



# Customer Handbook & Charter

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PossABLE Advocacy

VERSION 1, FEBRUARY 2021

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## Your Advocate

Name:

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Address:

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Mobile:

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Landline:

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Free Call:

1800 744 487

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Email Address:

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Working with Children Check  
Number:

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## About IDEAS

IDEAS' is a national organisation that provides access to independent information and opportunities for people with disabilities, their supporters and the community to reach their full potential.

Our services are free to you. IDEAS is run by people with disability for people with disability. We have a Board in charge of keeping our work on track and making sure that our values are in everything we do.

Our Team has more than 373 years of experience, and over 42% of our staff have lived experience of disability. We work closely with our stakeholders and partners. We get it, and we know how to listen!

## About PossABLE Advocacy

PossABLE Advocacy is part of IDEAS.

PossABLE Advocacy works with you to solve problems when you have been treated unfairly or have been abused.

We work to support all people with disability, their families, carers and other supporters to self-advocate and to make informed decisions.

We help you

- speak up about what you want
- get the information you need to make decisions
- explore the choices you want to make

PossABLE Advocacy works with people with any disability living in South West Sydney, South East Sydney, Wollongong / Illawarra, South Coast and Southern Highlands.

Our service is free.

## How We Work

Advocates work with you to solve the problem as soon as possible. We do not stay involved for a long time.

We will work with you to agree on an Advocacy Plan so the goal is clear.

Advocates are not always available at short notice. We make decisions about advocacy requests depending on the urgency and type of problem.

In supporting you to exercise your rights, we must comply with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, and National Standards for Disability Services.

## Our Values

We believe the following attributes are intrinsic to the organisation and everything we do:

- Respectful
- Inclusive

- Ethical
- Innovative

## Our Reporting Obligations

All staff at PossABLE Advocacy are mandatory reporters. Mandatory Reporting is a legal requirement to report suspected child abuse and neglect to the government.

Advocates will make a report to the National Disability Abuse and Neglect Hotline if they suspect or have evidence of abuse, mistreatment or neglect of a person with a disability.

## Your Rights



### Legal and Human Rights

- Our services promote, uphold and respect your legal and human rights

### Inclusion

- We respect your culture, diversity, values and beliefs





## Privacy

- We respect and protect your dignity and right to privacy



## Safe and Fair

- You have the right to be free from violence, abuse, neglect exploitation or discrimination

## PossABLE Advocacy's Responsibilities



### Suitability

- make sure we are the right service to suit your needs
- refer you to the most appropriate service and supports if we are not the right service



### Complaints

- help you make a complaint if you are not happy with our service
- and/or
- Direct you to a service to help you make a complaint about our service



### Skilled Staff

- ensure our staff are appropriately skilled, experienced and educated

- ensure staff adhere to our Code of Conduct
- adhere to Mandatory Reporting obligations
- be open and honest in our communication with you
- treat you and your supporters with respect and courtesy



### Incident Management

- identify and Assess risk
- respond to incidents in a timely and appropriate manner
- maintain legal and ethical reporting obligations



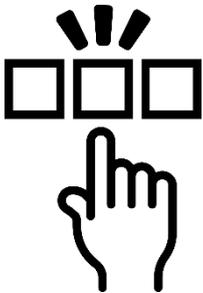
### Record Management

- maintain transparent and accurate case notes
- keep your information private

## Advocacy Plan



- work with you to create an Advocacy Plan
- explain steps to achieve an outcome for the problem
- build your capacity to self-advocate



## Choice and Control

- support you to make informed choices, exercise control and maximise independence
- only share information when you give us permission

## Disability Service Standards



- adhere to the Department of Social Services - National Standards for Disability Services
- provide you a copy of these standards

## Making a Complaint about Our Service

We aim to give you the best service so we would like to know if you have any problems. Your service will not be stopped if you complain.

If you do not feel comfortable with a staff member, please ask to speak to the Team Leader of PossABLE Advocacy or our Chief Executive Officer.

If you feel your rights are not being respected or if you have a complaint or concern about the service you have been receiving, you can do any of the following:

- If you feel comfortable about it, discuss the problem with the staff member involved – this may lead to a quick solution
- If this does not work, you can contact the Team Leader Individual Support or the Chief Executive Officer on 1800 744 487
- If you are still unhappy, you can speak to a member of the Board of Directors. You can also write to the Chairperson of the Board:  
PO Box 786, Tumut NSW 2720
- If you are still not happy you may wish to speak to the NSW Ombudsman Community Service Division on 02 9286 1000 or 1800 451 524 (outside Sydney metro), or we will provide you with other choices for assistance.

## Privacy Statement

IDEAS will never provide identifying information, such as your name or address without your permission.

Personal information collected by IDEAS - Information on Disability & Education Awareness Services (ABN 73 877 964 532) ("IDEAS") is treated as confidential and is protected by the Privacy Act

1988 ("Act"). Personal information is any reasonably necessary information that can be used to identify you. This includes any personal information or opinions about you, whether true or not, no matter how the information or opinions are recorded. Your Privacy is important to us.

IDEAS has a Privacy Policy to protect your privacy in compliance with the Act. This Statement contains some important information regarding the application of our Privacy Policy. Our Privacy Policy is available on request.

### Our Privacy Policy

How we collect and use your personal information in a lawful and fair manner

- What personal information is being collected
- Your right of access to your personal information
- Your right to inspect and, where necessary, correct the personal information that we hold about you
- Your rights to have your privacy complaints investigated and resolved

- Your right to have your personal information protected from misuse or unauthorised access.

You can withdraw your consent for us to use your information, but we cannot delete your file. If you withdraw your consent we will archive your file, the CEO will be the only person that can view it.

The Privacy Policy applies to all members of IDEAS, committee members, service providers, clients and interested persons contacting IDEAS on behalf of clients, individuals, job applicants and prospective employees who provide us with their personal information. The policy does not apply to current and former employees of IDEAS who provide us with their personal information.

## Privacy Complaints

All privacy complaints will be handled according to the terms of our Privacy Complaints Policy and Procedure, a full copy may be provided on request.