

## INDIVIDUAL ADVOCACY

### 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?

Individual Advocacy Consultations happen:

- By phone
- In person
- Video conference

DACSSA understands individuals may have special access requirements; please contact us if this is the case so we can tailor our approach.

### When will 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.

### What if my issue or circumstances 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](mailto:admin@dacssa.org.au).

If you have an open file, contact your allocated Advocate or Appeals Officer directly.

## THE INDIVIDUAL ADVOCACY PROCESS

### Waiting Period

See your 'Waiting List Letter' to know how long you can expect to wait for advocacy.

When the waiting period is up, the person who is allocated to assist you will get in contact with you.

### Allocation

### Consent Forms and Planning

You will be informed about consent forms you may need to sign and plan a way forward to resolve your matter.

This may consist of meetings with your advocate or other people, drafting documents and working through steps to resolve your matter over time.

### Working Together

### Closure of File and Feedback

After the matter is resolved, or if it can't be resolved, the matter may be closed and we'll ask for your feedback.