

**Your Service, Your Rights**

[www.cid.org.au/your-service-your-rights](http://www.cid.org.au/your-service-your-rights)



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## **Your Service, Your Rights Cards**

These cards can help you think about good or bad service.  
Use these cards in a group or with one other person.

Each card has a story that could happen in real life.  
Talking about the story on the card can help you know your rights.

People from Council for Intellectual Disability are in the pictures.  
The stories did not happen to these people in real life.



MY FILE

Your Service, Your Rights

**Services keep information about each person they support.**

**The information is in a file.**

**Every month Dom asks to see the information about him.**

**His worker makes a time with Dom to read his file.**



**Your Service, Your Rights**

**Leila likes to walk fast.**

**Today there is water on the kitchen floor.**

**Leila's worker is always careful and has put a sign over the water.**

**Leila's worker shows her which way to go so she does not slip.**





**Your Service, Your Rights**

**Leila likes to bake cakes.**

**It is hard for Leila to use her hands.**

**Her worker always finds a way for Leila to be part of making the cake.**

**Leila's favourite thing to do is to stir the cake mix.**





**Your Service, Your Rights**

**Abdul can get very angry sometimes.**

**When Abdul is angry he may hit people.**

**His worker is supporting him to learn how to box.**

**She reminds him to hit the punching bag when he is angry.**

**This helps Abdul to feel better.**



**Your Service, Your Rights**

**One of Leila's workers gets angry.**

**When he is angry he swears at Leila. This makes Leila scared.**

**Another worker in the house sees this and steps in to stop it.**





**Your Service, Your Rights**

**Leila likes to save her money.**

**Leila's friend asks to borrow some of her money.**

**He says they can only be friends if she says yes.**

**Leila gives her friend the money.**

**Leila's worker sees that Leila is not happy about this.**

**Leila's worker asks if Leila wants help to say no to her friend.**





**Your Service, Your Rights**

**Leila enjoys her shower and can shower on her own.**

**Her worker keeps coming into the bathroom when she is in the shower.**

**The worker does not knock.**

**This makes Leila feel worried.**

**She does not need help to shower.**



Hollywood  
CALIFORNIA

**Your Service, Your Rights**

**When Simone is angry she yells and swears at people.**

**When this happens her workers say she has to sit in a room alone.**

**Simone misses out on doing fun things with her housemates.**

**Simone asks why she is missing out.**

**Her worker says she has been very bad.**

**This makes Simone feel sad.**



**Your Service, Your Rights**



**Abdul needs support with his money.**

**Abdul's worker comes with him to help him do his shopping.**

**After Abdul pays for the shopping his worker takes his change.**

**His worker tells Abdul not to worry about it.**

**Abdul thinks the worker keeps his money.**





**Your Service, Your Rights**

**Dom does not have a mobile phone.**

**The only phone in Dom's house is in the locked office.**

**Dom has to ask the worker to use the phone.**

**Dom is feeling sad and needs to call his family.**

**Dom asks the worker to use the phone.**

**The worker says No I am using it today.**



CHOOSE MY  
COMPANY.

**Your Service, Your Rights**

**Abdul is not happy with his service.**

**Abdul wants to choose a new service for his support.**

**His worker says he is not allowed to choose a new service.**

**The worker says he must stay with this service.**

**This makes Abdul feel angry.**

**It should be his choice.**





**PRIVATE**

**Your Service, Your Rights**

**Dom has been sick.**

**He went to the Doctor and had some tests.**

**Dom asked his worker for help to read what the doctor wrote down.**

**Dom's worker told his housemate about the tests.**

**This is private.**

**This made Dom feel angry.**





**Your Service, Your Rights**

**Abdul likes reading on weekends.**

**His housemates like to play tennis.**

**Every weekend the worker says Abdul has to play tennis.**

**Abdul does not get a choice.**

**Abdul feels like no one cares what he wants to do.**



**Your Service, Your Rights**

**Sometimes Leila makes a joke about other people.**

**This can make people feel sad.**

**Leila asked her support worker for help to be kind to everyone.**

**The support worker did not help her with this.**

**Leila made a joke about her friend. Her friend said Leila was mean and that she did not want to be friends.**

**Leila feels bad. She wants to make her friends feel happy.**

**Leila feels sad that her support worker would not help her.**





**Your Service, Your Rights**

**Dom wants to make a complaint but he feels scared.**

**Dom's support worker helped him to practice what he wants to say.**

**She supports him to make the complaint over the phone.**

**Her support helps Dom to stay calm and feel strong about speaking up.**





**Your Service, Your Rights**

**There were some problems at Leila's group home.**

**She made a complaint and the service made changes to fix the problem.**

**Now Leila meets with her housemates and the service manager every week.**

**They talk about how things are going and work to fix any problems straight away.**

**Leila is much happier now.**





**Your Service, Your Rights**

**Leila saw something bad happen at her service.**

**Her workers told her not to say anything about it.**

**Leila thinks that is wrong and wants to speak up about it.**

**She is worried about getting in trouble.**

**Leila feels stressed.**



**Your Service, Your Rights**



**Dom is making a call to ask about a job.**

**He wrote down what he wants to say.**

**His support worker is telling him to say different things while he is on the phone.**

**It is very distracting.**

**It makes Dom feel like he is not good enough.**



**Your Service, Your Rights**

**Bill cannot use his voice to say what he wants.**

**Bill needs his support workers to see what he wants and needs.**

**Today Bill is outside and the sun is shining in his eyes.**

**Bill's support worker sees this and puts his sunglasses on.**