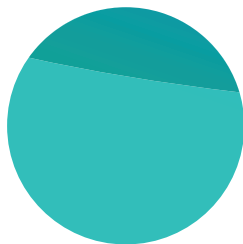




DACSSA
DISABILITY ADVOCACY



Client Information Pack 2019

Disability Advocacy and Complaints Service of SA Inc | Ground Floor, 33 Franklin Street, Adelaide SA 5000

(08) 7122 6030 | admin@dacssa.org.au | dacssa.org.au | ABN 92 302 584 388

DACSSA is funded by the Federal Department of Social Services and is accredited in accordance with the National Standards for Disability Services.

Who We Are

Disability Advocacy and Complaints Service of South Australia Inc. (DACSSA) is an incorporated, not-for-profit organisation.

DACSSA is funded by the Australian Government Department of Social Services to provide individual and systemic advocacy to people living with disability, their families and carers in South Australia.

Founded in 1991, DACSSA provides advocacy services that assist to promote and protect the human rights of people living with disability.

DACSSA is passionate and courageous in promoting wellness and prosperity among the disability community.

DACSSA can provide advocacy services to assist with a range of matters including:

NDIS / Education / Discrimination & Human Rights / Equal Opportunity / Abuse / Housing & Homelessness / Complaints about Disability Services / Health / Mental Illness / SACAT Orders.

DACSSA promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence in accordance with the National Standards for Disability Services and the NDIS Code of Conduct.

We seek to build on the individual strengths of our clients and enable community capacity building that proactively addresses oppressive systems that perpetuate disability issues.

Our Values

Integrity

Trust and Accountability

Client Focused

Collaborative

Progressive

Evidence based practice

Respect

Inclusivity

Courage

Working for change

We can assist you to address your grievances or resolve your issues by:



- Developing and planning a way forward that considers your goal outcome and the resolution of your matter.
- Informing you about different systems and options for pursuing formal complaints.
- Informing you about your rights.
- Attending meetings with you.
- Making enquiries to Government and non-Government agencies with you and on your behalf with your permission.
- Accessing or creating documents with your permission.
- Referring and connecting you to helpful agencies and services.
- Supporting you to navigate external and statutory complaints processes.

We are Experienced

DACSSA is experienced in a range of systems, jurisdictions and complaints mechanisms including (but not limited to):

Tribunals

Australian
Human Rights
Commission
(AHRC)

Administrative Appeals
Tribunal (AAT)

Commissions

Equal Opportunity
Commission

Health and Community
Services Complaints
Commission

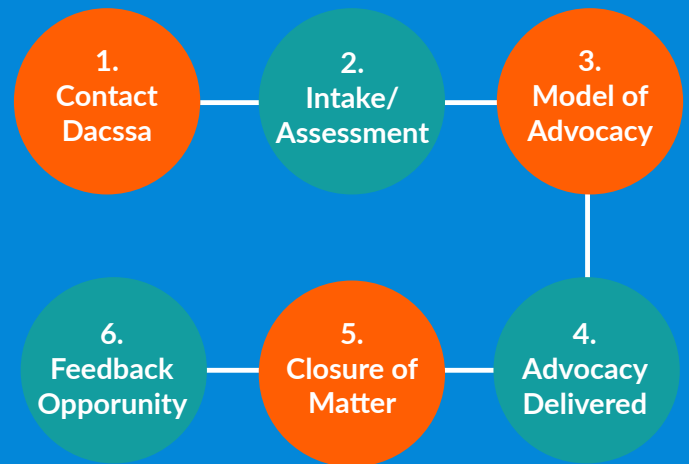
Statutory Bodies

NDIS Quality
and Safeguards
Commission

South Australian
Civil and
Administrative
Appeals Tribunal

Advocacy Process

1. Call DACSSA (08) 7122 6030 or email DACSSA admin@dacssa.org.au
2. We hear about the issues you're experiencing and may add you to our waiting list. The Client Services Coordinator (CSC) will assess your request for assistance.
3. The CSC will assess what model of advocacy will best suit your needs. You can voice your wishes about this too.
4. After the waiting period has passed, your matter will be allocated to an Advocate or Appeals Officer. They will contact you and work with you to resolve your matter.
5. After the issue is resolved, or if it can't be resolved, the matter will be closed.
6. We want to know how you found working with our team. Your honest feedback helps us to know what we are doing well or could do differently.



