



# Scenarios

**Your Service, Your Rights**

Dom is having a private personal phone call with his boss at work.

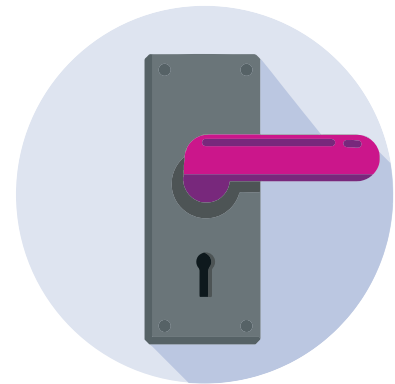
His support worker is listening in to the conversation.



**Your Service, Your Rights**

Tina and Aaron live in a group home with two other people.

Aaron prefers the front door to be locked at night but this makes Tina anxious.



**Your Service, Your Rights**

Abdul likes gaming at home in his spare time.

His service says he must get outside more and play real sports.

They sometimes hide his games console.

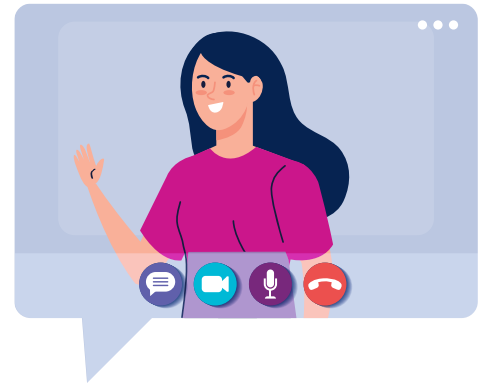


**Your Service, Your Rights**

Amy likes to video call her mum every night at the same time.

Her phone is broken so she needs to use the house computer.

The staff say she can't because they are busy.



**Your Service, Your Rights**

Jack has been sick and went to the doctor.

Jack asked his worker to help read what the doctor wrote down.

Jack's worker told his housemates what the doctor said.



**Your Service, Your Rights**

Mariyam can shower on her own.

She has told her worker this but they still come into the bathroom when she is in the shower to ask if she needs help.



**Your Service, Your Rights**

Mark's service has a file of personal information about him.

Mark would like to read his file to make sure it is up to date.

His worker says no.



Your Service, Your Rights



Bill is out for the day in the full sun without a hat.

He can't use his voice to say what he needs.

Nobody notices.



**Your Service, Your Rights**

Sarah likes to bake cakes, but its hard for her to use her hands.

Her support worker does the baking instead because it's easier and quicker.



Your Service, Your Rights

Cameron is not happy with his service.

He wants to choose a new service.

His worker says not to say anything because the staff will get into trouble.



**Your Service, Your Rights**

Caleb is out shopping but his support worker has his bank card.

He needs to ask his support worker for permission each time he wants to buy something.



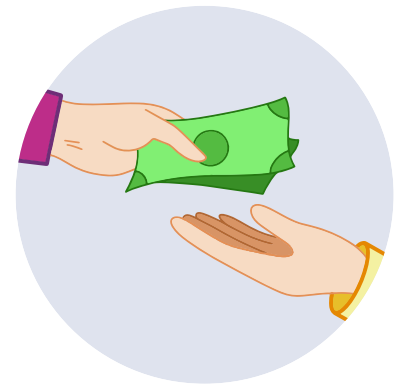
**Your Service, Your Rights**

Joanna goes away for a weekend.

She asks her support worker to look after her money.

Joanna does not know how much money she has spent.

She is worried the worker is keeping her money.



Your Service, Your Rights

Mary sees a support worker yelling at a person with disability.

She tells another worker who says it is better not to say anything about it.



**Your Service, Your Rights**

Tom wants to make a complaint about his service but he is scared of what might happen.

He tells his support worker Gemma.

Gemma supports Tom to tell the service how he feels.



One of Charlotte's workers gets angry easily.  
He yells at people for no reason.  
This makes Charlotte scared.



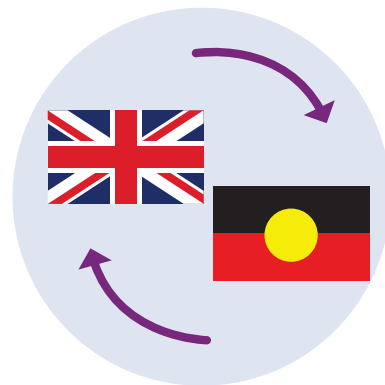
**Your Service, Your Rights**



Narelle's language is Pitjantjatjara.

She doesn't understand what the support workers are saying in English.

They have never learnt any words in her language.



Your Service, Your Rights

Mitch goes for a walk around the local lake everyday with his support worker.

His worker walks behind him with headphones on, listening to music.



**Your Service, Your Rights**

Shirley feels uncomfortable with male staff and asks if the staff could be all female.

The service said it could only be done if there was a female staff available.

This makes her worry.



**Your Service, Your Rights**

People keep going in to Roshni's room and taking her things without asking.

Roshni asks for a lock on her bedroom door.

Her support worker says no because it wouldn't be safe.



Monday night is games night.

Christopher likes playing games.

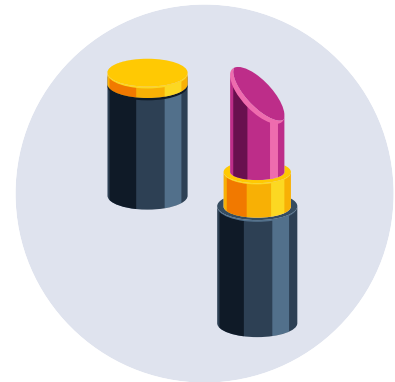
He goes along but has to watch because he cannot use his hands to join in.



Your Service, Your Rights

Charlie is a young person exploring their gender identity.

They want to wear make up when they go out but their worker says it's not a good idea because people might say mean things.

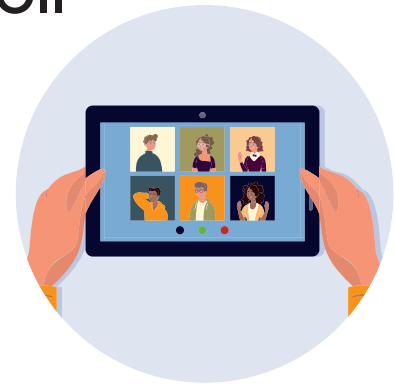


Your Service, Your Rights

Rachel uses an iPad to communicate.

The iPad is getting old and the battery runs out quickly.

She needs help to plug her iPad in more often and her workers often roll their eyes.



**Your Service, Your Rights**

Jayden wants to visit his family who live about 1.5 hours drive away.

His service says he can go twice a year but he wants to go more often.



Your Service, Your Rights



Alex has a dentist appointment at 10am.  
His worker Scott arrives late which means  
Alex is late for the dentist.

Scott says its not his fault because Alex  
never told him about the appointment.



Your Service, Your Rights

Rachel has a new staff member, Alice.  
The house manager introduces her, and  
then spends the rest of the time telling  
Alice about why Rachel needs to diet.



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