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*Self Advocacy Sydney Inc.*

*Speaking for Ourselves*

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# SELF-ADVOCACY CLIENT HANDBOOK

Revised date: 30/04/2019

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Check us out on  and don't forget to click LIKE  
<https://www.facebook.com/SelfAdvocacySydney/>

Revised date: 14/02/2019



Cert. No: 286984-2019  
30 April, 2022.

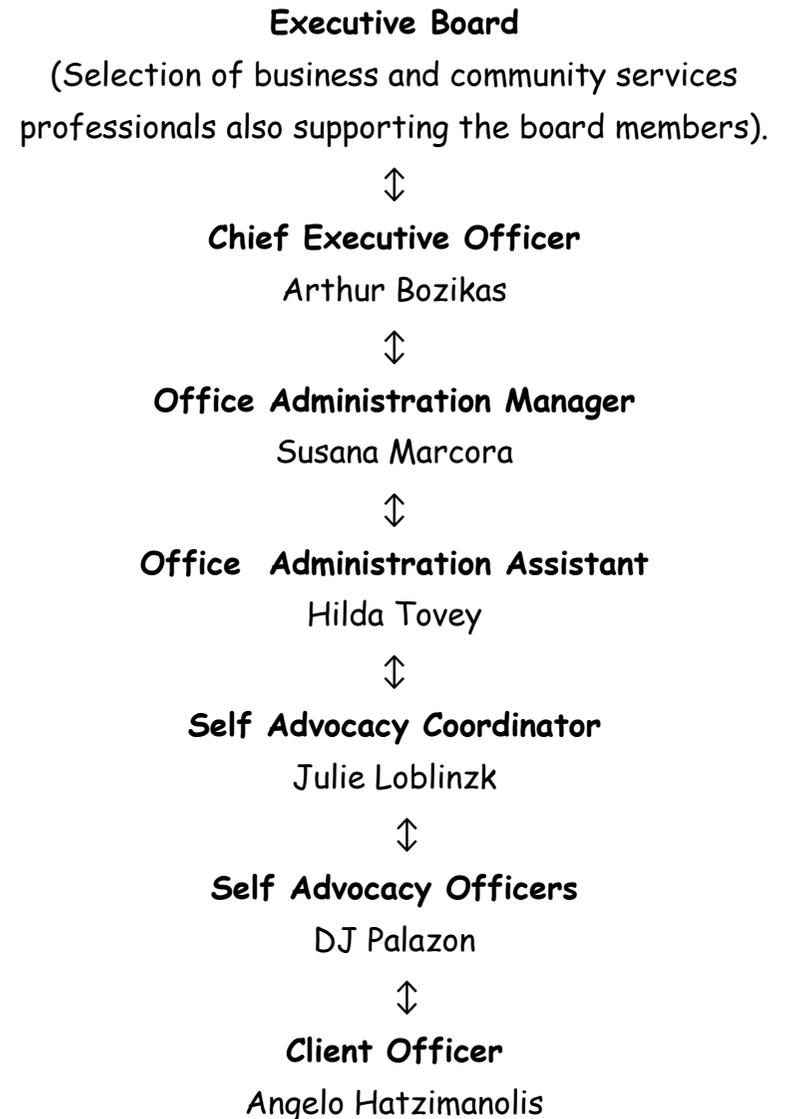
This organisation is part of the Australian Network of  
Disability Advocacy Services funded by the Australian  
Government through the Department of Social Services.

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This booklet was last updated 30/04/2019

# Organisational Flow Chart



# Standard 6: Service Management



## Self Advocacy Sydney Inc (SAS)

SAS is an organisation run by and for people with intellectual disability.

SAS has been funded since 1986. Most Board members and staff have intellectual disability.

This handbook tells you what we do and how you can get support from us, if this is what you want.

It also tells you about the National Standards for Disability Services.

These Standards guide the way our organisation is run.

## Vision Statement

People with intellectual disability  
will be valued members of the community,  
have their voices heard  
and rights supported.

