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Psychiatric Disability

Core Information

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Activities:

Activity 1

EXPOSING MYTHS

Aim:

To examine some of society's prevalent myths and misconceptions about mental illness and how these can affect a person with a mental illness. Instructions: Ask participants to write down what they perceive as some of the current myths about people with a mental illness. This is done individually, then shared with the main group.

Discuss:

With the main group, discuss ways these myths can affect the life of someone with a mental illness. Allow 10 minutes for this activity.

Activity 3

STRESS TRIGGERS

Aim:

To develop an understanding of the types of situations and events that can cause stress for a person with a mental illness.

Instructions:

In small groups, identify some potential stressful situations and events which people using your service may be experiencing or encounter. Use the following headings as a guide:

- Stress times, days, months
- Crowded spaces
- Noise, bright lights
- Security and safety
- Limited personal freedom
- Boredom
- Loss of significant support
- Changes beyond the person's control

Have a member of each group take notes from the discussion to report back to the main group.

Discussion:

Small groups report back to the main group. Facilitator to explore with the main group practical solutions that they could use which will assist with alleviating some of the stress that the person may be experiencing.

Ask questions like:

- What can you do that could make the person feel more comfortable and less stressed?
- What sort of things might you say to a person (you can refer to the "Practical communication strategies" on page 9)
- What could you do in the longer term to change some design features of your service that you can identify as a cause of distress for people?

Allow 25 minutes for this activity.

RATE YOUR CUSTOMER SERVICE

Aim:
To raise awareness of good practices in service delivery to people with disabilities by examining the principles of good service.

Instructions:

Working in pairs and using the table over the page, assess how your service rates or measures up to the "Service Principles" listed. Think about the other two service types listed (a taxi service and a health service), and rate their practices against the principles.

Discussion:

As a main group, discuss participants' responses and brainstorm ways that participants could improve on customer service in their own service or organisation.

Allow 20 minutes for this activity. (eg. 12 minutes if working in pairs and 8 minutes for larger group discussions)

Service Principle

(Adapted from Commonwealth Disability Services Standards)

Activity 4

RATE YOUR CUSTOMER SERVICE

SERVICE PRINCIPLE (Adapted from Commonwealth Disability Services)	YOUR SERVICE	A TAXI	A HEALTH SERVICE
1. People have the right to information and access to a service on the basis of relative need and available resources.			

2. People should be provided with a service according to their individual needs.			
3. People have the right to have a say about how the service is provided to them.			
4. A person's privacy and right to confidentiality should be respected in how the service is delivered.			
5. Each person should be treated as a valued citizen and not as a number, problem or a diagnosis.			
6. Each person should be provided with opportunities to achieve a valued role and not be marginalised because of need.			
7. Each client or consumer should be free to make a complaint about the service, and have it resolved without fear of retribution.			
8. Each client or consumer should expect the service to operate within good, legal, safety, ethical, health and management practices.			
9. Each person using the service should be free from any abuse or neglect.			