

Self-Advocacy Kit

Book 4



Advocacy for Inclusion

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1. Introduction

Our first four books on Self-Advocacy explored key ideas about what self-advocacy is, why we sometimes need to self-advocate, and how we can use certain skills that help us self-advocate. We hope the ideas in the first three books have been informative and practically helpful for you.

This final book, Self Advocacy Book 4, is a very practical guide designed to help people who have a particular problem. The book will take you through the steps that are helpful in self-advocating about that problem, with the aim of finding a solution to the problem.

The final chapter of Self-Advocacy Book 4 has links to other organisations and resources that can help you with your self-advocacy.

2. Step-by-Step Self Advocacy Plan

In this section, we take a deeper look at how to resolve a specific problem you might have now.



Over to you

Do you have a problem in your life that you need to try and resolve? Follow this step-by-step self advocacy guide to work out the best way to deal with it.

1) Identify the Problem

Think: **What is the problem?**



Think: **Why is it a problem for me? What is my biggest concern?**



Think: Have any of my human rights been affected? Which rights?



2) Identify the Solution

Think: What result do I want?



Think: How will I know when the problem is solved?



3) What do you know?

Think: What happened? What did I see/hear? What do I know for sure?



4) Who are the people?

Think: Who is causing the problem?



Think: Who are the people I can ask for support? Who might have advice or information?



5) How are you feeling?

Think: How does it make me feel to think about or talk about this issue? Has it affected my health at all?



6) Steps you can take to solve the problem

Think: What are some possible actions I can take?



Think: Who can I talk to?



Think: What is the best way to create change?



Think: What skills do I have? What will I need?



Action plan

Put the actions you have listed previously into the order you need to do them.

- List who you need to talk to or involve for each step.
- List things you need.
- Check off each action as it is completed.

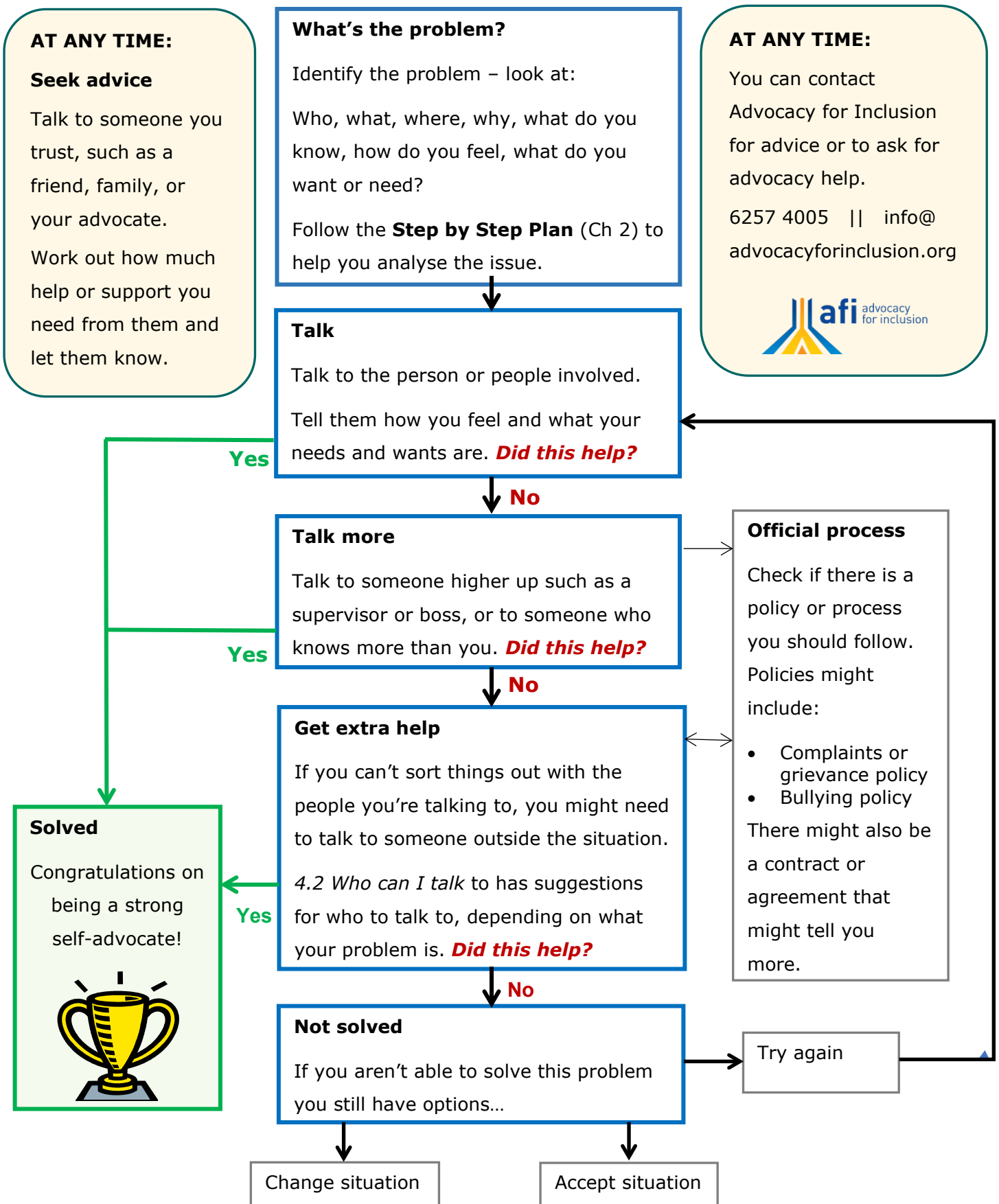
Action	Dates	Who	Progress
<i>What needs to be done ?</i>	<i>Important dates / Deadlines.</i>	<i>Who is responsible? Who is involved?</i>	<i>What have I done so far? Is it complete?</i>

