

Talking about Safer Services Worksheet - Scenario and prompt questions

This worksheet was designed to be used as part of the Talking about Safer Services presentation. If this scenario is not suitable for your organisation, or you would like to do more than one scenario, a blank template has been included in the back.

This page could be provided directly to workers participating.



Scenario

John is 28 and lives in his own home with daily support. John uses some limited verbal communication, hand gestures and pictures to communicate. John often needs time to process new information. John loves the internet and researching different subjects online with his support workers. John has been prescribed a new medication for his blood pressure. The GP who prescribed it spoke to John about the new medication and explained that his blood pressure was too high and that it was good for him to take it. John doesn't like to take tablets and has let his support workers know he feels fine, so is refusing the medication but the word 'refused' makes John upset and worried, because John likes to do the right thing and be liked by his support workers. John's mum, Sandra, is really worried about the impact to John's health if he doesn't take the medication and has called your organisation to talk about this.

1. What is the decision?

Was the decision that needed to be made clear? Was there more than one decision. Does this need to be broken down into more than one decision.

2. Who are the right people to assist?

Who does the person want involved? Are the people involved the right people to assist with the decision? Are there any conflicts for the people helping? Is there anyone else that could help?

3. What is the right way to talk about the decision?

What is the person's preferred communication? How was the issue explained to the person? Was it explained in a way they could understand?

4. What is the right way to present the information?

Have all the options been explored for presenting the information needed?

5. How can we assist the person to consider the decision and possibilities?

Have we identified any concerns? Have we discussed the benefits? Have we broken the decision down and explored possible options?

Talking about Safer Services - Scenario and prompt questions

Use this page to create your own scenario specific to your organisation.



Scenario

1. What is the decision?

Was the decision that needed to be made clear? Was there more than one decision?
Does this need to be broken down into more than one decision?

2. Who are the right people to assist?

Who does the person want involved? Are the people involved, the right people to assist with the decision? Are there any conflicts for the people helping? Is there anyone else that could help?

3. What is the right way to talk about the decision?

What is the person's preferred communication? How was the issue explained to the person? Was it explained in a way that they could understand?

4. What is the right way to present the information?

Have all the options been explored for presenting the information needed?

5. How can we assist the person to consider the decision and possibilities?

Have we identified any concerns? Have we discussed the benefits? Have we broken the decision down and explored possible options?

Please note: The Safer Services toolkit was funded by Lotterywest in 2018 and reviewed by the NDS Quality and Safeguards Sector Readiness Project in January 2024. This resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.