**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