

# Enhancing Practice

## 2022 Conference

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*20:20 Vision – Transforming Our Future  
Through Person-Centred Practices*

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**WEDNESDAY 6 – FRIDAY 8 APRIL 2022**  
**SAGE HOTEL WOLLONGONG, NSW AUSTRALIA**

**#enhancingpractice2022**



**iPDc**  
working together  
to develop practice

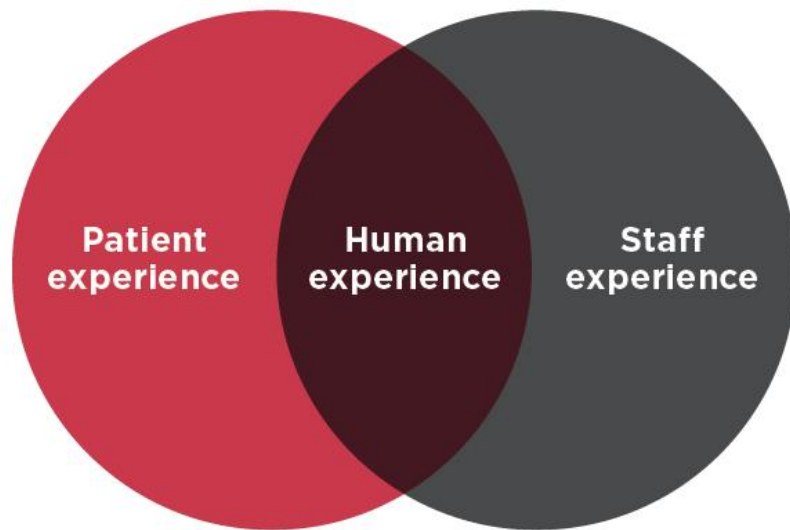


# From participatory portraiture to photovoice: enhancing practice development in teams

Kate Bowles (UOW), Jackie Donsante (ISLHD),  
Giverny Witheridge (UOW), Nhi Nguyen (UOW)

# What we will share in this session

- Our story of working together as a consumer-staff-researcher team, thinking about storytelling in the middle space of human-centred practice
- Two pilot studies of using photovoice storytelling with healthcare workers during Covid-19



NSW Health, Elevating the Human Experience, 2020



She was a woman in late middle age, with a sort of rail-thin weathered look I associate with people who have grown up on the prairies. As this technician went about her work I remarked how skilful she was compared to some other technicians who had been less successful drawing blood from me. She responded by giving me a short lecture on the specific conditions in which I had the right to refuse access to my body: when I could and should tell a technician to quit puncturing me while searching for a vein. She then said something that elevated our encounter to a wholly different plane of significance: “Remember,” she cautioned me, “everyone who touches you affects your healing.”

(Arthur Frank, *The Renewal of Generosity: Illness, Medicine and How to Live*)



“Three decades of practicing portraiture have taught me that the boundaries that we draw between scientific and artistic representations of reality not only produce distorted caricatures of each realm but also blind us to the similarities and resonances between them.”

(Sara Lawrence Lightfoot, *Portraits*,  
<http://www.saralawrencelightfoot.com/portraits.html>)





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Photovoice is a collaborative, participatory method of working with groups and communities

Rather than asking pre-set survey questions, photovoice hands over the choice to the participants and asks: take a picture and tell us what matters to you



Photovoice as a method has been transformed by mobile phone cameras

Because it is now common to carry a camera all the time, we document our lives, and we have enhanced our practice of thinking visually





- Photovoice participants report
- Starting to notice things around them in new ways
  - Feeling acknowledged for their values
  - Extending social relationships
  - Feeling empowered to act

# Telling stories together

- First pilot 2021: “Moments that Matter”
  - A collaborative conversation about practice values and experiences during lockdown
  - Photos that pay attention to everyday spaces and objects
  - Question: do photos make it easier to talk together about ourselves and what matters to us?



**Moments that Matter**  
A ~~Photovoice~~ initiative of Palliative Care Service ISLHD.

# Telling stories together

- Second pilot 2022: SHA / CSA accommodation services for the ISLHD community
  - Emergency team from diverse backgrounds (health and non-health)
  - Diverse community of guests
  - More than 120 beds over 5 sites
  - A team experienced in disruption, having to set up in unfamiliar places quickly



# Telling stories together

- Second pilot: SHA / CSA accommodation services for the ISLHD community
  - What images help this team talk together about their individual histories, values and ways of working?
  - How can we guide this conversation safely?
  - How does it help to know more about the person working alongside you, what matters to them?