Notes:



3. Problem-Solving Flowchart

If you're having a problem, use this chart to help you follow these steps:



4. Where to go for Help A-Z

Canberra, ACT



Advocacy for Inclusion

Website: <https://www.advocacyforinclusion.org/>

Phone: (02) 6257 4005

Email: info@advocacyforinclusion.org



Access Canberra

For all issues related to ACT Government products and services.

Website: <https://www.accesscanberra.act.gov.au/s/>

Phone: 13 22 81 (7 days)



ACT Australian Human Rights Commission

Website: <http://hrc.act.gov.au/>

Phone: (02) 6205 2222 (9am-5pm Monday to Friday)

Email: human.rights@act.gov.au



ACT Official Visitor Scheme

A monitoring and complaints system for people staying in government institutions and community facilities owned, operated or funded by the ACT Government.

Website: <https://ovs.act.gov.au/>

Phone: 1800 150 036



ACT Policing

Phone: **000** Triple Zero Emergency

For police assistance where life is not at-risk

Phone: 131 444

Crime Stoppers

Phone: 1800 333 000



ADACAS (ACT Disability, Aged and Carer Advocacy Service)

Phone: (02) 6242 5060

Email: adacas@adacas.org.au



Legal Aid ACT

Website: <http://www.legalaidact.org.au/>

Phone: 1300 654 314

Email: legalaid@legalaidact.org.au



Quality, Complaints and Regulation unit – Community Services, ACT Government

Website: <https://www.communityservices.act.gov.au/quality-complaints-and-regulation>

Phone: (02) 6207 5474 (9am-5pm Monday to Friday)

Email: quality@act.gov.au

National



ACCC Contact

ACCC (Australian Competition and Consumer Commission)

The ACCC makes sure that individuals and businesses meet the Australian competition, fair trading, and consumer protection laws - in particular, the Commonwealth Competition and Consumer Act 2010.

The ACCC websites support consumers with a disability about:

- your rights
- dealing with problems
- entering contracts

Phone: 1300 302 502 (Monday to Friday, 8.30am to 5.30pm)

Website (information for people with disabilities):

<https://www.accc.gov.au/focus-areas/information-for/consumers-with-disability>

Online (make an enquiry): <https://www.accc.gov.au/contact-us/contact-the-accc/make-an-enquiry>

Online (report an issue): <https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>



Department of Social Services (DSS) Complaints

Complaints about experiences with DSS, DSS funded service providers including the Complaints Resolution and Referral Service, Job Access and the National Disability Abuse and Neglect Hotline.

Phone: 1800 634 035

Online form: <https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form>

Email: complaints@dss.gov.au



Job Access - Complaints Resolution and Referral Service (CRRS)

Contact the CRRS with complaints about the compliance of Disability Employment Service (DES) providers, Australian Disability Enterprises (ADE) and Advocacy Services funded by the Australian Government.

Website: <https://www.jobaccess.gov.au/people-with-disability/making-complaint>

Phone: 1800 880 052

Online form: <https://www.jobaccess.gov.au/contacts/online-complaint-form>



Job Access - National Disability Abuse and Neglect Hotline

Contact the Hotline to report cases of physical, sexual, psychological, legal, and civil abuse, restraint and restrictive practices, or financial abuse

Website: <https://www.jobaccess.gov.au/people-with-disability/do-you-need-report-abuse-or-neglect-people-with-disability>

Phone: 1800 880 052

Email: hotline@workfocus.com

Online resources

The internet can be a great place to look for information. Be careful, though, as anyone can have their own website, which means it is not all correct or reliable.

You do not need your own computer or internet to see these sites. Every public library in the ACT has computers you can use for no cost. Just ask at the service desk to book a time. You can also print for a small fee.

Here is a list of some good online resources:

Self-advocacy Resources



Centre for Clinical Interventions – Assertive Communication

<https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself/Assertiveness>



How I Learn – Self-Advocacy Resource for Students

<https://www.howilearn.com.au/resources/how-to-self-advocate>



Self Advocacy Resource Unit (SARU)

<http://sarU.net.au/>



Women With Disabilities ACT (WWDACT)

<https://www.wwdact.org.au/members-self-advocacy/>



Voices Together

<https://www.voicestogether.com.au/self-advocates/toolkits-resources-how-to/resources/>