



Australian Government
Department of Health, Disability and Ageing



Disability Advocacy
Support Helpline



Disability Advocacy Support Helpline

Support when you are treated unfairly

Easy Read version



Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



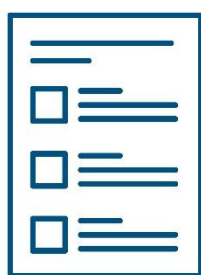
And we respect their Elders from the past and now.

How to use this guide



We are The Disability Advocacy Support Helpline.

We wrote this guide.



We wrote some words in **bold**.

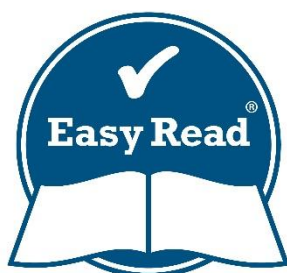
We explain what these words mean.

There is also a list of these words on page [18](#).



You can ask someone you trust for support to:

- read this guide
- find more information.



This is an Easy Read summary of another guide.

It only includes the most important ideas.



You can find the other guide on our website.

www.advocacylaw.org.au/#helpline

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About The Helpline



The Disability Advocacy Support Helpline is a phone line that supports:

- people with disability
- families and carers
- support workers.



We call it The Helpline.



The Helpline is a free service.



You can contact The Helpline for support with one problem at a time.



The Helpline can't help you with legal advice.

But they will try to connect you to a service that can help you, when possible.

How The Helpline can support you



The Helpline can support you with **advocacy**.



Advocacy is when someone:

- helps you have your say
- gives you information to help you make decisions.



The Helpline can support you to speak up for your **rights**.



Rights are rules about how people must treat you:

- fairly
- equally.



The Helpline can also teach you how to speak up for your rights.

Problems you can get support for

The Helpline can support you with problems about:



- housing



- school and learning



- transport

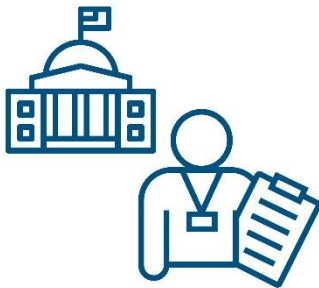


- health care.

The Helpline can also support you with problems about:



- money



- government services, like the National Disability Insurance Scheme (NDIS).

How The Helpline works

The Helpline will ask you about:



- your problem



- what has happened so far



- the result you want.

The Helpline might also tell you what you could do next to:



- make sure your voice is heard



- help you work towards the result you want.



The Helpline will ask for your **consent** before talking to anyone else about your problem.



Consent is when you say it is okay for someone to do something.



This includes people who support you.

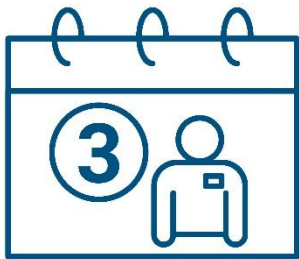
For example, a family member or carer.



The Helpline will make sure you can take part in all conversations about your problem, even when someone else is supporting you.



The Helpline will make sure you decide what other people can know about your problem.



For **3 weeks**, you can have up to **3 sessions** for the same problem.



But this only includes up to **10 hours** of support.



The Helpline will try to give you the same person to support you.

Your personal information



The Helpline collects information about everyone who uses the service.



Your information will be kept:

- safe
- private.



The Helpline collects information to keep a record of the work it has done.



This information is kept on a computer for **7 years**.



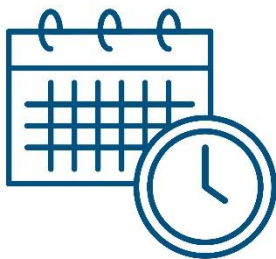
After 7 years your information might be deleted.

How to contact The Helpline



You can call The Helpline through the Disability Gateway.

1800 643 787



You can call the Disability Gateway:

- Monday to Friday
- 8 am to 8 pm.

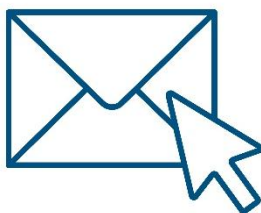


Ask for the 'Disability Advocacy Support Helpline'.



You can fill out a form on the Disability Gateway website to get support from The Helpline.

www.disabilitygateway.gov.au/contact-us-form



You can send us an email.

thehelpline@advocacylaw.org.au

Support to contact The Helpline



You can call the National Relay Service if you:

- are deaf or hard of hearing
- find it hard to speak using the phone.



You can choose different services on the National Relay Service website.

www.accesshub.gov.au/about-the-nrs#nrs-call-numbers-and-links



You can ask them to call the Disability Gateway.

1800 643 787



If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National).

131 450

How to make a complaint



You can make a **complaint** if you're not happy with The Helpline.



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Making a complaint won't affect:

- the problem you want to fix
- how we support you.



You can call us to make a complaint.

(02) 4062 0772



You can email us your complaint.

thehelpline@advocacylaw.org.au



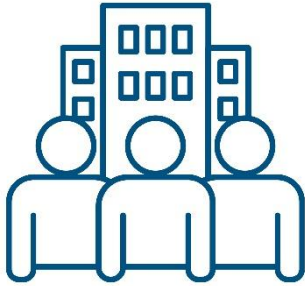
You can also write to us about your complaint.

Suite 1, Level 2, Devonshire House

408 King Street

Newcastle West

NSW 2302



You can contact the Complaints Resolution and Referral Service.

This is an organisation that:

- doesn't work for us
- makes their own decisions.



You can call the Complaints Resolution and Referral Service.

1800 880 052

Word list

This list explains what the **bold** words in this guide mean.



Advocacy

Disability advocacy is when someone:

- helps you have your say
- gives you information to help you make decisions.



Complaint

A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Consent

Consent is when you say it is okay for someone to do something.



Rights

Rights are rules about how people must treat you:

- fairly
- equally.



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