

Access4u Staff Training | Reggie's Testimonial – Transcript

My name's Reggie Parker, I'm 23.

I've been working for Access4u for about two years now.

I didn't really know that (Disability Mentoring) was an option. You hear about it and you think "you've got to go to uni", "you've got to do all that studying for it."

My mum said "you should try this out, I saw it on the news" and then I looked into it and I thought it just seems like a really good option, and found out that you didn't have to go study for 3-4 years – you could start right now.

So I finished my Cert III at the end of last year. You do the training at the same time you start doing the shifts. I think you've got to be pretty empathetic to do the job, to really be able to put yourself in other people's shoes, otherwise you're just not going to understand what they're (the customers) are going through.

You're not there to tell them what to do, how to live their life, and everything. Your job is to help them in any way you can. If they decide to do something you think is risky, it's not your job to tell them "you shouldn't go skydiving... you shouldn't do that", your job is to tell them "well, here are the risks and I'm going to try and help you do this in the safest way possible – if it's a big goal you want done." You're not there to control them.

Just knowing that – once you get past that – then I think you can do it.

I really think it would be a good idea for lots of people to look into this (Mentoring), mainly because a lot of people don't really know it exists, or they immediately think it's more like nursing or in-home care. I say there's a lot of other things people need help with, and you don't need to do a lot of studying. And if you go through the CEG (program), the studying is really easy – you get a lot of help with it.

I think there's just a lot of people who are really empathetic and really good at helping people who don't realise there's a perfect job for them out there. Being able to have these kind of long term relationships with clients is excellent – because you can look back at when they started, see how things have changed, even if you don't see it week to week.