



Disability Rights  
Advocacy  
Service Inc

# Client Induction Booklet

# Contact Us

## All Offices

Phone: 08 8351 9500

Mobile: 0488 805 972 (Text Based Service)

Monday - Friday 9am - 5pm

[administration@dras.com.au](mailto:administration@dras.com.au)

Disability Rights Advocacy Service (DRAS)

Adelaide Metro Office

411 Henley Beach Road

Brooklyn Park, SA 5032

PO Box 411 Brooklyn Park SA, 5032

Disability Rights Advocacy Service (Riverland)

2A Ahern Street Berri SA 5343

PO Box 868 Berri SA 5343

Disability Rights Advocacy Service (Mount Gambier)

South East Region - Mount Gambier

P.O. Box 1210 Mount Gambier SA 5290

DRAS acknowledges the traditional custodians of country throughout Australia, and their continuing connection to land, sea and community. We recognise and respect their cultural heritage, beliefs and relationship with the land, and we pay respect to Elders both past, present and emerging

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# About Us

Disability Rights Advocacy Service is an independent community organisation.

Our members are people with disability and those interested in social justice and disability social inclusion.

Our mission is to safeguard and promote the rights and interests of people with disability, their families and their carers.

## Our Values:

We believe people with disability have the same human rights as all other Australians, which includes the right to:

Maintain and develop their culture without prejudice that affect their lives.

- To participate in decisions or disadvantage and be encouraged to understand and embrace other cultures.
- Receive services that help them to achieve their maximum potential in a way that is least restrictive to their rights and opportunities.
- DRAS is an independent non-government organisation that is part of the Australian Network of Disability Advocacy Services.
- Our services are free.

## Six National Standards

There are six National Standards that apply to disability service providers

### **Rights**

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

### **Participation and Inclusion**

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

### **Individual Outcomes**

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

### **Feedback and Complaints**

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

### **Service Access**

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

### **Service Management**

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

# Individual Advocacy Program



"I'd like another person in my corner"

We help people with disability with a wide range of matters including: Abuse & Neglect, Accommodation, Centrelink, Complaints, Access, Discrimination, Education, Employment, Aid & Equipment, Finances, Health & Mental Health, Guardianship & Administration, the National Disability Insurance Scheme and the Disability Royal Commission.

DRAS' Individual Advocacy Program: Our Advocates uphold the rights and interests of people with disability, their families and carers on a one-to-one basis.

Our Advocates can help you in many ways.

For example, we may:

- advise you of your rights and responsibilities;
- help you to write a letter about a complaint or issue that you have; or
- help you to self-advocate or offer representation.

**Our Advocates are not** case managers, support workers, mediators, accountants or lawyers. We give general advice that is **not professional legal or financial advice.**

**In order to be able to use our individual advocacy services, a person must:**

1. Have a disability or care for a person with disability, and;
2. Have a case that is relevant to a disability-related issue that impacts the person with disability, and;
3. Have a case that involves fundamental rights/needs being breached and
4. Live in one of 3 service areas that DRAS covers:

**Metropolitan Adelaide:** City of Onkaparinga to the Mallala District Council, the Adelaide Hills, Mt Barker, Murray Bridge and Surrounds

**Riverland:** Murray Mallee and the District Councils of Berri, Barmera, Loxton, Waikerie, Mid Murray, Renmark and Paringa

**South East Region:** District Councils of Lacedpede, Naracoorte and Lucindale, Robe, Tatiara, Grant, Wattle Range, Mount Gambier and the Coorong Region

DRAS' Individual Advocacy Program gives priority to people who are vulnerable, including children and young people.



## NDIS Appeals Program

**DRAS provides assistance and advocacy to people wishing to seek review of decisions made by the National Disability Insurance Agency. To be eligible for this service a person must:**

1. Be a person with a disability, or a guardian or nominee of a person with a disability, or a carer or family member of a person with a disability.
2. Reside in the State of South Australia.
3. Have received a 'reviewable decision' (ie an NDIS Plan that is not suitable).



# The DRAS NDIS Appeals Officer's role is to:

- Give individual advocacy support by developing and implementing an individual advocacy plan.
- Encourage self-advocacy by supporting individuals to put their case before the NDIA or Administrative Appeals Tribunal (AAT).
- Assist applicants to navigate the process of seeking an internal NDIA review, or seeking an AAT review of reviewable NDIA decisions; and
- Refer applicants to legal aid (the Legal Services Commission of South Australia) in cases involving complex or new legal issues.