# Telling stories together

What does this team already mean to each other?

What does this team see in their workplace each day that honours their identity as a growing team?



# Telling stories together

Mine is the bulletin board and the reflection in there.

There have been a couple of times I have walked past and seen people donning and doffing. I like the reflection. You can see the corridor, people with their PPE.

*Why did that call to you?*

Because I'm proud to be in this industry. Makes me feel joyous when I see people doing their job, donning and doffing is doing their job protecting themselves and others.



# Telling stories together

I took a photo that still confronts me everytime I see it. This is our RAT test trolley. We have to RAT test daily and I felt we had a very safe open environment and then it came to light that a number of boxes of RAT tests vanished. So our RAT tests have been moved to an area where they are under constant CCTV footage, so everytime I see it, it's just like a smack, is this what our culture is?

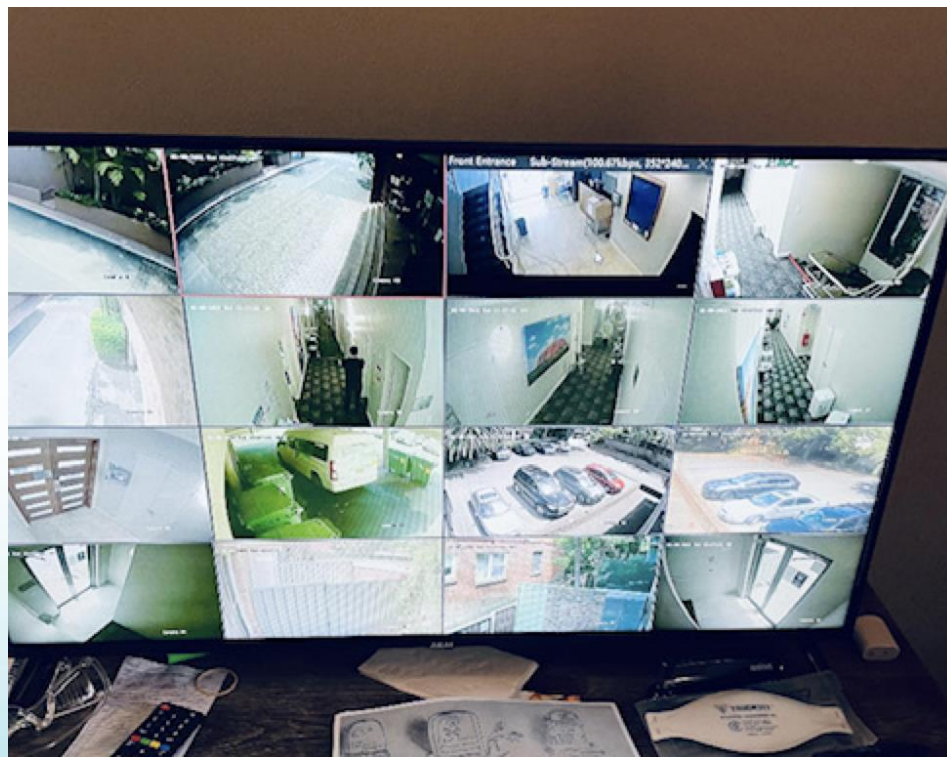


# Telling stories together

From day dot, I knew it was going to be a challenge, especially supervising the guys and trying to uphold the standards. I'm the biggest criticiser of myself.

I know where things are and how this is laid out.

*He has been our protector. That role sits with that photograph. Seeing where everything is and knowing what's going on.*





# Telling stories together

I took a photo of the little bushes outside but I enjoyed the line, I love structure but it's still windy as well. I wanted to photograph the full tree as well but I won't. A, we pictured the same tree.

*Again, two people looking at the same thing but so differently?*

Yes, I like structure, I like the lines but in this space everything changes every day. I like to build structure around chaos.



# Telling stories together

I want to take pictures of things that are alive.  
But I took it from inside the foyer looking out.  
I saw S walk out and I thought it's too cold.

*Tell me about the picture of something that's growing.*

I like it in here, the way we've grown, we are alive in here, we are connected in here. Once I leave here I feel disconnected. I like it in here.





# A team grows together

When I look around this room and listen, every single person has done something that I am so blown away by, it's so cool.

Listen to A and J and the conversation they were having. I could not tell you what it was about but the knowledge, bouncing ideas off each other. Clearly they knew what they were doing, and it was pretty cool to watch.





Thank you to  
the ISLHD  
SHA-CSA team  
for sharing your  
practice



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