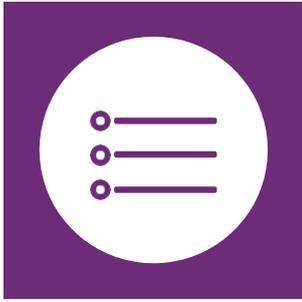


Your Service, Your Rights

Easy Read Audit Guide

How to talk to people about quality and safety in their service.





Contents

What is an Audit	3
How to do an Audit	3
How to do an interview	4
At the start of the interview	5
Asking questions	6
After the interview	7
After all the interviews	8

Introduction



An **audit** is when a disability service looks at how well they do their job.

They want to find out:

- Is the service safe for people who are being supported?
- Is the work they are doing good quality?
- Are they doing what they said they would do?

The service should:

- listen to what people say
- learn what it does well and what can be done better
- include people with disability in the audit

Including people with disability in the audit may help people feel more comfortable to speak up.

It also shows that the service is serious about listening to people with disability.

This guide tells you how to talk to people about their service and supports. You will work with another person, they are your audit partner.

The service should tell people about the audit and invite them to be involved.

How to do an interview



1. You can give the person the questions before the interview to give them time to think about it.
2. Focus on the person and do not think about the other things.
3. Take some time to get to know how they communicate.
4. Ask them to repeat anything you do not understand.
5. Do not speak over the person. Wait until they have finished.
6. Show that you are listening. Look at the person while they talk.
7. Give them time to think about the question and give an answer.
8. Check you have understood what they said.

At the start of the interview



Ask if the person is comfortable.

Make sure they have everything they need. If they need a support person make sure it is someone they trust.

Tell the person about the audit and why it is important. Even if you have already told them it is a good idea to tell them again.

Ask them how many breaks they would like.

Tell the person you will keep their name private and you will not tell the service what answers they give.

Also tell them if they share very personal things some of the managers who read this might be able to guess who they are.

Tell the person

- There are no right or wrong answers
- They do not have to answer a question if they do not want to
- They can come back to a question later.

Make sure they know they can stop at any time.

Asking questions



Ask one question at a time.

If they do not answer ask them if they need more time or if they would like you to explain the question.

You can ask more questions to find out more.

Write down their answers straight away. Decide before you go which audit partner will write answers.

If the person gets upset about something stop the interview and check if they are ok.

Ask them if they want to stop the interview or have a break.

At the end ask them if they have any other feedback.

Ask them if they have any questions.

Thank the person for their time.



After each interview

Talk to your audit partner about how the interview went.

You can talk about

- Anything interesting the person said
- What you did well and what you might do different next time
- Anything that upset you in the interview

Keep the notes in a safe place.

You or your audit partner can type the notes on a computer to keep them safe.

After all the interviews



Get all the interview answers together.

Look at all the answers and see if people say the same thing or not.

Think about what you have learned from the interviews.

Talk to your audit partner about it.

You and your partner can write a report or do a talk about what you found out.

Tell the manager at the service what you learned so they can make the service better.

You can say things that are good and things that could be better.

You and your audit partner and the managers can share feedback to people you interviewed and all people who use the service.

The last thing to do is celebrate the work you have done together.