

# SCRIPT

## INTRODUCTION:

This resource has been co-designed with people from within LGBTIQ+ communities, living with mental health concerns, their carers and chosen supports.

As an NDIS participant, you have the right to respectful and non-judgemental service provision. You have the right to decide what personal information to disclose. If you feel a question is intrusive, and not related to your service delivery, remind yourself of your strengths, what you value and your rights to quality service.

These scenarios have been provided by co-design participants. They may not be appropriate to your personal situation. Participants have suggested acknowledging how you feel in your body, then think about how you might respond verbally and non-verbal to ensure the best outcome for you. Your response may also depend on how well you know your support worker.

For more information about verbal and non-verbal communication, follow these links:

- [https://healthywa.wa.gov.au/Articles/A\\_E/Assertive-communication](https://healthywa.wa.gov.au/Articles/A_E/Assertive-communication)
- <https://www.betterhealth.vic.gov.au/health/healthyliving/assertiveness>
- <https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself/Assertiveness>

Co-design participants suggest having a one page introduction to yourself to reduce the need to repeat your story over and over again. This can be particularly helpful when you have a new support worker. For some examples, please see our templates in the resource tab, or on the LGBTIQ+ communities hub

### Scenario One:

An NDIS participant is using their plan to assist with social engagement. The participant has not disclosed any personal information, other than what is needed for service provision. On this day, they are using their plan to attend an LGBTIQ+ forum. Their regular support worker was going to accompany them to the event for support however, they are unexpectedly unavailable. The replacement support worker arrives.

Support worker asks	You may feel	Possible Response
"Why are you going to this?"	Surprised and confused by the question. Angry that the question is personal.	"This is part of my support plan"  "Let's just focus on getting there please. Let me know if you need the address confirmed"

### Scenario Two

A trans individual has organised transport to a medical appointment. They are anxious about the appointment and want to sit quietly and gather their thoughts on the way. It is your decision how much information to disclose. The reason for the appointment does not impact the purpose of the service.

Support worker asks	You may feel	Possible Response
"Why are you seeing the doctor?"	Distressed, awkward, embarrassed	"That's personal, I don't want to discuss that"  "I'm nervous and would prefer not to talk now"  "Let's just listen to the radio on the way there please"  "That doesn't relate to my transport needs"

### Scenario Three

An NDIS participant lives with their same gender partner and young child. They use their plan to continue accessing a parenting group they enjoy for socialising for themselves and their child.

Support worker asks	You may feel	Possible Response
"How do you explain your family to the rest of the group?"	Angry, judged, uncomfortable	"That's an unexpected question. I'm not going to discuss my family with you"  "That is personal and isn't relevant to my service needs"

### Scenario Four

The support worker arrives to assist with house cleaning. As they arrive, they tell the participant how tired they are and how lucky the participant is to have help with cleaning.

Support worker asks	You may feel	Possible Response
"Do you know how lucky you are to get someone to clean your house?"	Angry, distressed, defensive, insulted	"It's not about luck, this is a service need"  "Let's just talk about my needs for today's service"

Use this space to consider other examples you may experience and how you would like to reply.

Support worker asks	You may feel	Possible Response

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