**Social Script for Raising a Problem or Concern with a Support Worker or Service Provider**

This is a text-only version of a PDF published by the Youth Disability Advocacy Service.

This script helps explain how you can talk to your support worker about something that feels bad, uncomfortable, or unsafe and how to ask for changes.

When I notice a problem with my support worker, I can follow the steps below:

1. Start by naming my feelings – I can think about the emotions I am feeling and choose words like sad, uncomfortable, frustrated, or any other feeling.
2. Describe the action causing those feelings – I can say what my support worker is doing or not doing that makes me feel this way.
3. Express what I need – I can explain what I would like to change or what I value, such as my independence or feeling safe.
4. Ask for an action – I can ask for something specific that I think will help. I’ll try to be as clear as possible to make it easy for the other person to understand.

Example:

* I feel sad when you make decisions for me.
* I need to be able to make decisions for myself.
* Can you please talk to me before deciding for me and listen to what I need or want?

**Exercise:** Write down a similar example by filling in the blanks:

"When I see that (blank) I feel (blank) because my need for (blank) is not being met. Would you be willing to tell me what you heard me say?"

If I am unsure how I feel, I can use an emotion wheel to help identify my feelings.

The emotion wheel has four concentric circles. In the centre are the words: “Emotions Wheel. I feel …” The second circle is divided into feelings. The third circle divides those feelings into more feelings, and the last circle divides those into more feelings.

 **The feelings in the emotion wheel are:**

# Anticipation

## Stressed

Overwhelmed Pressured

## Interested

Impatient
Curious

## Eager

Enthusiastic
Motivated

## Excited

Energized
Passionate

# Happy

## Optimistic

Positive
Inspired

## Confident

Proud
Self-Assured

## Strong

Courageous
Powerful

## Joyful

Ecstatic
Delight

## Aroused

Amorous
Playful

## Loving

Embracing
Generous

# Trust

## Grateful

Blessed
Admiration

## Peaceful

Calm
Content

## Accepted

Valued
Respected

## Hopeful.

Longing
Expectant

# Fear

## Cautious

Timid
Apprehensive

## Weak

Insecure
Vulnerable

## Scared

Frightened
Terrified

## Anxious

Dread
Panicky

## Nervous

Threatened
Uneasy

## Worried

Edgy
Distressed

# Surprise

## Disappointed

Betrayed
Dismayed

## Amazed

Astonished
Delighted

## Confused

Disillusioned
Distracted

## Startled

Awe
Shocked

# Sad

## Ashamed

Embarrassed
Guilty

## Lonely

Isolated
Abandoned

## Hurt

Wronged
Injured

## Grief

Sorrow
Despair

## Depressed

Empty
Discouraged

## Unhappy

Miserable
Hopeless

# Disgust

## Contempt

Envious
Detestable

## Repelled

Loathsome
Bored

## Dislike

Appalled
Awful

## Disapproval

Judgmental
Ridicule

# Angry

## Critical

Abrasive
Biting

## Aggressive

Spiteful
Hostile

## Mad

Furious
Enraged

## Upset

Irritated
Provoked

## Frustrated

Thwarted
Annoyed

## Insulted

Vengeful
Indignant