

Client --- handbook



Easy read guide

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What do we do



Advocacy means 'standing beside' someone or standing up for someone's rights.

An advocate is on your side if you are being treated unfairly and will help you work out what you want and how they can help you.

Speak Out employs advocates who are experienced in working with people living with a disability.

Experienced means to have lots of knowledge and skills on a topic.

Where are Speak Out offices?



168 Collins Street, Hobart



6231 2344

admin@speakoutadvocacy.org



59d Amy Road, Launceston



6343 2022

launceston@speakoutadvocacy.org



Shop 4 Columnar Court,
Wilmot Street, Burnie



6431 9333

burnie@speakoutadvocacy.org

Website

www.speakoutadvocacy.org

Mission Statement



We support people with disabilities to speak out.

We promote the rights of people with disabilities in our community.

What is this booklet about?



To give you information about Speak Out and the rules we work by.

It also tells you about your rights and responsibilities when you use our service.

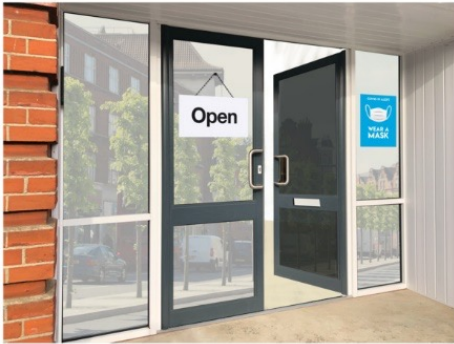
Who can use Speak Out?



If you have a disability that:

- Is permanent or likely to be permanent, and
- The disability causes you to have difficulties with communication, learning or mobility.

Speak Out may not be able to help if:



- We think there is another service that is better for you.
- We do not have an advocate available.

If we cannot help you, we can:



- refer you to the service that is best able to help you.
- put you on our waitlist.

Speak Out helps the people who need it the most.

- How serious your problem is
- Can you get help from another service?
- How hard is it for you to deal with the problem on your own?

How much does it cost to use Speak Out?



Nothing, it is free.

The Tasmania Government gives money to run Speak Out.

Consent



Before Speak Out can help you we need your consent.

Giving consent is saying yes when you agree with something.



You do not have to give consent it is okay to say no.

Speak Out can only help you if you say it is OK.

We will ask for consent to:

- Talk to other people who may be able to help solve your issue.
- Get, use and give your personal information, like your name, address and date of birth.

Speak Out knows that people communicate in different ways.

You can give consent by:



Yes

- Saying yes



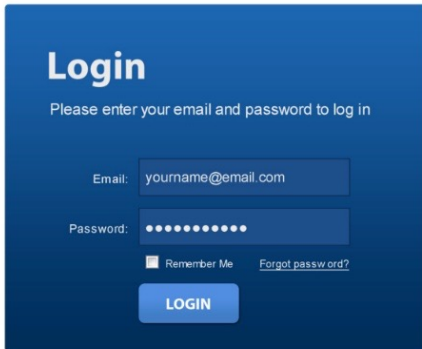
- Signing a form



- Or by using an action, like nodding your head.

Privacy, Dignity and Confidentiality

- When you give consent, Speak Out will need to keep a file with your personal information in it.
- When it is not being used, your file is kept locked up.
- Only your Advocate, the Manager or Advocacy Practice Leader of Speak Out can look at it.



- You can look at your own file if you want.



- All communication about you will be done in a way that keeps your information private.
- Everyone at Speak Out will treat you with respect.

What can Speak Out Help me with?

- ✓ Speaking up
- ✓ Being heard
- ✓ Taking part in the community
- ✓ Getting information
- ✓ Knowing and claiming your rights
- ✓ Making a complaint
- ✓ Attending meetings with other service providers

How does Speak Out know and understand what I need?

- We ask what you want and need
- we **listen** to what you say
- we **agree** on a plan to get what you want and need
- we **work together** on this plan.

What happens when I first make contact with Speak Out?



- Speak Out staff will ask you questions about your situation and talk to you about how we may be able to help.



- We will decide if we can help you based on our priorities policy.



- Someone will contact you within 3 days of you first contacting our service to let you know if we can help.
- The advocate will make a time to talk to you about your issue and ask you what outcome you want.

It is important that you tell us what you want to happen.

The advocate will:

- Give you information
- Talk about different way to fix your issue.
- Tall about options.

You make the decisions.

- You and the advocate will write an advocacy agreement.



This will say how you will work together.

- The Advocate will ask you to sign a consent form.

When will Speak Out finish working with me?

- When you are happy that your issue is fixed.
- When we cannot do any more to help you.

What happens if Speak Out cannot help?



- We will tell you why, and help you find another service.

Consumer Rights and Responsibilities

As a user of our service, you have the right to:

- Respect
- Privacy
- Make decisions about your advocacy support
- Use our service without discrimination
- Information about other services
- Choose which service you use – we can refer you to another advocacy service if you wish.
- Make a complaint about our service without fear.

As a user of our service, you have the responsibility to:

- Provide all the information that Speak Out needs to assist you
- Let staff know if you are unable to keep an appointment
- Treat your advocate with respect
- Accept that Speak Out must help those who have the greatest need first.
- Do reasonable self-advocacy tasks to help resolve your advocacy issue.

What do I do if I have a complaint about Speak Out?

1



Talk to the person you have the complaint about.

If you cannot solve the problem with the person, you have the complaint about, talk to someone you trust.

2



Tell them you would like to make a complaint about Speak Out.

That person can help write down what your complaint is about.

3



The person who is supporting you will help you give your complaint to the Speak Out CEO or to the Advocacy Practise Leader.

4



Speak Out will help you talk with the person you have complained about. That person will also have a chance to talk about their side of the problem.

5

Have an unresolved issue?

Contact Complaints Resolution and Referral Service (CRRS)

The CRRS is an impartial service dealing with complaints about:

- Disability Employment Services (DES)
- Australian Disability Enterprises (ADE)
- Disability Advocacy Services

We are here to:

- Help you gain resolution of your issue or problem
- Provide you with information
- Help to improve your experience as either an employee or a jobseeker
- Provide clarity to you on how the complaints process works

Call (toll free) **1800 880 052**

Email crrs@workfocus.com

Visit jobaccess.gov.au/complaints/crrs

National Relay Service **1800 555 677**

Translating and Interpreting Service **13 14 50**

If you are still not happy, you can ask these people to help you:

Complaints Resolution and Referral Service 1800 880 052

Anti-Discrimination Commissioner 1300 305 062

We will help you to contact them if you want.

Speak Out Membership



Speak Out runs a monthly self-advocacy group in Hobart, Launceston and Burnie. This is for people with an intellectual disability.

We talk about things that matter to people with disabilities, like rules made by the government. We work as a team to make things happen.

We also help people learn Self-advocacy skills.

Self-advocacy helps people with disabilities to have a say in their own lives.

Being a member of self-Advocacy group, you can:

- Meet new people
- Attended meetings
- Work with services to make them better



If you are interested in coming to our self-advocacy groups, or becoming a member, contact your local Speak Out office. You can become a member if you sign a form.

HOBART:
(03) 6231 2344

LAUNCESTON:
(03) 6243 2022

BURNIE:
(03) 6431 9333

www.speakoutadvocacy.org



Speak Out is a member of Inclusion Australia and
DANA, the Disability Advocacy Network of Australia