

DISABILITY JUSTICE PROJECT SERVICE USER CONSULTATIONS



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The consultations

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- *6 individual interviews*
- *1 focus group (4 participants)*
- *All with some CJS contact*
- *All participants have cognitive disability*
- *All with past or current experience of Disability Service providers*
- *Semi structured interviews*

First person voices

I've got to ask them (workers) for rules here and there, because I forget half the time what the rules are...I've never obeyed rules, I've always been the one that makes my own rules, my way or the highway, that kind of stuff, so for me to follow rules it's really hard because I've never had rules. I mean I've grown up on the streets from the age of nine, so I've always had me own way.



Key themes

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- Person centred practice in service delivery must be built on the lived experience of service users

It is good to be able to open up about the service-this is the first time in 3 years I've had the chance to say what I think

Every client is unique

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Good workers: sit down and get to know each resident, instead of judging a book by its cover

Important to spend time with us, getting to know us, not just in the office with the paper work all the time

This is not just a job

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That's what a lot of clients need to see, that there is a worker there who actually cares and if they don't see that then the person thinks that they are worthless and no good and then they can end up doing silly things, going out and breaking the law or slashing up

This is not just a job - attitudes

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- *Some staff don't care about their job, their heart is not in it*
- *A lot of workers are just looking at it as a job, as a job that pays their bills and that is the wrong attitude to have*
- *I think that sometimes workers are forgetting the role of the job- how to be caring and supportive and not to be frightened, we are all human beings*

Trauma informed practice is key

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It helps when they have been through what I have been through or worse so that they can understand what I am going through or when they have had a lot of training about the way to work with us

Advice for managers

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Managers should be updating their knowledge and learning from the case managers who are really working with the people face to face every day. Then work can be personal for each person and be right for where they are today not three weeks ago

What makes a good service?

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A good service:

- treats you with **respect**
- Provides **individual services** right for each person
- **Listens** deeply to service users and **doesn't presume to know what they think, need and want**
- Creates a safe and welcoming environment
- Explains to service users why decisions are made and certain things done