

# Perfect Service

**We asked 33 women with intellectual disability for a description of the perfect service. Here's what they said:**

Doesn't put people with intellectual disability in the 'too hard basket' because they may need more support than other clients

People pick up the phone, not machines

Employs people with disability, including people with intellectual disability

Helps people with disability with transport

Works with people who have disability even if not a disability specific service

Safe and welcoming place for people with disability

Does warm referrals if not the right service for the person

Everyone says hello and greets people as they walk in

Has clear signage, posters, documents, forms, websites and advertisement in easy language with pictures

Provides trainings delivered by a person with a disability about domestic violence, sexual violence, intellectual disability and dual disability for all of its staff

Shares information with other services, with the client's consent

Quiet space available for people to use if they are overwhelmed

'Client' in this document means any person with an intellectual disability who you work with or provide support to. You might call them a service-user, a participant, a consumer, a patient, a witness to a crime.

Created by WWILD Sexual Violence Prevention Association Inc. based on consultations with 33 women with intellectual disability.



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