Advocacy for Disability Access and Inclusion Inc.



CLIENT

INFORMATION PACK

183 Archer Street, North Adelaide SA 5006
Tel. (08) 8340 4450 | Country Callers 1800 856 464
info@advocacyfordisability.org.au
www.advocacyfordisability.org.au

Who we are?

Advocacy for Disability Access and Inclusion (ADAI) is funded by the Commonwealth Department of Social Services to provide individual and self-advocacy services to people with disability and their family and/or carer(s).

ADAI services South Australia across all issues in a caring, inclusive, innovative, and informative way. ADAI and its forebears, Family Advocacy and Parent Advocacy, have provided advocacy services to South Australian's with disability for over thirty years.

Advocacy Model

ADAI's Model of Advocacy promotes, protects and upholds the equal human rights of people with disability, and gives voice to important issues and those affected.

Our model provides people with disability, and carers and family members on behalf of people with disability, access to free, independent advocacy support and information.

As an independent disability advocacy organisation, we act on the side of the person with disability whilst respecting the rights of others.

Our Advocates provide short term, issue-specific advocacy support for individuals of all ages in South Australia.

Issues can include, but are not limited to:

- equal opportunity, discrimination and understanding human rights and responsibilities,
- resolving issues about government benefits, payments, pensions and support services,
- support through tribunals for guardianship and tenancy,
- matters relating to education, NDIS, health, housing and other state-based matters.



We work in collaboration with community to refer, connect and engage appropriate services.

Our service approach includes:

- individual advocacy,
- self-advocacy and
- systemic advocacy that seeks to influence long-term change.

What we do

- Provide **FREE** short term, issue-specific advocacy support for individuals of all ages in South Australia.
- Encourage, empower and support people with disability toward independence through self advocacy.
- Provide information on opportunities for people with disability and their families to gain the skills to advocate for themselves.

What we don't do

- Provide emergency, crisis care or case work services.
- Replace coordinators or case workers.
- Make all the decisions for the person or their family.
- Provide legal advice.

Issues we can help with

- NDIS (access, internal and external review)
- Government Payments/ Finances
- Education
- Services
- Employment/ Work
- Abuse and Neglect
- Housing issues
- SACAT matters
- Health

How can I access the advocacy service?

- Call our office on **(08) 8340 4450** or email us at info@advocacyfordisability.org.au
- Make a referral for yourself, family member or person with disability and
- Complete a consent form.

*Waitlist time may apply.



Your Rights

You have the right to:

- Privacy and Confidentiality
- Be treated with respect, dignity and in a professional manner
- Be listened to and have your opinions valued
- Have everything explained in a way you can understand
- An interpreter
- Be kept informed of the process
- Make decisions about your needs and options available
- Have access to your file
- Negotiate changes to your personal file
- Have personal information securely held
- Have information released to other agencies only with your prior written consent
- Decline assistance or discontinue using our service
- Make a complaint about ADAI

Your Responsibilities

You are responsible to:

- Advise us if your needs change, including deadlines or actions.
- Let us know as soon as possible if you cannot attend an appointment with ADAI staff.
- Treat our staff in a respectful and courteous manner.
- Disclose accurate and relevant information to the best of your ability for advocacy purposes.
- Not be under the influence of alcohol or illicit drugs while interacting with ADAI staff.
- Abstain from abusive, threatening and inappropriate comments and behaviors towards ADAI Staff.

Consumer Complaints

ADAI Clients have the right to be heard and be part of the process. Clients have the right to make a complaint or grievance relating to issues with ADAI.

Complaints can be received verbally, electronically or in writing. Proceedings will be conducted honestly, fairly and without bias. Clients will be informed of the outcome of a grievance or complaint and will be given the opportunity to confidentially discuss the matter.

In the case the matter is not resolved, the client may appeal the decision.
If you would like further information about the Consumer Complaints process, contact our office

ADAI has Policies and Procedures available at request include:

- Advocacy
- Privacy and Confidentiality
- Consumer

External Authorities:

