

# Leadership<sup>+</sup> Plus

## About Advocacy

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Leadership Plus is a community-based organisation providing advocacy assistance and leadership development to people living with disability.

Our Leadership Development involves collaborative partnerships to design and deliver leadership pathways in the community space. Please contact the office for further information on Leadership Development.

## **1. Advocacy**

Advocacy is funded through the National Disability Advocacy Program and our advocacy work prioritises people living with an Acquired Brain Injury (ABI) as well as Culturally and Linguistically Diverse (CALD) community members living in the Dandenong, Kingston and Casey Local Government Areas.

### **1.1 The purpose of advocacy**

Advocacy works to promote, enact and strengthen the human rights of people living with disability.

Leadership Plus works with people living with disability to:

- be heard, by working to give people a voice
- develop an understanding of self advocacy, human rights and empowerment
- have a say in the decisions of their lives
- address systemic issues

### **1.2 Misunderstandings of advocacy**

Leadership Plus:

- Advocates cannot act without client permission and client instruction.
- Cannot provide Case Management (eg. Finding accommodation; coordinating services).
- Cannot be Administrators or Guardians
- Is not a legal service and cannot provide legal advice.
- Advocates are not experts on everything, there may be other agencies that can better meet a person's needs. This may include other Disability Advocacy agencies due to their area of specialisation.

### **1.3 Advocate's role**

The advocate's job is to make sure people living with disabilities understand their rights, choices and decisions of life. The advocate also works to make sure that others understand the rights of people living with disability. The advocate works with people to build their skills in self-advocacy.

### **1.4 Understanding Human Rights**

We can provide you with some plain English information on the United Nations Convention on the rights of people with disability and the Victorian Convention of Human Rights and Responsibilities.

## **2. Advocacy Assistance**

### **2.1 Intake Process**

In seeking advocacy assistance from Leadership Plus we will take you through our intake process. Call and speak to the intake worker 9489 2999.

The intake worker may:

- Suggest some things for you to try
- Refer you to a more appropriate service
- Ask you some questions and complete an Advocacy Request form

### **2.2 Considerations for Intake Priority**

- Advocacy Team capacity
- People living with ABI
- Culturally and Linguistically Diverse community members living in the Dandenong, Kingston and Casey Local Government Areas
- Advocacy intervention is likely to deliver client outcomes
- There is no conflict of interest in Leadership Plus advocating for the person.
- There is no other disability advocacy service providing advocacy assistance.
- There is no other more appropriate service that can assist the person.

### **2.3 Rights and Responsibilities**

Rights refer to the way people should be treated. Some rights belong to everyone because they are human; these rights are called human rights. In Australia, it is your basic right to be treated fairly and with respect. Along with

rights come responsibilities, responsibilities say how you are expected to act in order to have your rights protected.

## Rights

- To be treated fairly and with respect
- Some rights and entitlements are protected by laws. For example; the Disability Services Act.
- Some rights address the risk of discrimination, unfair treatment or potential vulnerability of people with disability. For example; the Disability Discrimination Act.

## Responsibilities

- You are responsible for your actions.
- Act in a way that respects the rights of others.
- To be reasonable with no yelling, no swearing and no abuse.
- To tell your advocate the truth about the work they are doing with you
- To act in a lawful way.
- Understand that your advocate will act in a lawful way.
- To inform Leadership Plus if another advocate is working with you.
- To follow the agreed processes in your Advocacy Plan.

## **2.4 Advocacy Request**

Leadership Plus will respond to all advocacy requests through Intake. Our capacity to meet every individual advocacy request is limited. If we are unable to provide advocacy assistance we will explain why.

## **2.5 Advocacy Plan Development**

The Advocacy Plan will have a description of the advocacy issues to be worked on, what will be done and how long it should take.

## 3. Privacy

Leadership Plus will respect your privacy, dignity and confidentiality.\*

- Staff will always be sensitive to your rights to privacy.
- Conversations held with you will be considered private.
- Information will only be passed on or discussed with others if you give permission.
- You will be told of any files we have about you, and you will have full access to your file.
- All files and records will be kept in a locked filing cabinet when not in use.
- Electronic files and records will be password protected.
- Files will be kept for 7 years after the last contact, and then destroyed.
- When using data for research or reporting all identification will be removed.

\* Leadership Plus's policy and procedures on maintaining Privacy is in accordance with the Privacy Act.

