

Self Advocacy Sydney Inc.
Speaking for Ourselves



Self Advocacy Sydney Inc.

Individual Advocacy Service Information Kit



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About Self Advocacy Sydney

SAS is an organisation run by and for people with intellectual disability since 1986.

Vision Statement:

“People with disability are valued members of the community, will have their voices heard, and have their rights supported”.

Our Services:

- Self Advocacy
- Individual Advocacy
- NDIS Appeals
- Disability Royal Commission



What is Individual Advocacy?

Individual Advocacy is when someone can help you to speak up for your rights. An individual advocate:

- Is someone who stands up for your rights
- Can help you solve your problems
- Is on your side
- Can help any person with disability



Our service is free!

What can Individual Advocates help you with?

Service Areas:

We can provide Individual Advocacy Support to all people with disability who live in:

- Auburn
- Baulkham Hills
- Blacktown
- Guildford
- Hawkesbury
- Ku-ring-Gai
- Merrylands

We can provide:

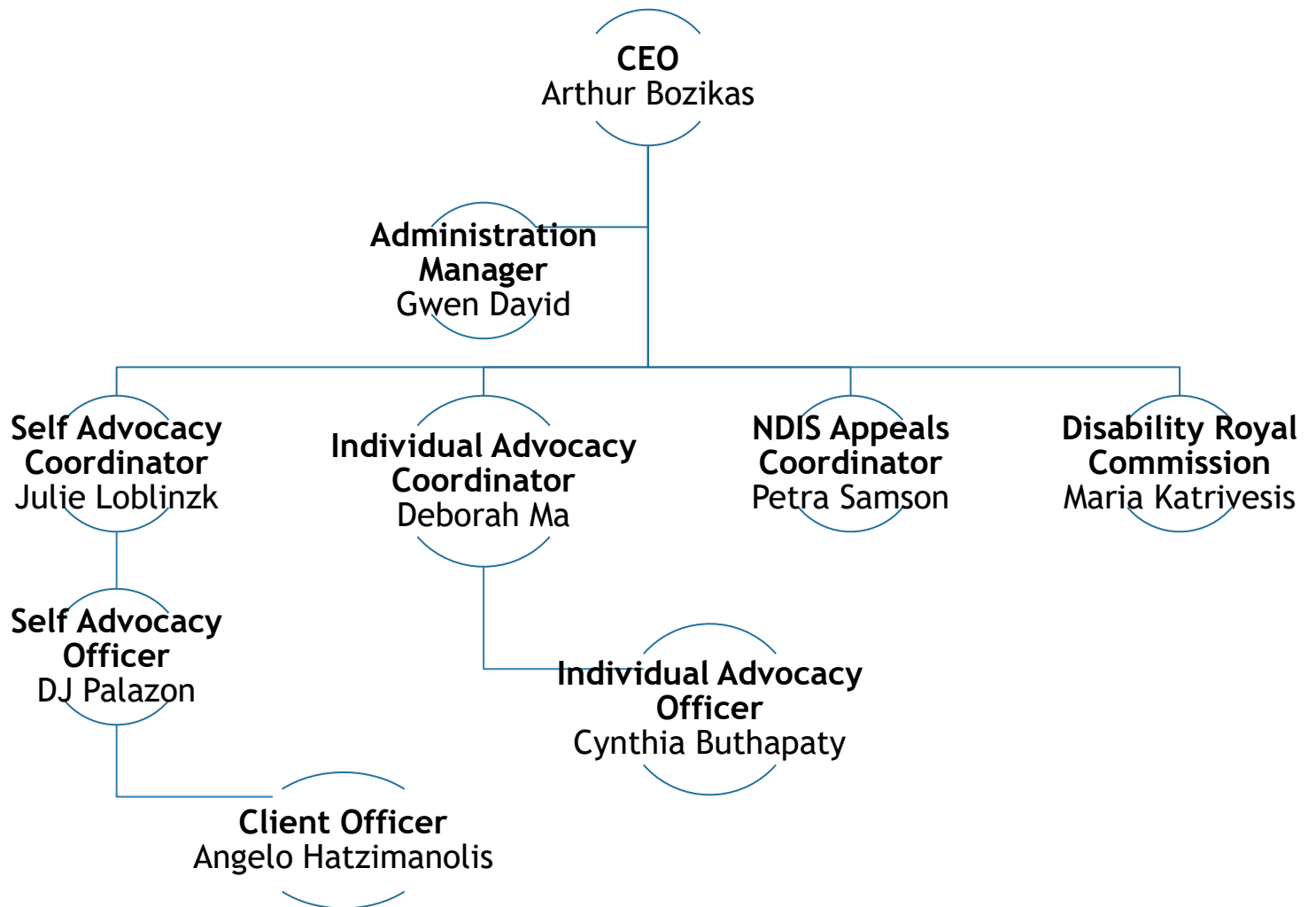
- **Information:** telling you about your rights and where you can get help
- **Advocacy:** working with you to help solve your problems
- **Advice:** talking to you about ways you can solve your problem

