

Let's get real 

REAL SKILLS FOR PEOPLE WORKING IN DISABILITY

Let's get real: Disability framework Easy Read Information

www.tepou.co.nz/letsgetrealdisability

**Te Pou o te
Whakaaro Nui**

 **MINISTRY OF
HEALTH**
MANATŪ HAUORA

Contents

Before you start	3
Let's get real	4
The 5 values of Let's get real	7
The 7 skills of Let's get real.....	9
Skill number 1: Working with disabled people.....	11
Skill number 2: Working with Māori	14
Skill number 3: Working with family / whānau.....	16
Skill number 4: Working with communities	18
Skill number 5: Speaking up when people are unfair to disabled people	20
Skill number 6: Sticking to the law, and rules of the service they work for	22
Skill number 7: Learning new skills to get better at giving a good service to disabled people.....	24
A note for disabled people.....	26

Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this big.



Some things you can do to make it easier are:

- read a few pages at a time
- have someone to help you understand it.

Let's get real



This document is called
Let's get real.



Let's get real:

- says what good disability support looks like
- is information about the most respectful ways to work with disabled people and their family / whānau.



Good support for disabled people:

- works well
- makes sure people get their rights.



Let's get real can be used by everyone.

You can use **Let's get real** to:



- check if a staff person is giving a good service to disabled people



- see how well service providers are doing for disabled people and their family / whānau



- have a talk with a disability service provider if anything is missing in your support.



Let's get real also helps disability support staff understand how to work well with disabled people.



Let's get real is based on:

1. The Human Rights Act



2. The Treaty of Waitangi



3. The United Nations Disability Convention.

The 5 values of Let's get real



Let's get real says a good disability service will have these 5 values.



Values are all the things that are important to people to live the life they choose.

The values of good disability support are:



1. Human rights – all the things in life that you have a right to, like:

- going to a regular school
- having a choice about where you live
- choosing who you live with.



2. Respect – understanding that disabled people have the right to make their own choices and decisions.



3. Service – giving disabled people a really good service means staff:

- listen to what disabled people want
- work in partnership with disabled people
- work well with the family and whānau of disabled people.



4. Communities – supporting disabled people to be part of the communities they choose.



5. Relationships – supporting disabled people to have and keep up relationships with:

- family and whānau
- friends
- their communities.

The 7 skills of Let's get real



Let's get real also says that people who give good disability support will have 7 skills.



A skill is something people are good at.

People giving good disability support should be good at:



1. working with disabled people



2. working with Māori



3. working with families and whānau



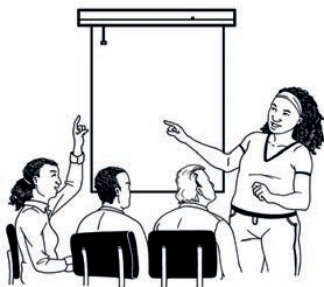
4. working with communities



5. speaking up when people are unfair to disabled people



6. sticking to the law, and the rules of the service they work for



7. learning new skills to get better at giving a good service to disabled people.



Skill number 1:

Working with disabled people



People who are good at working with disabled people know:



- the disabled people they are working with are in charge



- they need to take time to listen to disabled people



- they must help disabled people understand and get their human rights



- they need to learn what is important in the lives of disabled people, like:
 - family
 - friends
 - the community



- they must support the right of disabled people to make their own choices



- they need to be happy to make changes when disabled people ask for things to be done differently



- the way they act should show that they know about the human rights of disabled people



- they must do what they can to make sure disabled people are free from violence and abuse



- people can have more than one disability - it is important to know the whole person



- they need to support disabled people to do what is important to them as part of their culture



- they should support disabled people in their spiritual beliefs, like supporting them to:
 - go to church or temple
 - eat the right foods for their beliefs.



- it is important to support the social and personal needs of the disabled people they work with.



Skill number 2:

Working with Māori



People who are good at working with Māori know:

- what is important in Māori culture, like:
 - Te Reo / Māori language
 - karakia / prayer
 - waiata / song



Culture means the ideas and ways of living that are important to a group of people.



- it is important to get to know how the whole whanāu / family are



- that Māori may want staff to do things differently because of Māori culture



- that for Māori, it is important to know about their staff person and where they come from



- that for Māori, connection to the land and sea can be part of keeping a person well



- to support people with their culture and be kind.



Skill number 3:

Working with family / whānau



People who are good at working with family / whānau know:



- disabled people will know who is important to them as their family / whānau



- they should have a good relationship with family / whānau of the disabled people they support



- they need to listen to what family / whānau say is important too



- they must support the family / whānau of the disabled person they work with.

They must give them good information.



- disabled people they work with have the right to keep their personal information private.

Support staff should share information with family / whānau when they can **but only if the disabled person they support has said they can.**



Skill number 4:

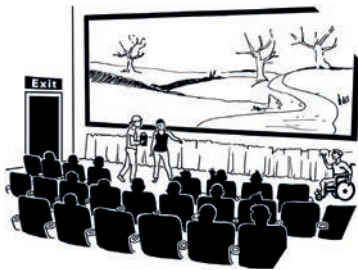
Working with communities



People who are good at working with communities know:



- disabled people are part of communities



- what is going on in the communities that the person they support belongs to



- about community activities that the disabled people they support could take part in



- how to support disabled people to get to know their communities



- how to help communities get to know the disabled people they work with



- about the **social model of disability**.

The **social model of disability** says it is the world we live in that makes it hard for disabled people to live the life they choose.



Skill number 5:

Speaking up when people are unfair to disabled people



People who are good at speaking up when disabled people are treated unfairly know:



- how it feels to be treated unfairly



- how to be careful with language when talking about disabled people



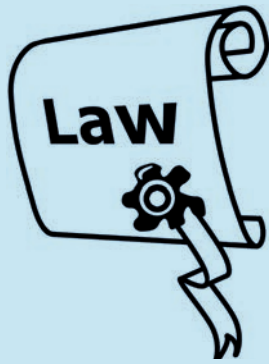
- how to speak up if they hear other people being unfair to disabled people



- that disabled people have a right to make their own choices and decisions



- how to help communities get to know the disabled people they work with.



Skill number 6:

Sticking to the law and the rules of the service they work for



People who are good at:

- sticking to the law
- sticking to the rules of the service they work for

know:



- they need to understand laws about the rights of disabled people

For example:

The Human Rights Act



- they should know about Government policies that affect disabled people



- about different ways to support disabled people



- about the New Zealand Sign Language Act



- how to support disabled people to know and use their rights.



Skill number 7:

Learning new skills to get better at giving a good service to disabled people



People who are good at learning new skills so they give a good service to disabled people know:



- how to find ways to support people to reach their goals



- how to work as a team and respect others in the team



- how to give information to other people in a clear way



- they need to keep up to date with new ways of thinking about disability and how to support people



- how to collect and use information to help them make good decisions as a staff person



- they need to share ideas with their workmates



- they need to look after themselves as well.

A note for disabled people...

You can use **Let's get real** to:



- check to see if a staff person is giving a good service to disabled people



- see how well service providers are doing for disabled people and their family / whānau



- have a talk with a disability service provider if anything is missing in your support.



If you have used **Let's get real** to talk to your staff person or disability support service and things **do not** get better you can call:

The **Health and Disability Commissioner** on

0800 11 22 33.

This information has been translated into
Easy Read by People First New Zealand Inc.
Ngā Tāngata Tuatahi

Let's get real

REAL SKILLS FOR PEOPLE WORKING IN DISABILITY



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