


The Difference

a podcast by support workers, for support workers

Stories from the heart of mental health and addiction services in Aotearoa New Zealand.

 **Episode 3:** "I had to dig deep"

 **Topic:** The importance of reflective practice

Guest speaker: Tash Hoffman (Springhill treatment centre)

Hey! We hope you enjoyed this episode of *The Difference*, a podcast by support workers, for support workers. It would really help us to know if we are making content that you find valuable. If you have a few minutes, [please consider giving us some feedback via this short survey](#).

Ngā mihi!

What is reflective practice?

Reflective practice refers to a regular, ongoing process where two or more people meet for facilitated, in-depth reflection on professional practice. In other parts of the health sector it is also known as 'supervision'. We use the term 'reflective practice' in this podcast because reflective practice is a less clinical and more lived experience and culturally inclusive term than 'supervision'. Individual group and cultural supervision are all forms of reflective practice. Reflective practice can also include talanoa, wānanga, coaching and mentoring.

The goal of reflective practice is to improve services for tāngata whai ora or the people accessing them. People accessing services need support during some of the most challenging times of their lives. A responsive, informed, and well supported workforce provides better services and enhances wellbeing for tāngata whai ora.¹

Reflective practice is also good for support workers and the organisations they work for. For workers, it supports resilience and responses to stressful situations and reduces risk of burnout. Reflective practice also enhances professional development through reflective practice, critical reflection and solution-seeking skills.² For organisations, reflective practice improves performance and retention, supports safe standards of practice, and helps to achieve organisational goals and objectives.

Tips from the podcast

- › If at first you don't click with a reflective practice practitioner, try again.
- › Look for a reflective practice practitioner who has done or understands your role.
- › The opportunity to have someone understand how hard support work can be and allow you to reflect on your work can increase both your awareness and self-awareness.
- › Access reflective practice as soon as you can, if you haven't already.
- › Reflective practice includes sharing your successes.
- › Listen to your instincts.
- › Connection is key.

Here is more information on this topic

- › [Reflective practice guides](#) for the mātau-ā-wheako consumer, peer support and lived experience workforce can be accessed on the [Te Pou webpage](#).
- › [Maintaining professional and personal development](#) is one of the seven Real Skills: Maintaining learning and kaimahi in the recently updated Keeping it Real | Kia Pono te Tika framework (formally *Let's get real*). Resources for maintaining professional and personal development are available on the [Te Pou webpage](#).
- › You can access e-learning about peer coaching and reflective practice for support workers, the mātau-ā-wheako consumer, peer support and lived experience workforce and nurses on the Pūkero e-learning platform. Learn more about e-learning opportunities and Pūkero on the [Te Pou webpage](#).
- › Below are stories about how reflective practice is used by non-government organisation (NGO) support workers across Aotearoa:
 - › Read the Yellow Brick Road story on the [Te Pou webpage](#).
 - › Read the Tautoko Tāne on the [Te Pou webpage](#).
 - › Read about Life Matters Suicide Prevention Trust on the [Te Pou webpage](#).
- › Evidence summary about supervision for support workers can be accessed on the [Te Pou webpage](#).

If this episode has brought up some issues for you and you need someone to talk to, you can contact a range of services for more information and support:

- › Your GP clinic
- › [1737, Need to Talk?](#)
Free call or text **1737** anytime to connect with a trained counsellor.
Website: www.1737.org.nz
- › [Lifeline](#)
Call **0800 543 354** or text HELP (4357) for 24/7 confidential support.
Website: www.lifeline.org.nz

› Tautoko: Suicide Crisis Helpline

If you or someone you know is considering suicide, call **0508 828 865 (0508 TAUTOKO)** for immediate support.

Website: www.lifeline.org.nz/services/suicide-crisis-helpline

› Depression Helpline

Call **0800 111 757** or text **4202** for support with depression-related concerns.

Website: www.depression.org.nz

› Youthline

Call **0800 376 633**, text **234** or email talk@youthline.co.nz for support.

Website: www.youthline.co.nz

› Samaritans 24/7 Crisis Helpline

Call **0800 72 66 66** to speak to a trained volunteer for confidential, non-judgemental and non-religious support.

Website: www.samaritans.org.nz

› Anxiety Helpline

Call **0800 ANXIETY (0800 269 438)** for 24/7 help and support.

› Alcohol and Drug Helpline

Call **0800 787 797** or visit the website 24/7 for confidential advice and support on alcohol and drug-related issues.

Website: alcoholdrughelp.org.nz

› The Lowdown

A space created with rangatahi, for rangatahi. Visit the website for support with hauora (wellbeing) and mental health.

Website: thelowdown.co.nz

[1] Te Pou. (2023). *Reflective practice for the mātau ā-wheako consumer, peer support and lived experience workforce: A guide for CPSLE workers*. <https://www.tepou.co.nz/resources/reflective-practice-guide-for-cpsle-workers>

[2] Te Pou. (2023). *Reflective practice for the mātau ā-wheako consumer, peer support and lived experience workforce: A guide for CPSLE workers*. <https://www.tepou.co.nz/resources/reflective-practice-guide-for-cpsle-workers>