideas about next steps. This has been canvassed widely through several online discussion groups with members resulting in the easy-to-read and highly informative report, *'Safeguarding the future of SRV in Australia: conversations with members'* available from ASRVA.

However, the future is on people's minds, given questions on the 'I wonder' cards.

'How might we safeguard the future [of SRV]?'

Contribution of the Gathering:

'I wonder what the outcomes will be from the Gathering.'

The community of practice:

'Can we get the mentoring and community of practice up in 2024?'

'I wonder if we can keep the momentum going and build a self-sustaining community of practice.'

The community of practice in some years' time:

'What will the 1, 2, 5, 10-year vision be for the CoP; what will it look like.'

'What could happen if we maintained this level of enthusiasm all the time'

'I wonder how the SRV community will continue to grow and be shared with the next generation so that it continues to be a potent force in Australia'

ASRVA

'I wish we will find ways to ensure ASRVA is safeguarded.'

Several people spoke of the challenges in implementing SRV in their workplaces or applying SRV to assist individuals.

'I wonder how can I use all this SRV learning in my work.'

'I wonder how can I implement SRV in my workforce where it is unheard of.'

Enthusiasm versus reality – common that people after SRV events want to return to their homes/work places and do stuff. But this needs to be done cautiously and with good forethought.

'I wonder how I am going to ensure that I don't over commit so that I do what I say.'

'I wish that the language is SRV theory was not so convoluted.'

'I wish SRV was more accessible and that I could implement it more fully for my son. I wish that I had a mentor.'

The future:

Many expressed hopeful 'wonderings'.

'I wonder what we'll see happen in the Australian SRV Community over the next 12 months.'

'What's next?'

'I wonder if SRV is on the cusp of momentum ... I wonder where SRV will be this time next year.'

'I wonder what we will do with all the information and ideas gathered.'

'What about generational change; how do get that happening so good stuff like this event continues?'

'I wonder how we move forward with a collective energy and have things come out of today – relations.'

'I wondered what SRV events will look like without Jane and John; today [Day 1] showed a beautiful future and leaders in SRV.'

Comment: In the ASRVA December 2020 paper on the [Revitalisation of SRV in Australia](#), several challenges facing the SRV Community were discussed. A major challenge was the impending retirement of the last two Senior Trainers in Australia. ASRVA has taken strategic action with regard to this issue. Australia will definitely have next generation teachers of SRV. Having an active Community of practice and more people using SRV are two key safeguards that rely on members of the SRV Community of Practice. Involvement can be practical, helping keep the work going, or content-oriented, participating in events, presenting at events, creating/joining interest groups, and so on.

Collation of expressed volunteering interests

From the five Community of Practice workshops, and written on wall paper in the plenary room, quite a few people expressed Interest in further involvement via Community of Practice Working Groups.

This information is available upon request.

SECTION 6 - THANKS

We at ASRVA are very grateful to the many people who willingly, even keenly, contributed their time, thinking, and honesty to the discussions. We also thank the people in the background such as other family members and employers.

The way people participated has given us good learning, raised new ideas, and reinforced some of our assumptions about what an Australian SRV Community could best do to further SRV through meeting the needs of members or those involved in the Community.

This process has given us the confidence to proceed, clarified what our direction looks like, and raised all sorts of possibilities for the future.

SECTION 7 – ABOUT SOCIAL ROLE VALORISATION

The theory of Social Role Valorisation (SRV) is a combination of important ideas drawn from the social sciences. The themes within SRV are helpful in responding to the needs of individuals and groups with a devalued status, so that they might have access to the good things of life and in order to influence how they are perceived.

Though SRV was developed as a theory by Dr Wolf Wolfensberger in the early 1980s and based on his highly relevant work in the preceding decades, SRV still has many practical implications and so is used as a practice framework as well as a guiding theory. It is also helpful in both the design and in the analysis of support arrangements.

The theory rests on a deep understanding of social devaluation and its impacts, a societal dynamic that explains why it is that certain groups in our society are likely to experience significant marginalisation and prejudice.

One definition of SRV is

'the enablement, establishment, enhancement, maintenance, and/or defense of valued social roles for people, particularly for people at value-risk, by using, as much as possible, culturally valued means.'

Thomas, S 2017, Social Role Valorization Theory: Wolf Wolfensberger, updated April 2017, viewed 16 July, <<https://www.wolfwolfensberger.com/life-s-work/social-role-valorisation>>.

SECTION 8 – ABOUT THE AUSTRALIAN SOCIAL ROLE VALORISATION ASSOCIATION (ASRVA)

ASRVA commenced in 1993 as the Australian Social Role Valorisation Group (ASG). The name changed to Australian and New Zealand Social Role Valorisation Group (ANZSG) in 1999. The change to the current name occurred early in 2019.

ASRVA exists to foster, safeguard and develop the theory and application of SRV – its principal points of influence are the content of SRV Teaching, the processes used, and the people who apply and write about SRV.

As of 23 August, 2023, ASRVA became a company limited by guarantee; its registered name is ASRVA Ltd.