**Administrative  
Appeals  
Tribunal**

**Internal Reviews**



**"I want to  
tell my  
story!"**

## **Disability Royal Commission Advocacy Program**

**The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (Disability Royal Commission), is an official way of looking in to a big problem.**

**DRC submissions are due by the 31st of December 2022.**

**The government knows that there is a problem of people with disability experiencing violence, abuse, neglect, and exploitation.**

So, the Disability Royal Commission (DRC) wants to hear these stories so that it is understood what needs to be fixed.

**Our DRC Advocates help people to prepare their story that is to be submitted (submission) in whatever way they choose, including:**

- Writing,
- Video recording,
- Audio recording.

**The DRC Advocate's role is to:**

Support individuals to submit their confidential story to the DRC.

Help applicants to access other DRC supports, including legal advice and counselling services.

**In order to be able to use our Disability Royal Commission advocacy services, a person must either be:**

- A person with a disability, or a guardian, nominee, carer or family member of a person with a disability  
OR
- Someone who is aware of violence, abuse, neglect or exploitation of a person with disability  
AND
- Must also live in an area that DRAS has coverage of as stated on page six of this booklet.

# How we provide our services



How we work alongside you

**Plan**

**Review**

**Exit Package**

## **Plan**

After being accepted as a client, our advocate will work with you to develop an Individual Case Plan

(ICP). This Plan is a written agreement about actions to be taken to achieve your goals. The Plan can be stopped or changed at any time.

**A case file will be developed to record all activities undertaken in working to resolve your case.**

## Review

A Review Meeting will be scheduled where your Advocate/DRC Advocate/NDIS Appeals Officer will inform you about the case's progress and determine if there are any changes in your needs or circumstances.

## Exit Package

When closing your case (whether or not it was successfully resolved), you will be given an Exit Package. You can review the service you received by filling out an Evaluation of Service form and sending it back to DRAS in a pre-paid envelope.

**Clients have the right to be treated fairly and to feel safe when they use our services, and we expect clients to treat our staff in the same way.**

Our advocates will give clients information about their rights and responsibilities, work for them, and resolve any conflicts of interest.

Clients can choose which DRAS advocate they want to work with.

We will communicate with clients in an age, culturally and linguistically appropriate manner. There are no fees or costs for having an interpreter if a client needs one.



# Systemic Advocacy

**Systemic Advocacy aims to identify, challenge and change policies, legislation and structures that negatively impact upon people with disabilities.**

## **Systemic Advocacy offers:**

- Identification of issues that may impact on the rights and opportunities of more than one individual.
- Promotion of changes to policies and practices of government departments and other services to ensure that people with a disability do not experience discrimination or disadvantage.
- Action to enhance services offered to people with a disability and their carers.



## **Systemic Advocacy Program Activities**

**Most of the systemic issues undertaken by Disability Rights Advocacy Service start in its Individual Advocacy Program, as well as other sources.**

A systemic approach is taken when an issue affects more than one person. Many people who may never access advocacy services benefit from the systemic advocacy action.

DRAS works with people to identify problems that affect many people with a disability. We work strategically to make changes that benefit the entire community, therefore, many people who may never access advocacy services benefit from the systemic advocacy action.

We do this by representing our members' interests on various committees and boards that have the power to change the lives of people with disabilities for the better. We also take up single causes and lobby for change to legislation and policies.



# Your Privacy

## Data Exchange

DRAS is funded by the Australian Government's Department of Social Services. To be eligible for DRAS services, a client must consent to DRAS sharing their personal information with the Australian Government's Data Exchange. The information that we are required to provide is de-identified which means identifying information such as names and addresses are removed. The information that DRAS collects for the Data Exchange allows us to report to our funders on the outcomes that have been achieved for our clients.

The Department collects the de-identified information about our clients and uses it to develop an understanding of our networks and the services we deliver, and make decisions about where to place resources in Australian communities.

## Privacy Policy

To view the Privacy Policy please visit the DRAS Website and access the link to the Policy through the Intake Form or if you would like to request a copy of our privacy policy, please contact us via email: [administration@dras.com.au](mailto:administration@dras.com.au).

