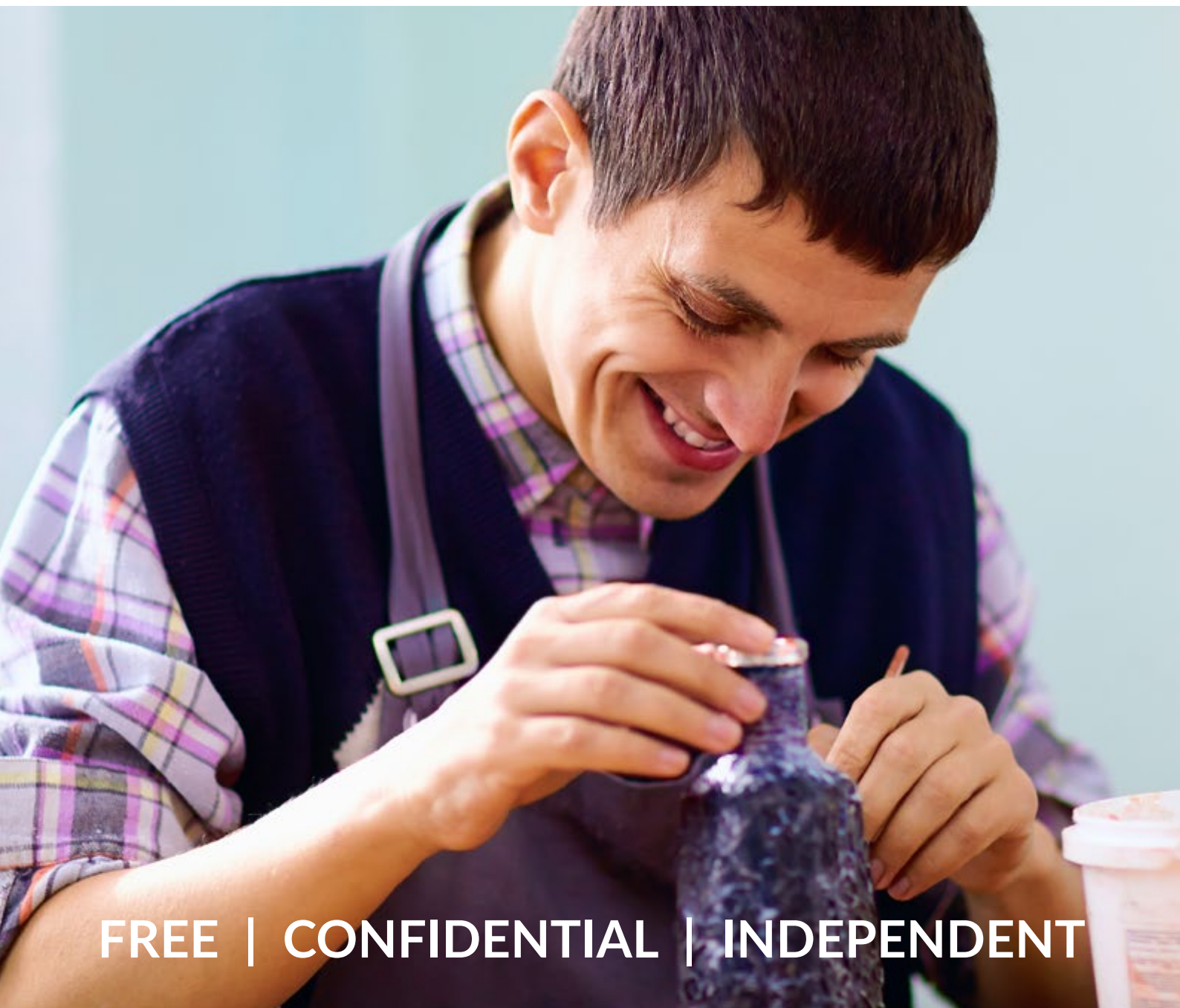




**DACSSA**  
DISABILITY ADVOCACY

# Client Information Pack



**FREE | CONFIDENTIAL | INDEPENDENT**

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Disability Advocacy and Complaints Service of South Australia Incorporated

P: (08) 7122 6030  
ABN 92 302 584 388

E: [admin@dacssa.org.au](mailto:admin@dacssa.org.au)  
W: [www.dacssa.org.au](http://www.dacssa.org.au)



# 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 Focussed**  
Collaborative

**Courage**  
Working for change

**Respect**  
Inclusivity

**Progressive**  
Evidence based practice



# How We Can Assist

- 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 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.

## We Advocate For...

Inclusion

+

Choice

+

+

Equality

+

Social  
Justice

# Advocacy Process

1. Call DACSSA on (08) 7122 6030 or email [admin@dacssa.org.au](mailto: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.