## Mission Statement

Self Advocacy aims to:

1. Give training, support and information to all clients to develop their skills as self advocates.
2. Provide information and education to the community about self advocacy and the rights of the people with intellectual disability.
3. Develop strong links with other advocacy and community groups.

# Standard 5: Service Access

*Self Advocacy Sydney has ensure:*

Finding and using services is fair.  
You can access the services you need.



# Standard 4: Feedback and Complaints

**Self Advocacy Sydney has to ensure:**

You can tell people what you think about the services you receive.



## Objectives

- To provide a meeting place for people with intellectual disability where we can help each other learn more about our rights and continue to contribute to the community.
- To develop our skills and confidence so that we can speak for ourselves and make our own decisions.
- To make people in the community more aware of the rights, needs and abilities of people with intellectual disability.
- To develop meeting skills so that we can all take an active part in meetings.
- To speak and act on behalf of other people with intellectual disability.
- To build up support in the community, and at all levels of government, for people who want to speak for themselves.
- To employ people with intellectual disability in positions in the office, with training support as needed.
- To network with other organisations to promote good practice.
- To set an example to the whole community, of a service run well, for and by people with intellectual disability.

## Standard 3: Individual Outcomes

### Who can use Self Advocacy Sydney?



People:

- Who have intellectual disability
- of all ages
- and live in the Sydney Metropolitan area

It does not matter what age, gender, sex, race you are, or what culture, religion you follow or your living arrangements.

If you:

- want to become a self advocate
- want to find out about your rights
- need support to speak up for your self

Then we can help you.

It does not cost you any money to get support from SAS.

Self Advocacy Sydney has to ensure:

- Our service supports you to make choices about what you want to do.
- You can work toward your goals.



# Standard 2: Participation and Inclusion

**Self Advocacy Sydney will support you so:**

You can take part in the community  
and feel included when you use  
disability services.



## **SAS can help you with:**

- Speaking up
- Being heard
- Getting information
- Understanding your rights, responsibilities and consequences
- Having choices and making decisions
- Achieving things
- Being part of the community
- Networking with others



SAS supports people one on one, runs training sessions and educates the community about self advocacy for people with intellectual disability.

## **How to get support:**

Contact SAS and make an appointment to see us. You can ring yourself or ask a family member, friend or carer to contact us.

## Getting Support What to expect:

Together we will talk about what you want and what support we can give you

We will make a Client Action Plan (CAP).

This will:

- List all the issues you would like support with
- Identify what goals you would like
- Identify the support you would like (eg. individual support, group training) or if a referral to a specialised service is needed.

Your plan will be reviewed at least once a year or as needed.



## Standard 1: Rights

Self Advocacy Sydney will ensure:

You have the right to be treated fairly when you use disability services.



# National Standards for Disability Services

These are the guidelines which tell you how Self Advocacy Sydney, and other advocacy-disability agencies should support you.

We will discuss these with you each year, either in a group training session or by yourself.

**The support we give  
is your choice - it is your decision**

At all times it is your choice what support you accept. We will never do anything without your permission, unless it is a matter of safety.

## **Exiting SAS:**

You can leave SAS at any time. This may be because your issue is fixed or you no longer are interested in being a part of the organisation.

If you are unhappy - please speak to the staff so they can try to fix it.

Self Advocacy Sydney may ask you to leave the service if:

- there is a change in funding
- you need more help than we can give
- you do unsafe things while at SAS

## How you can participate in Self Advocacy Sydney:

- All clients can become members of SAS if they choose - as a member of SAS you have the right to vote at the Annual General Meeting and select the people you want to sit on the Executive Board.
- Be part of client issues meetings and consultations to discuss issues affecting people with intellectual disability.
- Tell us what you think about SAS - through client feedback, consultations, yearly CAP review
- Help plan the training and activities each year



## Abuse

There are many forms of abuse:

- **Physical** (hitting, pushing)
- **Verbal** (yelling, swearing)
- **Sexual** (unwanted touching)
- **Emotional** (teasing, put downs)
- **Financial** (taking someone's money)
- **Bullying** (includes all types of the above)



If you think you are being abused, you should :

- talk to someone you trust (family, friends, support workers)
- talk to staff at SAS
- call the National Disability Abuse and Neglect Hotline: 1800 880 052
- call the police (000 if in danger)

We can help you report any abuse. If the person you talk to does not believe you or does not do anything about it — you should tell someone else.

