



# SAS Inc. Client Yearly Survey On Disability Advocacy Standards 2013



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## 1. Accessing Advocacy

Self Advocacy Sydney Inc. has to:

- Have rules that do not discriminate.
- Use Entry and Exit procedures that are fair.
- Clients are aware of how decisions are made about access.

1. How does SAS Inc. promote a good environment for everyone to enjoy with no discrimination?

2. How does SAS Inc. follow entry and exit rules?

3. How are you encouraged to make decisions? What are the processes?



## 2. Individual Needs

Self Advocacy Sydney has to:

- Make sure Advocacy CAP's are agreed to by the clients and show their needs.
- Take action in client's needs and involve a support person of their choice when needed.
- In meetings client's needs minimise conflict of interest.

4. How does SAS Inc. meet client's individual needs?

5. How does SAS Inc. follow CAP's agreements?

6. How does SAS Involve support people?

7. What do you do when you exit SAS Inc.?



### 3. Decision Making and Choice

Self Advocacy Sydney has to:

- Support clients to make their own decisions about activities they require.
- The Agency (SAS Inc.) acts on the client's choices.

8. How does SAS Inc. support clients in making a decision?

9. Why does SAS Inc. follow the entry and exit rules?

10. How do staff support clients?



## 4. Privacy, Dignity and Confidentiality

Self Advocacy Sydney has to:

- Comply with the Privacy Act 1988 and to protect and respect the rights of clients.
- Promote privacy, dignity and respect for clients.

11. Why is Privacy, Dignity and Confidentiality important?

12. How does SAS Inc. respect these rules for clients?

13. How does SAS Inc. follow privacy rules?



## 5. Participation and Integration

Self Advocacy Sydney has to :

- Help clients take part and get involved in the community.
- Take actions to develop positive systemic change in the community.

14. Why is participation and integration important ?

15. How does SAS Inc. involve clients in participation and integration?



## 6. Valued Status

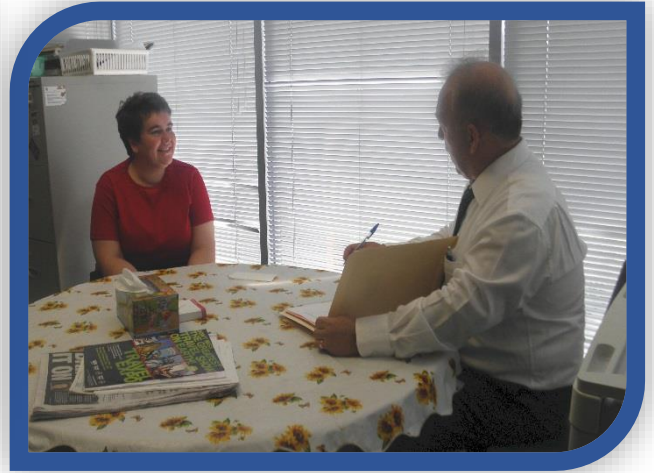
Self Advocacy Sydney has to:

- Promote client's goals and strengths.
- Promote valued status of clients in all its activities.

16. What is valued status in your view?

17. How does SAS Inc. follow the valued status rules for clients?

18. How does SAS Inc. promote clients goals?



## 7. Complaints and Disputes

Self Advocacy Sydney has to:

- Tell clients how to raise complaints or disputes about any areas they are not happy with, without fear or trouble.
- Resolve complaints by clients, with access to both internal and external complaints services.

19. Why are complaints and disputes important?

20. Explain the process of making a complaint.

21. How does SAS Inc. support clients with complaints and disputes?

22. What are the other services you can use to make a complaint or dispute?



## 8. Agency Management

Self Advocacy Sydney has to:

- Have clear aims and objectives for our clients and other stakeholders and to let them know the limits of our agency.
- Have Management Systems in place that look at quality practices and continuous improvement.
- Operate independently, free from conflicts and in the best interests of our clients.

23. How does SAS Inc. promote aims and objectives?

24. What continuous improvement practices are in place?

25. How does SAS Inc. operate independently, free from conflict and in the best interest of the clients?

26. How are clients involved in the running of our agency?





## 9. Staff Recruitment, Employment and Training

Self Advocacy Sydney has to:

- Ensure that staff have up to date skills and competencies.
- Provide continuing opportunities of skill development for each staff member.

27. Why are up to date skills and competencies important for staff and clients?

28. How does SAS Inc. keep staff skills up to date and current?

29. Do you feel that the staff have the right skills for their positions?



## 10. Protection of Human Rights and Freedom from Abuse

Self Advocacy Sydney has to:

- Take practical and appropriate steps to stop abuse, neglect and discrimination of clients.
- Uphold and promote legal and human rights of our clients.

30. How does SAS Inc. Support clients who are being or have been abused?

31. How does SAS Inc. uphold and promote legal and human rights of clients?

32. How does SAS Inc. explain the process of what to do?



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## Self Advocacy Sydney Client Survey 2013

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Self Advocacy Sydney needs to collect information from this survey to comply with our continuous improvement process, so that clients can have their say.

I \_\_\_\_\_ give my permission on    /    /2013  
for Self Advocacy Sydney Inc. to collect information to be used  
for the above reasons.

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_