

Acceptable, Accessible Services

Activity – Case Study – Activity 1

Consider the following questions:

- Why do you think there are only a handful of comments?
- What else could be done with these comments?
- How do you think the young people and families in the waiting area feel about the 'You said, we did' board?
- What else could be done which might address the feeling of 'us' and 'them' and work more collaboratively?

Enter your responses in the spaces below.

1. Why do you think there are only a handful of comments?

2. What else could be done with these comments?

3. How do you think the young people and families in the waiting area feel about the 'You said, we did' board?

4. What else could be done which might address the feeling of 'us' and 'them' and work more collaboratively?