



How to speak up for your rights and needs

ADA Australia



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.





About this book

This book is written by Aged and Disability Advocacy Australia or ADA Australia.

ADA Australia gives support to

- people with disability

and

- older people.



This book is about how to be your own **advocate**.

Advocate means you speak up for

- your rights
- your needs
- what is important to you.



This book will give you steps to follow when you need to speak up.

About your services



Everyone should be able to get good services for what they need to live every day.



Services might be

- disability support



- a phone service



- banks



- housing



- aged care.



The services should

- give you what you need



- give you the right information



- help you understand their information

- let you make your own choices



- listen to you



- make you feel safe



- have staff that know how to do a good job.



Sometimes there are problems.

You can get help if there are problems.

What to do if there is a problem with your service

What is the problem?

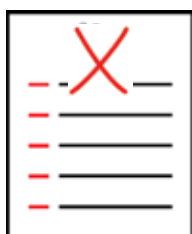
If there is a problem with your service it is important to



- talk to someone about the problem



- ask for what you need.



It can help to

- write a list of what went wrong



- tell your family or a friend about the problem.



If you have someone who helps you to make decisions ask them for help.

What would you like to happen?



Make a list of the issues you have.



Think about what you want to happen to help fix the issues.



If there are many parts to the problem work on what is most important first.

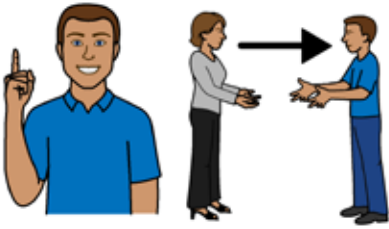


Some issues might get fixed quickly.



Some issues might take longer to fix.

Your rights and what you must do



Make sure you know

- what you should get from the service

and

- what you need to do to make a **complaint**.



A complaint is when

- you are **not** happy

and



- you tell someone the reason why.



You now have all of the information you need to do something about the problem.

You are now ready to talk to someone about the problem.

Make a phone call



When you call the service to make a complaint ask for the Manager or the person who listens to complaints.



These are the people who can make changes and help you to fix the problem.



If you do **not** hear back about how they will help fix the problem in 3 to 4 days you should call again.



Be nice to the person you talk to. They are there to help.



Have someone you trust with you when you make the call.



They can help you to take notes and understand things.

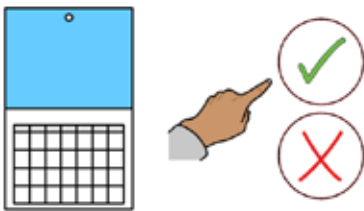


When you make notes you should write

- the full name and job name of the person you talk to at the service



- what you are told will happen next



- when something will happen to help fix the problem.



Make sure you tell the person at the service what you want them to do to fix the problem.

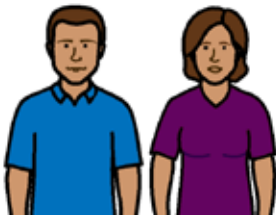


If you are **not** happy with how the problem is fixed you can ask to meet with someone from the service.

Have a meeting



It can help to meet someone from the service face to face.



You can take someone you trust to the meeting to help you. For example, family or a friend.



Make sure you write notes in the meeting.



You might need to use the information later.

Check on what happens



You must tell someone if the service does **not** do what they have told you they will do to help you.



Call the service again and tell them you are **not** happy with what they have done to help.

Ask them to give you an update on how they are fixing your problem.



Ask to talk to someone else if the first person you talked to has **not** helped you.

More information



For more information or if you need more help contact ADA Australia.



Call 1800 818 338



Website www.adaaustralia.com.au/speak-up



Help in languages other than English

Translating and Interpreting Service

Call 131 450



If you need help to speak or listen

Use the National Relay Service or NRS.

Call 1800 555 677

Website

communications.gov.au/accesshub/nrs

Notes

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Notes

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This guide is funded by the Australian Government Department of Social Services. Go to www.dss.gov.au for more information.

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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in June, 2020.

To contact Scope call 1300 472 673 or visit www.scopeaust.org.au

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