Types of Advocacy

DACSSA understands that advocacy should be tailored to suit individual needs. What works for some people doesn't work for others, and good practice means being flexible and responsive to your specific disability needs. For this reason we have different types of advocacy models that we can use to help people.

Self-Advocacy

Self-Advocacy happens when a DACSSA Advocate meets with you for a 1 hour consultation. During this consultation the advocate will hear about the issues you're experiencing, provide you with information about your rights and help you to plan a way forward in order to achieve your goal outcome.

Individual Advocacy

Individual advocacy happens when a DACSSA Advocate or Appeals Officer is allocated to you after the prescribed waiting period. This person will hear about the issues you're experiencing, help you to plan for a way forward and support you to ensure your voice is heard in order to resolve your matter.

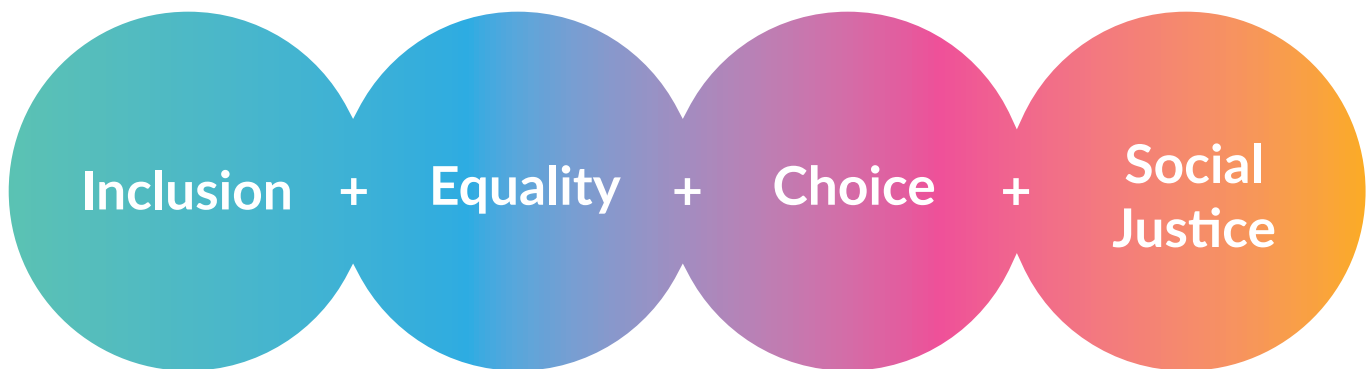
Systemic Advocacy

DACSSA may notice that the issues you're experiencing are happening to other people on a larger scale in the community, or reflect a flawed system. This is when systemic advocacy happens in order to counter oppressive systems and build community capacity. DACSSA does this through social policy consultation and inter-professional collaboration with Government and non-Government organisations.



“I really appreciated the empathy and understanding I was shown, and the advocates level of knowledge and expertise with our issue”

We Advocate For...



We cannot assist you if...

- Your issue is not disability related.
- You require a legal service.
- You need diagnostic advice.
- You require financial support.
- You require case management.

There are some matters that DACSSA cannot assist with however, we will always take time to hear about the issues you're experiencing and connect you with an appropriate referral service who may be better positioned to meet your needs.