The information that clients give to DRAS will be kept secure and confidential as required by the Privacy Act 1988 (Cth). The hard copy of a client's case file will be kept for 3 years. Electronic records will be destroyed after 6 years and in accordance with our Confidentiality Policy.

Generally, your information will not be released to anyone unless we get your written permission, or we believe you are in danger, others are in danger, or it is required by law.





Have a  
concern or  
complaint  
with us?

## Concerns and Complaints Process

When your case is closed you will be invited to give feedback about our service. You also have the right to complain about our service at any time.

**The following steps are provided as a guide:**

**First** Try to resolve the complaint by discussing this with the person concerned. However, if you have done this but are still not happy, OR feel uncomfortable to talk to the person concerned,

**Then** Make a complaint via the Feedback and Complaints Form on the DRAS Website

**Or**

Email the CEO at [ceo@dras.com.au](mailto:ceo@dras.com.au)

Or Text 0488805972.

# Useful Contact List

## **Other Advocacy Services**

Advocacy for Disability Access and Inclusion  
8340 4450

Brain Injury Network of SA  
8217 7600

Disability Advocacy & Complaints Service of SA  
7122 6030

Independent Advocacy SA Incorporated  
8232 6200

Uniting Communities Disability Advocacy Service  
8202 5960

## **Free Legal Services - Free legal advice and some help on certain legal matters**

Aboriginal Legal Rights Movement  
8113 3777

Law Society of South Australia  
8229 0200

Legal Services Commission  
1300 366 424

Women's Legal Service  
8231 8929

Riverland Community Justice Centre  
8582 4998

Limestone Coast Community Justice Centre  
8723 1396

**Complaints agencies - Complaints can be made to the following agencies where there is a belief of unfair treatment or discrimination by a government agency, community service or business**

Australian Human Rights & Equal Opportunity Commission  
1300 656 419

Health & Community Services Complaints Commission  
1800 232 007

Consumer & Business Affairs  
131 882

South Australian Equal Opportunity Commission  
1800 188 163

South Australian State Ombudsman  
8226 8699

Office Australian Information Commissioner  
1300 363 992

**Safe-guard Agencies - Here a person has difficulty making decisions for themselves or decisions in their best interest**

Office of the Public Advocate  
8342 8200

Public Trustee  
8226 9200

South Australian Civil & Administrative Tribunal  
1800 723 767

**Crisis Services - People who are in crisis may seek counselling or emergency assistance from the following services**

Alcohol & Drug Information Services  
1300131 340

Crisis Care  
131 611

Domestic Violence Crisis Service  
1300 782 200

Family Accommodation Info & Referral Services SA  
1800 003 308

Kids Helpline  
180055 1800

Life line  
13 11 14

**Service Providers - These agencies are an important starting point for people with disability or their carers in seeking housing, respite, community services or accommodation**

Aboriginal Community Care SA  
8346 9155

Housing SA - Central Office  
131 299

Migrant Resource Centre SA  
8217 9500

National Disability Insurance Agency  
1800 800 110

**Information Services providing information that may be of help to adults, children or young people with a disability and/or their carers**

Aboriginal Health Council of SA  
8273 7200

Brave Hearts (Child Sexual Assault)  
1800 272 83

Carers SA  
8291 5600

Mental Health Triage Service  
131 465

Centrelink (Disability, Sickness and Carers)  
132 717

Multicultural Communities Council of SA  
8345 5266

Parent Helpline  
1300 364 100

Seniors Information Service  
8168 8776

Women's Information Service  
8303 0590

## **Reporting Abuse or Neglect**

Child Abuse Report Line  
131 478

NDIS Quality & Safeguards Commission  
1800 035 544

National Disability Abuse & Neglect Hotline  
1800 880 052

## **Emergency Services**

Police - Ambulance - Fire (emergencies)  
000

Police Assistance (non-life threatening)  
131 444

**People who wish to use the National Relay Service should call 1800 555 677 and ask them to call the agency they wish to contact**

**For people for whom English is a second language** that want to speak to any of these agencies in their own language, they can call the Telephone Interpreting Service on 13 14 50 and ask them to call the agency to whom they wish to speak.

For those that need help understanding this information in their own language, they can call the Translating and Interpreting Service on 13 14 50 and ask them to call us on 8351 9500.

