

Supporting My Rights | Participant | What good service looks like.

0:03

Hello, my name is Greg and welcome to the Supporting My Right video podcast.

0:17

Hi, I'm Alanna.

0:19

Today's episode is about what good service looks like.

0:23

The episode is for people with disabilities.

0:30

We're going to talk about what good service means and what bad service feels like to you.

0:38

What does good service look like?

0:40

Good service providers or workers make me feel listened to.

0:50

A good service provider or worker is someone who knows how to help me.

0:54

A good service person or worker knows how to support me.

1:04

A good service provider or worker make sure that I feel included.

1:09

A good service person or worker respects my right to choose.

1:20

A good service provider or worker supports my choice to give feedback or make a complaint.

1:28

The service provider should be honest if their staff don't have the right training. The service provider should have the right training to work with people with disabilities.

1:48

Or be able to support them on an individual support plan.

2:02

What does bad service look like?

2:06

You know when you're getting bad service

2:10

When you'll feel unsafe.

2:14

You might feel unsafe when your service provider or worker is shouting at you or hits you.

2:28

Being treated unfairly is also bad service.

2:32

An example of being treated unfairly could be not being able to access the service if you are in a wheelchair and they don't have accessible entrances or not showing up on time.

2:48

A service provider or worker

2:50

must always respect my privacy.

2:59

Lastly, it's important to me when a service provider or worker is reliable and on time.

3:06

Thanks for listening.

3:07

Thanks for listening or watching this episode of What Good Service Looks Like.

3:14

We hope this was helpful for you.

3:20

For more information on What good service should look like for you, visit our Easy Read workshop on giving feedback and making complaints.

3:29

The link is in the show notes.