



Advocacy Service

**FOR PEOPLE WITH
DISABILITIES**



What is Advocacy?

Advocacy is about you and your rights.



Advocacy makes sure you are listened to.



Advocacy is about saying what you want.



Advocacy is getting help to speak up.



Advocacy helps you look at different options.



What does an Advocate do?

Listens to you and what you have to say.



Always stands beside you and takes your side.



Keeps your information private.



Finds out information so you can make choices.



What does an advocate do?

Helps you in making your own decisions.



Helps you tell people like your family, staff, social workers what you want.



Helps you prepare for meetings.



Helps you make a complaint if you are unhappy with a service or the way you are treated.



How do I get help?

You can call, text ...



or email.



You can ask a friend, family member or staff to call for you. (An advocate will always ask you if you want help).



You can come and meet an advocate to talk about the help you need.

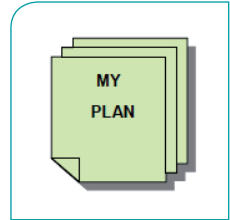


What happens next?

An advocate will tell you what you can do.



Together you and the advocate will make a plan of action.



An advocate will ask if it is ok to work with you and keep a record of what is done.



And then what?

You and your advocate will:

Start working on the plan.



Get ready for meetings.



Update each other on what's happening.



Decide when the plan is finished.



Stop working together.



Some other information you need to know

We need to keep records, for example a file, of the work we do.



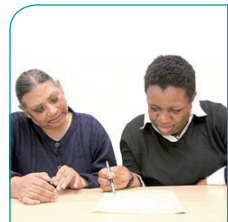
This means that we will need to keep information about you in a safely locked place.



We may keep your information safe on a computer.



You have a right to see the information we keep about you.



Confidentiality

Confidential means that the information is kept private. We will also ask you if it is ok to share and get information from others.



Your meetings with the advocate are confidential.



We will also ask you if it is ok to share and get information from others.

Confidentiality

However there may be times when we need to tell someone else or get someone else involved without your agreement.



This will be if:

1. You are in danger
2. You are a danger to someone else
3. A court asks for information
4. A child is in danger

Your advocate will tell you if this needs to happen.

Complaints

If you are unhappy with the service you have received, you can make a complaint.



You can contact the Banksia Support Director to make a complaint.





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DISABILITIES**

If you or someone you know would like the support of an
independent advocate

Contact us...

and an advocate will speak with you.

Intellectual Disability
Rights Services

Ph: 02 92656300
email: info@idrs.org.au

Family Advocacy

Ph: 1800620588
Email: communications@family-advocacy.com