

This is a summary of a research article. It tells you how people with disability and support workers use everyday steps to address and repair everyday harm when it happens in their work together. Address means that people pay attention to everyday harm and work together to fix it.

What is everyday harm?

Everyday harm is the negative impact on a person when someone does or does not do something. Everyday harm can include things like ignoring another person, talking badly about them behind their back, or not acting on their choices. There are many other examples.

People with disability sometimes experience everyday harm in their work with support workers. People with disability and support workers take actions to address and repair everyday harm. We call these actions **everyday steps**.

How did we do the research?

To learn more about preventing everyday harm, we talked to people with disability and their support workers. We asked them about how they prevent everyday harm in their work together. We listened to their experiences.

What did we find?

We found that people use **five everyday steps** to address and repair harm. These are:

1. **Noticing** everyday harm helps us address it. We can:

- Learn what everyday harm by naming and describing it
- Take time to build trust in our support relationships
- Learn how each person likes to communicate
- Learn about past experiences of everyday harm

2. **Acknowledging** everyday harm shows that it matters, it can't be ignored. We can:

- Check in with each other if we think harm has happened
- Listen to each other's ideas about the situation

3. **Responding** helps us share and solve the problem together. We can:

- Find out if other people can help us
- Ask how we can work better together
- Plan ways to resolve harmful situations

4. **Repairing** everyday harm happens after we respond to it. We can:

- Ask for help from people we trust
- Apologise and forgive people
- Work together to find a solution that everybody is happy with

5. **Making things better** helps prevent harm happening in the future. We can:

- Learn from past experiences of addressing everyday harm
- Improve support relationships to create safe spaces
- Make positive changes in support services create a good vibe
- Create safe spaces so that everyday harm happens less

What is important to learn from this research?

Everyday harm happens a lot and is serious, but there are many things we can do to address it. The more we practice everyday steps, the easier it is to address everyday harm.

It helps us take everyday steps when support workers are responsive and take responsibility for managing everyday harm. It also helps when disability service organisations make time and provide resources for people to get to know each other and build trust. In other research articles, we talk more about what organisations can do to help people take everyday steps.

Want to read more? You can find the full research article here [\[LINK\]](#)

Full article to be linked here following publication.