*“Couldn't have resolved my dispute without DACSSA's assistance. Very happy with the service and results.”*

*DACSSA Client*

1.  
Contact  
DACSSA

2.  
Intake/  
Assessment

3.  
Model of  
Advocacy

6.  
Feedback  
Opportunity

5.  
Closure of  
Matter

4.  
Advocacy  
Delivered





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

**Administrative Appeals Tribunal (AAT)**

**Equal Opportunity Commission**

**Health and Community Services Complaints Commission**

**Australian Human Rights Commission (AHRC)**

**NDIS Quality and Safeguards Commission**

**South Australian Civil and Administrative Appeals Tribunal**

**Disability Royal Commission**

## Models 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.

# Disability Royal Commission

A Royal Commission has been announced, inquiring into:

- Abuse
- Neglect
- Exploitation
- Violence against people with disability.

The Disability Royal Commission aims to gather information and make recommendations on a broad range of matters that affect people living with disability.

As an independent South Australian Disability Advocacy organisation, DACSSA has been funded to support people to engage with the Disability Royal Commission.

DACSSA is able to assist people in preparing submissions, in any way they feel comfortable – by telephone, in writing, in person, or by video.

Our independent advocates are able to assist you to:

- Learn about the Commission.
- Clarify and articulate issues.
- Prepare submissions.
- Collate information and supporting documents.
- Access helpful services.

If you continue to experience issues in life relating to disability, DACSSA may be able to assist you in resolving your matter through other forms of advocacy, for example, self-advocacy.

More information and fact sheets on the Royal Commission can be found on our website.







# NDIS

Many people have come to DACSSA for support with the National Disability Insurance Agency (NDIA), regarding the National Disability Insurance Scheme (NDIS). Common issues are:

- Difficulty in obtaining access to the NDIS.
- Funding packages that don't meet the needs of the person with disability.
- Changes in circumstances.
- NDIS plan review meetings.
- Interactions with NDIA and partners  
e.g. Local Area Coordination or service providers.
- Appeals of decisions made by the NDIA.

DACSSA is able to provide information, advice and support for issues relating to the NDIS. DACSSA is an independent advocacy organisation and works solely on behalf of, and in the interest of our clients. We are not affiliated with any organisation that offers NDIS service provision.

Should you require advocacy, we can assess the best model to support you, either through Self-Advocacy or Individual Advocacy Support.

DACSSA also proactively consults with stakeholders like the NDIA in order to resolve systemic issues and put forward the lived experiences of people with disability.

***“Thank you for your assistance - this process of NDIS is difficult and complex without an advocate.”***

***DACSSA Client***

# YOUR RIGHTS

You have the right to:

- 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, 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. We encourage our clients to exercise their right to lodge complaints or grievances, as we see this as an improvement opportunity. We also ensure that all client complaints and grievances receive full consideration, without prejudice or predetermination of the outcome.

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

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

## How do I Make a Complaint?

You can request contact from the Client Services Coordinator:

Tel: (08) 7122 6030

Email: [admin@dacssa.org.au](mailto:admin@dacssa.org.au)

The Client Services Coordinator will record all details and undertake the complaints procedure, which includes assessing and investigating the complaint, in order to determine an outcome. This outcome is open to review by supervisor or CEO. External review is always available to any DACSSA client.

**Receive  
Information**

**Acknowledge**

**Assess +  
Investigate**

**Determine  
Outcome**

**CEO**

**At any time, a client of DACSSA is able to contact the following services for help with their complaint or grievance about DACSSA.**

- **Complaints Resolution & Referral Service (CRRS)**  
Free landline call: 1800 880 052  
Email: [crrs@workfocus.com](mailto:crrs@workfocus.com)  
The Complaints Resolution & Referral Service (CRRS) is there to assist you if you have an unresolved issue concerning an Advocacy Service, Disability Employment Service or Australian Disability Enterprise.
- **The NDIS Quality and Safeguards Commission**  
Free landline call: 1800 035 544  
The NDIS Commission can take complaints about services or supports that were not provided in a safe and respectful way, or to an appropriate standard.

**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



# DACSSA

DISABILITY ADVOCACY

## Contact Us

(08) 7122 6030

[admin@dacssa.org.au](mailto:admin@dacssa.org.au)

[www.dacssa.org.au](http://www.dacssa.org.au)

DACSSA is accredited with regard to the National Standards for Disability Services for the provision of disability advocacy in a manner which supports people living with disability, their carers, families and associates through individual and systemic advocacy.

Funded by the Australian Government Department of Social Services.