YOUR RIGHTS

- Be included in the decision making process about your needs and options.
- Have control over your choices about your needs and support.
- Expect your views to be respected by all DACSSA staff and /or volunteers.
- Be treated with respect, dignity and courtesy by all DACSSA staff regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs.
- Receive advocacy services in a professional and caring manner that respects and appreciates your lived experience.
- Have your privacy and the confidentiality of your personal information respected and handled in accordance with our Client Privacy Policy and the Australian Privacy Principles ('APPs') in the Privacy Act 1988 (Cth).
- Request another advocate to handle your complaint without recrimination.
- A Prompt service. DACSSA aims to provide the best possible advocacy services. If an appointment time needs to be changed, every attempt will be made to contact you before the appointment.
- Be provided with access to the personal information DACSSA holds about you in accordance with our Client Privacy Policy and the APPs.
- Expect that all staff will acknowledge and respect the role that your support base or associates play, such as family, relatives, friends and/or carers, in safeguarding your rights as enshrined in the Carers Recognition Act 2010, the Equal Opportunity Act 1984 and the Australian Human Rights Commission 1986.
- Be protected from inappropriate behaviour and abuse and exploitation from DACSSA staff and volunteers.
- Make a complaint or express grievances about the service received from DACSSA and expect that your complaint will be investigated comprehensively and in confidence and without retribution.
- Choose to use or discontinue using our service.

YOUR RESPONSIBILITIES

As a DACSSA client, it is your responsibility to:

- Tell us if your advocacy needs change.
- Tell us if the issues or themes of your matter change including deadlines or action items.
- Respect the rights of others to feel safe, including yourself.
- Let us know when you cannot keep appointments as soon as possible.
- Treat DACSSA staff and volunteers with courtesy, dignity and respect.
- Provide us with accurate and relevant information to the best of your ability for the provision of advocacy service e.g. your legal name.
- Make sure your home is safe for our advocates and stakeholders who have an interest in your matter, as part of the Workplace, Health & Safety regulations. This includes but is not limited to making sure that all pets are restrained or that you refrain from smoking while we are in your home.
- Refrain from inappropriate behaviors and comments towards DACSSA staff.
- Refrain from abusive and threatening behaviors towards DACSSA staff.

Dacssa Client Grievance Process

DACSSA respects the rights of all our clients to be heard, informed, and involved in decision making. Our clients have the right and are encouraged by our agency to lodge complaints or grievances. We have an obligation under State and Commonwealth legislation to ensure that all client complaints or grievances receive full consideration without prejudice or predetermination of the outcome.

Clients will be informed of the outcome of the grievance or complaints and will be given ample opportunity to discuss outcomes if they do not feel it adequately addresses the issues raised.

You will be informed by DACSSA of our complaints and grievance processes at the time of your intake and orientation to our service.

Wherever possible in the first instance, the aggrieved should be encouraged to discuss the issues with the person with whom they have a grievance to negotiate a resolution. You can bring anyone with you to act as your support person.

What if this fails or I don't want to discuss it with the advocate?

You can write to or call the Client Services Coordinator:

Tel: (08) 7122 6030

Address: 33 Franklin Street, ADELAIDE, SA 5000

The Client Services Coordinator will take down all details and arrange a mediation session with all parties.

What happens if my complaint is still not resolved?

The Client Services Coordinator will arrange a meeting with the Chief Executive Officer (CEO).

What happens if I'm still not happy with the outcome or there is a conflict of interest with the CEO?

The Chief Executive Officer will refer the grievance, with a written report of action to the Chairperson of the Board of Management for action. The Chairperson will write to the complainant acknowledging receipt of their complaint and set up a conciliation process (panel) that will meet with all parties separately. All issues will be noted and mediation attempted.

What happens if this doesn't resolve the issue either?

If after all these processes have been put in place and you are still not satisfied with the outcome, you have the right to lodge a complaint externally:

The CRRS is there to assist you if you have an unresolved issue concerning an Advocacy Service, Disability Employment Service or Australian Disability Enterprise.

- The Complaints Resolution & Referral Service (CRRS).
Free Landline Call: 1800 880 052
Email: crrs@workfocus.com
The NDIS Commission can take complaints about services or supports that were not provided in a safe and respectful way or services and supports that were not delivered to an appropriate standard.
- The NDIS Quality and Safeguards Commission
Free Landline Call: 1800 035 544

Other services can also help you to communicate your complaints

- The National Relay Service
Speak and Listen – 1300 555 727
TTY – 133 677
SMS Relay – 0423 677 767
- Translating and Interpreting Service (TIS National)
Phone – 131 450 or 1800 131 450