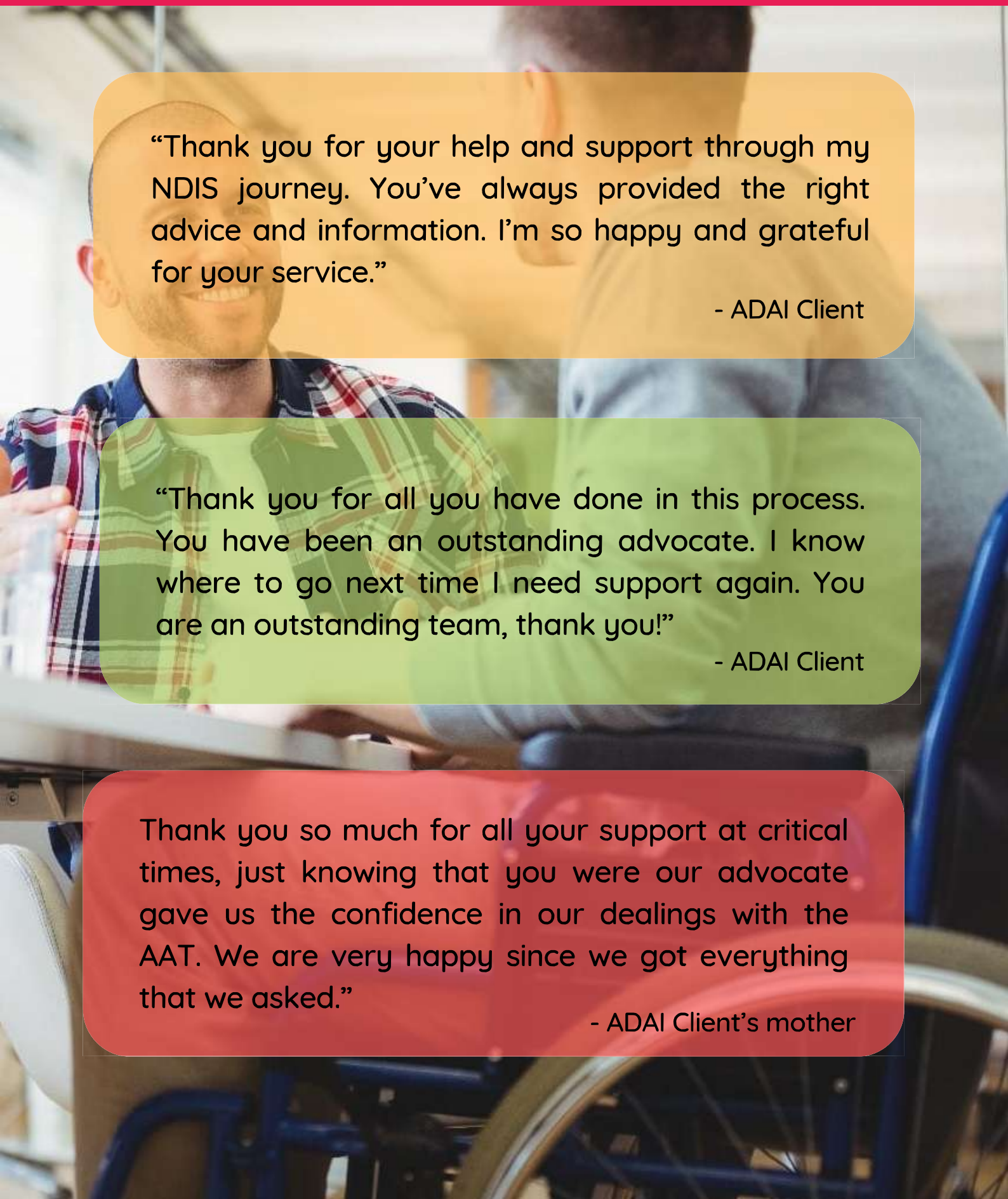
- Complaints Resolution & Referral Service Free call: 1800 880 052
  TTY: 1800 555 677 (national relay service) or
  Translating & Interpreting Service: 13 14 50

- Equal Opportunity Commission SA call: 8207 1977 or email: eoc@ sa.gov.au
  TTY: 133 677 (national relay service) or
  Free call for country callers: 1800 188 163

- Ombudsman SA call: (08) 8226 8699 or
  Free call for country callers: 1800 182 150



Client Testimonials



"Thank you for your help and support through my NDIS journey. You've always provided the right advice and information. I'm so happy and grateful for your service."

- ADAI Client

"Thank you for all you have done in this process. You have been an outstanding advocate. I know where to go next time I need support again. You are an outstanding team, thank you!"

- ADAI Client

Thank you so much for all your support at critical times, just knowing that you were our advocate gave us the confidence in our dealings with the AAT. We are very happy since we got everything that we asked."

- ADAI Client's mother

Outreach Services in SA Metro



We regularly visit 4 different locations in the metro area through out the month. At the Outreach clinic we provide information, advice and referral to services. If you need further advocacy support we can help you with the referral process to our service.

LOCATIONS

Elizabeth Rise Community Centre
When: 1st Tuesday of the Month, 12pm - 2pm
26 Hamblynn Road, ELIZABETH DOWNS SA 5113

North Adelaide
When: 2nd Tuesday of the month, 12pm - 2pm
183 Archer Street, NORTH ADELAIDE SA 5006

Diamond House Community Wellness Hub
When: 3rd Tuesday of the month, 12pm - 2pm
2 Cleave Street, PORT ADELAIDE SA 5015

Noarlunga Library
When: 4th Tuesday of the month, 12pm - 2pm
Hannah Road, NOARLUNGA CENTRE SA 5168

1 Hour Appointment

FOR FURTHER **INFORMATION OR TO BOOK AN APPOINTMENT** CALL: **(08) 8340 4450**

Outreach Services in Country



ADAI services all of South Australia.
We have offices in Mount Gambier, Port Augusta, Port Lincoln and Berri, and visit different locations around SA such as Kangaroo Island and the Yorke Peninsula.
We offer outreach clinics throughout the year to meet, provide information and advise our country clients and service providers.

For further information about this service please call us on **(08) 8340 4450** or Country Callers **1800 856 464**

Notes



Advocacy for Disability Access and Inclusion Inc.

ADAI is funded by the Australian Government Department of Social Services (DSS)

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