Ako trebate pomoć da biste razumjeli ove informacije, molimo pozovite prevodilačku službu  
Translating and Interpreting Service na 13 14 50 i zatražite da nas nazovu na 83519500

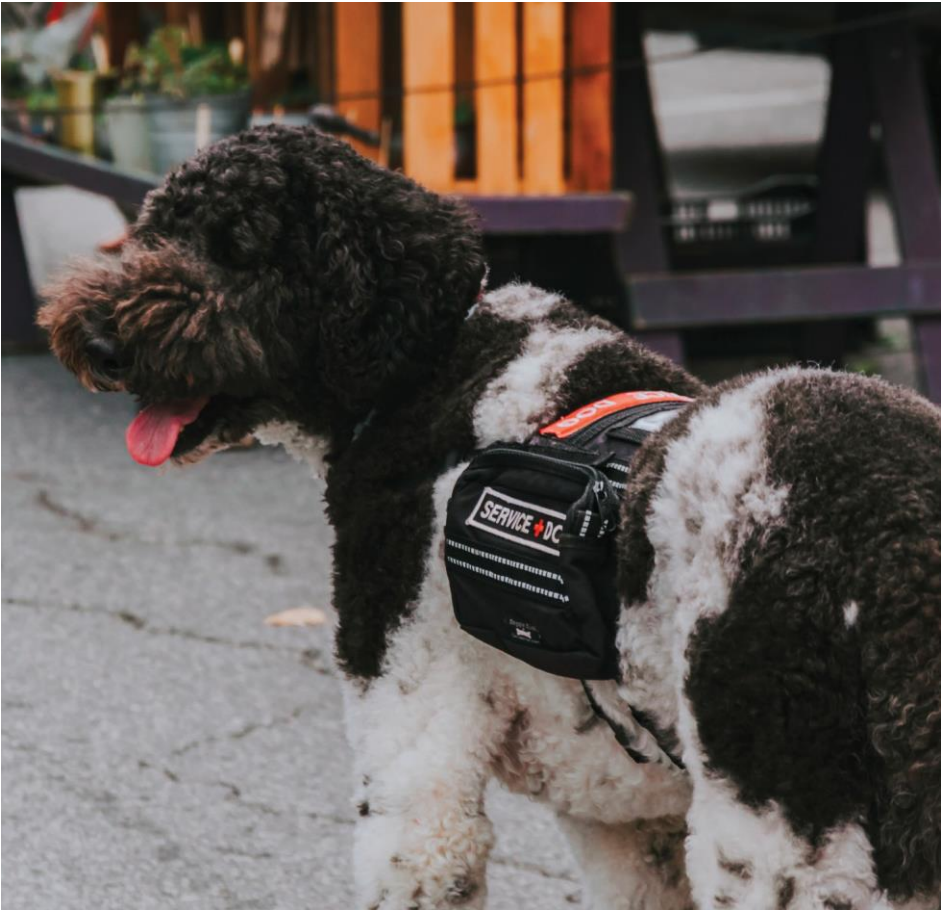
Kung kayo ay nangangailangan ng tulong para maunawaan ang impormasyong ito,  
tawagan po ang Translating and Interpreting Service sa 13 14 50 at hilinging tawagan nila  
kami sa 83519500

Αν χρειάζεστε βοήθεια για να καταλάβετε αυτές τις πληροφορίες, παρακαλούμε  
τηλεφωνήστε στην Υπηρεσία Μεταφραστών και Διερμηνέων, τηλ. 13 14 50 και  
ζητήστε τους να μας τηλεφωνήσουν στο 83519500

Se avete bisogno di aiuto per comprendere queste informazioni, siete pregati di chiamare  
il servizio telefonico di interpretariato 'Translating and Interpreting Service' al 131450 e  
chiedete loro di chiamarci al 83519500

Mak presisa tulun atu hatene informasaun ida nee karik, favor ida dere arame ba Servisu  
Durbasa nian (Translation and Interpreting Service) hosi 13 14 50 atu husu sira bele dere  
aramé mai ami hosi 83519500

Nêu cần được giúp đỡ để hiểu rõ về tài liệu này xin gọi cho Dịch Vụ Thông Ngôn, Phiên  
Dịch : 13 14 50 và yêu cầu họ gọi cho chúng tôi ở số 83519500



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Advocacy Service Inc**

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