We can help you if:

- You cannot get a service you need
- You are not happy with a service
- You have issues with a government department
- You want to make a complaint
- Someone is abusing you
- Someone is illegally discriminating against you
- You want access to information and advice



Our Staff:



Your Rights:

- Be part of all decisions and have a choice about what you want to do
- Have an Individual Advocacy - Client Action Plan
- Be treated fairly and with respect
- Bring a carer, advocate or support person to all meetings at SAS if you want to
- Have all information about you kept private and confidential.
- See your file at any time
- Ask questions anytime you want and get further information
- Complaint about SAS and have the complaint resolved



Your Responsibilities:

- Help staff develop an Individual Action Plan
- To make your own decisions and choices (with support if needed)
- To keep in contact with Self Advocacy Sydney and let us know of any changes that may affect your support with us
- Treat everyone with respect
- To tell us if you no longer want support from Self Advocacy Sydney

Confidentiality

SAS keeps your information about you very private. Your file is:

- Securely locked in the filing cabinet
- Locked on the computer with a password



SAS 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 SAS staff, can look at your file unless you have given permission.

Privacy, Dignity and Confidentiality Policy Statement

The Board and staff of SAS recognise that all clients accessing the service have the right to privacy, dignity and respect. Privacy is an important human right and is stated in all procedures used to record and administer client information and files. These procedures are based on the Privacy Act 1988, (amended 2014) which protects the staff privacy of an individual's records. All information collected will remain confidential whenever possible.

The basic value of all people, including those with a disability is recognised by SAS and is stated in its Vision, Mission, Objectives and all activities. The dignity of all people involved in SAS will be protected, with respect shown to all.



How to give us feedback or make a complaint

It's OKAY to complain!

1. Talk to the person you have the problem with.



2. Talk to the Executive Officer.



3. Speak or write to the President who will report it to the committee.



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) - Ph. 1800 880 052.



5. We can support you to talk to our funding body, the Department of Social Services (DSS).

Complaints Handling Bodies:

- Complaints Resolution and Referral Service
Phone: 1800 880 052
- National Disability Abuse and Neglect Hotline
Phone: 1800 880 052
- NSW Ombudsman's Office
Phone: 9286 1000
- NDIS Quality and Safeguards Commission
Phone: 1800 035 544

List of other Advocacy Organisations:

- Disability Advocacy NSW (DA)
Phone: 1300 365 085
- Indigenous Disability Advocacy Service (IDAS)
Phone: 02 4722 3524
- Intellectual Disability Rights Services (IDRS)
Phone: 1800 666 611
- Multicultural Disability Advocacy Association (MDAA)
Phone: 1800 629 072
- Information on Disability Education and Awareness Services (IDEAS)
Phone: 1800 029 904



National Standards for Disability Services



Australian Government
Department of Social Services

National Standards for Disability Services

Making sure that people with disability receive good quality services.



Standard 1: Rights

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



Standard 2: Participation and Inclusion

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



Standard 3: Individual Outcomes

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



Standard 4: Feedback and Complaints

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



Standard 5: Service Access

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



Standard 6: Service Management

Disability services should be managed well.

How to contact us:

- Deborah Ma (Individual Advocacy Coordinator)
 - Phone number: 0421 824 868
 - Email: ia@sasinc.com.au
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