

Booklet 3

How to check the worker or health / community service is right for you

Getting prepared



First talk with someone you trust

Write down or record the things
that are most important to you

Decide if you want someone
with you in the meeting

Find out what you can before a meeting



Look at the service's website



Look at brochures or information sheets



Do you know anyone who uses the service? You can ask them about it

You can go to an information session

Things to look out for



Do they write and talk in a way that is easy to understand?



Do they use different ways to communicate?



Access to information means you can get information in a way that is good for you.



For example, a blind person can get information in Braille or large print.

Is the information easy for me to understand?

Things to look out for



Does the service talk about the things that are important to you?



Does the service give examples of how they do their work?

Things to look out for

Do they talk about the people who use the service?

How do they talk about them?

For example - do they describe people in positive ways?

For example - do they talk about the people they support as real people not 'clients'?

Does the service talk about respecting my rights?



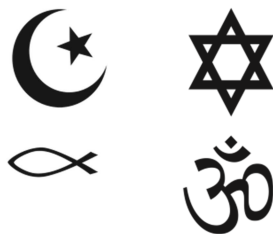
Things to look out for

Do they know things about my culture?

For example



Aboriginal culture



My religion



Ethnic culture



LGBT culture



Remember

Check out what they do

Not just what they say they do