## 4. Is Leadership Plus a good service?

Leadership Plus receives funding through the National Disability Advocacy Program and needs to comply with the **National Standards for Disability Services**; there are six National Standards that apply to disability service providers. We can provide you with more plain English information about the standards.

### 1. Rights:

The service promotes individual rights to freedom of expression, Self-determination and decision-making and actively prevents abuse, harm, neglect and violence.

### 2. Participation and Inclusion:

The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.

### **3. Individual Outcomes:**

Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.

### **4. Feedback and Complaints:**

Regular feedback is sought and used to inform individual and organisation-wide service reviews and improvement.

### **5. Service Access:**

The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.

### **6. Service Management:**

The service has effective and accountable service management and leadership to maximise outcomes for individuals.

Every year Leadership Plus is audited against these standards. As part of that process, people who have received advocacy assistance are asked to provide direct feedback to the Auditors.

Please let us know if you would like to be involved in the next Audit.

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Tear off and send in to Leadership Plus, Level 4, 4 Collins St, Melbourne  
Or give to your advocate:

Yes, I would like to be involved in the next Audit

Your Name:

- I would like to be contacted by phone.
- I would like to meet with the Auditor face to face.
- I would like to meet with the Auditor face to face, in a small group meeting.
- I would like to receive more information about the National Standards for Disability Services.

## 4. Complaints

Leadership Plus will:

- Listen to your complaint and take it seriously
- Work to resolve your complaint
- Respect your privacy when you make a complaint.

### 4.1 How to make a complaint

Talk to the person the complaint is about and see if it can be sorted out.

The advocacy team will try to address your complaint. A complaint form will be completed, see page 7 and 8 of this booklet.

If the advocacy team can't work it out with you, then the complaint goes to the Executive Officer.

If the Executive Office can't work it out with you, then mediation may be offered to you.

You can use an advocate of your choice to help sort out your complaint with Leadership Plus.

### 4.2 Other agencies that may be of assistance with complaints

#### **Complaints Resolution and Referral Service (CRSS)**

Mail: Locked Bag 2705, Strawberry Hills, New South Wales 2012

Phone: 1800 880 052 (free call) or 02 9370 3174

Fax: 02 9318 1372

Email: [crrs@pwd.org.au](mailto:crrs@pwd.org.au)

#### **Australian Human Rights Commission (Complaints branch)**

Mail: Director, Complaint Handling  
Australian Human Rights Commission  
GPO Box 5218, Sydney NSW 2001

Phone: 1300 656

Email: [newcomplaints@humanrights.gov.au](mailto:newcomplaints@humanrights.gov.au)

#### **Department of Social Service**

DSS Complaints

PO Box 7576, Canberra Business Centre, 2610

Phone: 1800 634 035

Fax: (02) 6204 4587

Email [complaints@dss.gov.au](mailto:complaints@dss.gov.au)

#### **Australian National Disability Abuse and Neglect Hotline**

Phone: 1800 880 052

TTY: 1800 301 130

TIS: 131 450

**Victoria State Office**

Level 3, Casselden Place  
2 Lonsdale Street  
Melbourne 3001  
Phone: (03) 8626 1109

**Disability Justice Advocacy**

2/28A Albert Street, Preston VIC 3072  
Phone:(03) 9474 0077

**Disability Resources Centre**

3rd Floor, Ross House, 247 Flinders Lane,  
Melbourne VIC 3000  
Phone: (03) 9671 3000  
E-mail: [advocacy@drc.org.au](mailto:advocacy@drc.org.au)



## Leadership Plus Complaints and General Feedback Form

Please describe what you would like to complain or give feedback about.

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.....

Please include where it happened:

- On the phone
- At the Leadership Plus office
- At your home, during a home visit
- Somewhere else – Where?

.....

Is your complaint or feedback about someone in particular?

- Yes – Please provide their name .....
- No

What can Leadership Plus do to help with your feedback or complaint?

.....  
.....  
.....  
.....  
.....

Please complete your contact details

Your name: .....

Your signature: .....

Today's date:.....

Your postal details:.....

Postcode .....

Email .....

Home phone.....

Mobile phone.....

If you had the support of a friend, family or worker to complete this form, also complete the following section.

Name of the support person:

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Would you like Leadership Plus to include this person as your support person with this feedback or complaint?

- No
- Yes please, here are their contact details

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Postal details

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Email

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Phone contact

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