## Other organisations who can help with problems:

**Complaints Resolution and Referral Service**  
Phone: 1800 880 052

**National Disability Abuse and Neglect Hotline**  
Phone: 1800 880 052

**NDIS Quality and Safeguards Commission**  
Phone: 1800 035 544

**NSW Council on Intellectual Disability**  
Phone: 1800 424 065

**Intellectual Disability Rights Service**  
Phone: 9318 0144

**NSW Ombudsman's Office**  
Phone: 9286 1000

**Multicultural Disability Advocacy Association**  
Phone: 1800 629 072

If you do not speak English well and want someone to speak in your language contact:  
**Translation and Interpreting Service (TIS)**  
Phone : 13 14 50

## Privacy and Confidentiality

**Self Advocacy Sydney keeps information about you very private.**

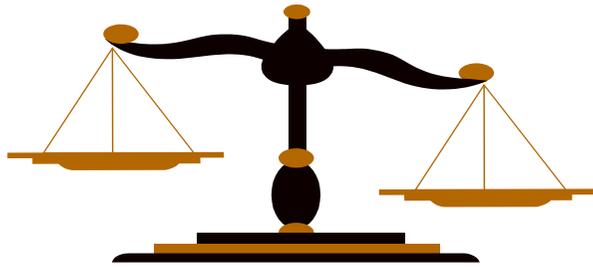
Your file is:

- **Secure:** Your file is locked up in the filing cabinet when not being used and the computer has a secret password
- **Private and confidential:** Self Advocacy Sydney will only talk to people about you when you have given permission and only if it's going to help you get the support you want.
- No one, apart from Self Advocacy Sydney staff, can look at your file unless you have given permission.



## Rights, Responsibilities and Consequences

- We believe that everyone has rights and responsibilities in their life.



- They need to understand these and be given the chance to learn about them.
- They also need to think about the consequences of their decisions and actions.
- We can help you to learn about them

## How do you make a complaint?

1. Talk to the person you have the problem with  
If not fixed  
↓
2. Talk to any staff member  
If not fixed  
↓
3. Speak or write to the President who will report it to the Executive Board.  
If not fixed  
↓
4. If you are still not happy with the result you can speak to a complaint service such as the:  

Complaints Resolution and Referral Service (CRRS)  
Phone: 1800 880 052

or any other complaints service (see page 18 for more services).



## If you have a problem with Self Advocacy Sydney



- All clients of Self Advocacy Sydney have the right to complain.
- All complaints will be handled with strict privacy and confidentiality.
- We believe most problems can be fixed.
- You can have a support person help you.
- Clients will not be in trouble if they make a complaint.

## Rights of Clients

Clients have the right to:

- be part of all decisions and have a choice about what you want to do
- have a Client Action Plan
- be treated fairly and with respect
- bring a carer, advocate or support person to all meetings and workshops at SAS if you want to.
- have all information about you kept private and confidential
- see your file at anytime
- have a say in how Self Advocacy Sydney is run
- ask questions anytime you want and get further information
- complain about Self Advocacy Sydney and have the complaint resolved and leave Self Advocacy Sydney at any time.

## Responsibilities of Clients

- To be involved as you learn how to be a self advocate.
- To make your own decisions and choices (with support if needed).
- To attend workshop and training sessions as planned.
- Help staff develop a Client Action Plan.
- To keep in contact with SAS and let us know of any changes that may effect your support with us.
- Treat everyone with respect.
- To tell us if you no longer want SAS' support.

## Code of Conduct

### Staff, Board and Clients

We will treat everyone with respect  
- no abuse will be allowed

### Staff and Board will -

- Represent Self Advocacy Sydney in a positive way
- Maintain confidentiality
- Follow policies and procedures

If you feel someone is not following this code a complaint should be made, see Complaints Procedure page 17.

For a full version of this Code of Conduct see the Policies and Procedures Manual

