



people with
disabilities
western
australia

Individual Advocacy Handbook

Easy Read



What is this handbook for?



This handbook explains how our service works.



You can use our individual advocacy service if:

- you live in WA



- you have a disability



- you need help to try and fix a problem.

Individual advocacy

We provide:



- advocates who can help you try to fix problems you might have



- information that helps you make the best choices



- 1 to 1 help



- up to date information about your rights, your responsibilities and your choices



- It won't cost you any money.



We will keep everything you tell us private.



We don't help you with problems to do with the law or legal issues.



We also don't provide:

- NDIS support coordination
- case management.



This means that we are not able to help you plan and organise your support services.

Our advocates can help you to:



Find out what your options are.



Make sure that you know everything you need to know.



Connect you with the best people and services to help you.



Talk to any people we need to talk to.

We only do this when you have said it is ok.



Go to meetings that will help you feel in control.

How we work



You contact us to talk about the problem that you have.



You can get somebody else to contact us.
But we need to know that you have said it is ok.



We ask you for your contact details and you tell us about
your problem.



We decide the best way to help you.



We might help you over the phone.



We might get an advocate to help you.



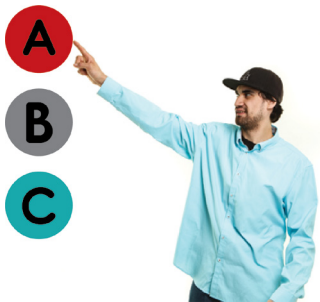
An advocate will contact you within 1 week.



The advocate will help you to find out everything you need to know.



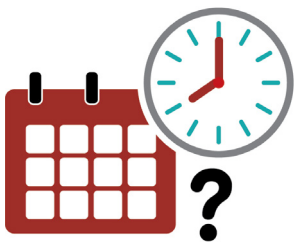
The advocate will help you to work out what your choices are.



You will make your own decision about what you want to happen.



You and your advocate will decide on a plan of action and what each person who is involved will be doing.



If we can't help you straight away, we will tell you how long you have to wait.



Sometimes there is something that we can't do.
Or there might be a reason we have to stop helping you.



If this happens we will tell you why.



We are independent from service providers and the government.

This means that we will only be on your side and only look after your interests.



If we can't be independent, we will:

- tell you why



- find someone else to help you.



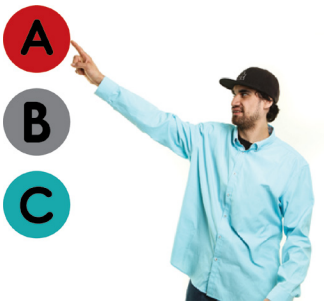
If you want more information about how we work, you can ask us for a copy of any of our policies.

Your rights and responsibilities

You have the right to:



- be treated fairly and shown respect



- make your own choices about how we advocate for you



- have our service explained to you in a way that you understand



- have your information kept private and not shared with anyone unless you say it is ok



- feel safe to complain if you are not happy with our service



- work with an advocate who is independent and who only supports what you want



- have someone with you to give you support when you meet your advocate.

It is your responsibility to:



- treat our staff with respect



- understand that your advocate can't do anything that is:
 - against the law
 - could hurt other people



- tell your advocate everything you know about your problem



- tell your advocate about any new information about your problem and if you are getting help from anyone else



- tell us at least the day before, if you need to change an appointment



- tell your advocate if it isn't safe to meet you



- do the things you said you would in your plan



- understand that we need to help people who have urgent problems first



- understand that if we have done all that we can, we may have to close your problem even if we haven't solved it.

Your privacy



We will keep anything that you tell us private. We will only ask you to tell us about things to do with why we are helping you.



We will always ask you if it is ok before we talk to anyone else about you or your problem.



The only times we might not ask first are:

- if the law or the Court tells us we have to give them information



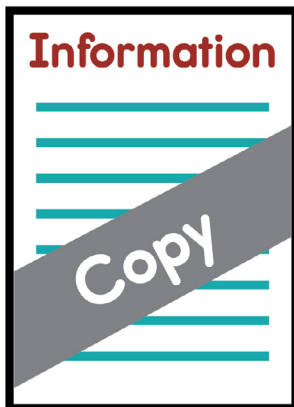
- if it is an emergency and a person's life or safety is in danger.



We keep your information safe.

We keep it in a locked cabinet and a secure computer system.

Our computers have strong security protecting them.



You can ask to see your information whenever you want.

We can give you a copy of your information.

Feedback and complaints



You can give us feedback.

We are happy to hear what you think about how we have helped you.



You can ask for a feedback form at any time.



You can also give us feedback on our website

www.pwdwa.org



You can make a complaint if you don't think we have done a good enough job.

You can do this by:



- writing to us
- coming to see us
- calling us.



If you don't want to complain directly to us, you can complain to the Complaint's Resolution and Referral Service.

You can call them on 1800 880 052.



You can also choose to be part of our yearly feedback and evaluation process.



We work under the National Standard for Disability Services.



To make sure we are doing a good job, people come and look at our work. This is called an evaluation or audit.



The people who run the audit are called auditors.
The auditors talk to some of our clients. They also look at information about the problem we are helping them with.



The auditors are not allowed to tell anyone about you or the information in your files.



You can choose if you want your information to be part of the evaluation.

What do we mean by...?



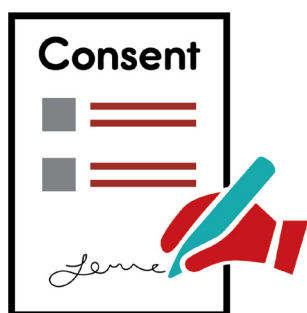
Advocate

A person who is on your side and who will help you stand up for your rights and make decisions.



Individual advocacy

Having somebody to work with you when you are trying to fix a problem.



Consent

You have to say that anything is ok before it can be done.
You need to sign a form that tells us it is ok.



Law

A law is a rule that we all must follow. The government and the courts make a rule like this.



Policy

A plan for how we will do things.



Responsibilities

Responsibilities are the things we need to do.



Rights

Having rights means you can expect to be treated fairly.

Contact us



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www.pwdwa.org



www.facebook.com/PeopleWithdisabilityWA



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