

Disability Royal Commission Support Services Digital Community of Practice



Issue #3 – 10 September 2020

Dear provider,

Welcome to the third issue of our *Disability Royal Commission Support Services – Digital Community of Practice*, a digital channel to inform, engage and support providers funded to deliver counselling and advocacy support for people with disability who have experienced violence, abuse, neglect or exploitation, as well as their families and carers, and people affected by or engaging with the Disability Royal Commission.

Each issue will have the latest news, a social media message to share, a 'spotlight' feature from a provider highlighting a good news story, networking opportunities or an innovative approach to their services, communications advice, and links to helpful and new resources.

If you have any questions, [please contact us](#).

Thank you,
Department of Social Services

Latest news

Next Disability Royal Commission public hearing

The Disability Royal Commission has released a [schedule](#) of public hearings for the rest of the year. The next hearing will be held in Sydney from 21–25 September and will focus on psychotropic medication, behaviour support and behaviours of concern.

Spotlight on... Blue Knot Foundation

On 13 August 2020, Minister Ruston [announced](#) that Blue Knot Foundation will develop a trauma-informed guide for people supporting, caring and advocating for people with disability who have experiences of trauma and other complex needs. Blue Knot Foundation is a specialist in complex trauma and will build on their existing *Practice Guidelines for Clinical Treatment of Complex Trauma* (the Guide) utilising their existing resources, skills and stakeholder relationships to develop the Guide.

The Guide will build the capability of the Disability Royal Commission counselling and advocacy services funded by the department that support and interact with people with disability who have experiences of past and present trauma, and their carers and families. It will provide information on principles for safe and inclusive care and practice, and examine the nuances of different cohorts of people with disability with experiences of trauma. The guide will be available in June 2021.

Social media message to share

In each issue, we will provide a message for you to share through your social media channels. Feel free to shorten the text for Twitter, and to adjust the tone or language to suit your audiences.

We ask that you publish this fortnight's social media post between **11 and 24 September 2020**.

Text:

Counselling and advocacy support is available for people who have experienced or witnessed violence, abuse, neglect or exploitation, or would like support to engage with the Disability Royal Commission.

Support is:

- Free
- Independent
- Confidential
- Delivered by providers who understand the needs of people with disability.

If you would like support or to find out more, call us on [phone number](#) or visit www.dss.gov.au/disability-royal-commission-support. Support is here for you.

#DisabilityRC #DisabilityRCsupport

Image to accompany the text:

- Any of the images here: www.dss.gov.au/disability-and-carers-disability-royal-commission-support-services/social-media-images

Communications tip: Social media

In each issue, we will provide you with a communications tip for you to implement. This issue: Social media.

Social media is an excellent way to get your organisation's messages out to people with disability, families, carers, advocates, support workers and people in your communities who may live or work with someone with disability. DSS uses a combination of paid and unpaid posts on Facebook and Twitter to raise awareness of Disability Royal Commission support services.

To help you get the most out of social media, here are some tips:

- Develop a 'content calendar' for your social media channels, with a schedule of regular posts to promote your Disability Royal Commission support services.
- If you have permission, share people's experiences or stories – it could help someone feel more comfortable about contacting you for support.
- Paid posts – you can get great results with a very small budget, plus you can target people who live in your area.
- Follow our social media pages on [Facebook](#) and [Twitter](#) and share posts about Disability Royal Commission support services through your own channels.
- In addition to the social media posts we share through these newsletters, at any time you can ask us for our latest posts; you are welcome to use and adapt these for your own channels and to help build your 'content calendar'.
- Share Disability Royal Commission support services resources, for example videos and fact sheets, [available on our website](#).
- Use the hashtags #DisabilityRC #DisabilityRCsupport so more people can find your posts.
- Refer to Issue #2 for tips on images to accompany your posts.

If you need advice about how to get the most out of social media, [please contact us](#).

DSS resources and other communications

[Visit the DSS website](#) for accessible resources that explain counselling and advocacy services. We encourage you to share DSS resources with your networks and clients.

[Breaking Free](#) is a monthly newsletter published by Blue Knot Foundation that features news, stories, helpful articles and resources.

If you would like to publish a newsletter or have something to share, [please contact us](#).

Upcoming Conference

We recently heard about the National Disability Summit scheduled for 29-30 October 2020. There are some interesting speakers and a session on the Disability Royal Commission – we thought we would share this information with you.

For further information visit <https://www.informa.com.au/event/conference/national-disability-summit/>

Please note: this conference has not been organised by the Department nor any of the Disability Royal Commission partners. The conference has been organised through a conference company and will be delivered virtually.

Contact us

[Please contact us](#) if you:

- need communications advice
- have suggestions for future issues of this newsletter
- would like to be featured in the “Spotlight” section – so you can share with other providers how you are raising awareness of your support services.



Australian Government
Department of Social Services