

DACSSA DISABILITY ADVOCACY INDIVIDUAL ADVOCACY

DACSSA BELIEVES IN TAILORING OUR SUPPORTS TO SUIT EACH INDIVIDUAL. WHEN WE PROVIDE OUR INDIVIDUAL ADVOCACY SERVICE, A DACSSA ADVOCATE WORKS WITH YOU TO HEAR ABOUT THE ISSUES YOU'RE EXPERIENCING, HELPS YOU TO PLAN A WAY FORWARD, AND SUPPORTS YOU TO ENSURE YOUR VOICE IS HEARD.

Individual Advocacy is suitable when you would benefit most from a greater level of assistance to progress your matter. DACSSA's values and the National Standards for Disability Services underpin the way we provide advocacy.

HOW ADVOCACY TAKES PLACE

Consultations may happen by:

- Phone
- Video call
- In person

Please provide details of any access or communication needs you may have, so we can tailor our approach for you.



TIMING

A waitlist usually applies for Individual Advocacy. Make sure you tell us about any critical dates or circumstances that may be relevant.

We will give you a guide to waiting times when we complete your intake.

We will also provide a Client Information Pack which outlines what to expect, and your rights and responsibilities.

IF CIRCUMSTANCES CHANGE

If your circumstances or your needs change while you are waiting for advocacy to commence, please let us know by phone or by emailing us at admin@dacssa.org.au.

HOW DACSSA CAN ASSIST

- Communicate with relevant people on your behalf
- Attend meetings with you
- Review documents
- Provide specific and tailored guidance
- Provide information on how services work
- Provide personalised resources for your matter
- Link you with other services.



DACSSA DISABILITY ADVOCACY

INDIVIDUAL ADVOCACY PROCESS

INTAKE

We will ask for your personal details as well as information about your circumstances at intake. We will discuss with you how long you can expect to wait for advocacy.

Once your Advocate has been allocated to your matter, they will contact you.

ALLOCATION

CONSENT FORMS & PLANNING

We require your consent before we begin. Together we will plan the best way forward.

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

CONCLUSION & FEEDBACK

After we have done everything we agreed on, we will close the matter and ask for your feedback. We can also refer you to other services, if needed.

