

What part can I play when I use the service?

The first two things that an IDAS worker will ask you are 'What result do you want?' and 'What do you want to see changed?' It is very important that you tell us what you want to happen, as we are guided by your wishes.

What happens if the service is busy and it can't help everyone who comes in? Who gets priority?

Hopefully this will not happen too often, but if it does we will try to help the people who need help the most first on the basis of actual need and available resources.

The following factors will be taken into account when priority for assistance is assessed:

1. The seriousness of the problem the person or group is facing.
2. The lack of alternative assistance to resolve the problem.
3. The seriousness of the person's disability in terms of the way it affects his or her ability to deal with the problem they are facing.

What if IDAS can't help?

We will tell you why and we will assist you to try other services if this is possible.

What can I do if I am not happy with the service I get?

If you are not happy with any part of our service you have the right to tell us. We welcome any complaints, feedback or suggestions because it helps us improve the quality of the service. If you want to make a complaint please contact the service and ask to speak to the Service Manager. All complaints will be taken seriously and treated confidentially. You have the right to talk to someone about a problem you have with the service, big or small and to have someone listen to your concerns.

Funding for this service was provided by



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Who is the service for? When can IDAS assist?

It's for indigenous people with most types of disabilities, their families and carers when the person they are looking after needs help.

The IDAS can assist you if you've been unfairly treated or are confused about a big decision.

What does Advocacy means?

Advocacy means 'standing by' someone or 'speaking out' for someone's rights, or 'going into bat' for another person – 'being on their side', when they are having problems.

What area does the service cover?

The IDAS is funded to service Western Sydney and Regional centres in areas of high need in NSW in consultation with FaCS and DADHC.

How much does the service cost?

Nothing – it's free.

What do I have to do to get service?

You have to make contact by telephone, personal visit or another agency can contact [refer you] us on your behalf. You must complete a consent form before any advocacy can take place. In special circumstances the IDAS can commence advocacy before forms are signed.

Why do I have to sign a consent form?

The IDAS is not permitted to advocate on a person's behalf unless they sign a consent form and return it to IDAS.



What type of advocacy and support does IDAS offer?

Discrimination – assist you to consider or undertake HREOC or ADB complaint.

Information and options – primarily provide you with assistance and strategies to self advocate.

Counseling – listen to you and assist you to deal with issues that cannot be easily altered.

Negotiation – informal negotiations via letters, e-mail, telephone or in person to get outcome you request, eg: negotiating with organisations and individuals.

Link to other services – assisting primarily by linking you to an appropriate service, eg: Homecare, Creditline, sexual assault services, Community living support services, etc.

Support – providing you with direct support eg: at court, at a case conference or other meetings.

Complaint process – assist you in a formal process eg: Ombudsman, Police, Centrelink, Social Security Appeals Tribunal, Complaints Resolution and Referral Service, Health Care Complaint Commission, etc.

Legal help or options – assist you to **obtain** legal help and advice in relation to a legal matter. IDAS **does not** give legal advice.