

INDIVIDUAL ADVOCACY

Fact Sheet

What is Individual Advocacy?

- Individual Advocacy happens when a DACSSA Advocate or Appeals Officer is allocated to work with you, usually after a prescribed waiting period. This person will hear about the issues you're experiencing, help you to plan a way forward and support you to ensure your voice is heard in order to resolve your matter.
- Our practice is informed by the National Standards for Disability Services, as well as our agency's core values of integrity, respect, courage, progressiveness and client focused practice.

Where does the Advocacy take place?

- Advocacy happens:
 - At DACSSA offices on 33 Franklin Street, Adelaide, SA 5000
 - Over the phone
 - At a public place where you feel comfortable to meet e.g. a local library
 - Via email
- DACSSA understands individuals may have special access requirements; please contact us if this is the case so we can tailor our approach.

When will the Advocacy start?

- DACSSA may have a waiting list for Individual Advocacy Services. You can find your approximate waiting time on the Waiting List Letter you will receive upon completing the intake process. You will also be provided with a client information pack at this point which outlines your rights, responsibilities and other information to inform you of what to expect.

Who do I call if I have information or my issues change?

- If you are on the waiting list and have information to share with us regarding a change in circumstances, or if you would like to discuss something new, call DACSSA on (08) 7122 6030 or email us at admin@dacssa.org.au
- If you have an open file, contact your advocate or Appeals Officer if your file has been allocated.

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The Individual Advocacy Process

