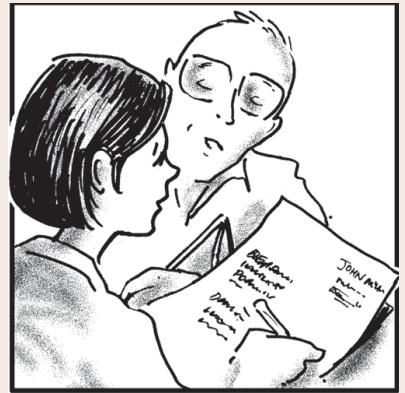




INDIVIDUAL ADVOCACY SERVICE



Phone: 02 9370 3100

Free call: 1800 422 015



People with Disability Australia

Do you need help to solve a problem?

We may be able to help!

We help people with disability sort out problems such as:



someone is abusing you



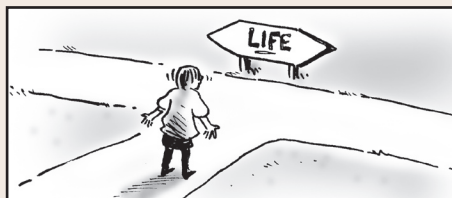
someone illegally discriminates against you



you are not getting a good service



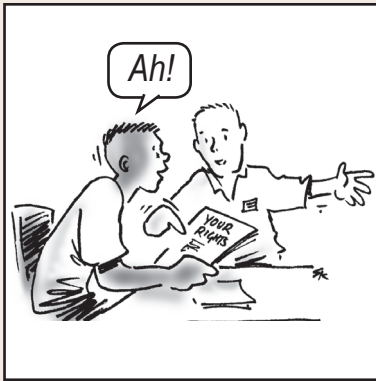
you cannot get a service you need



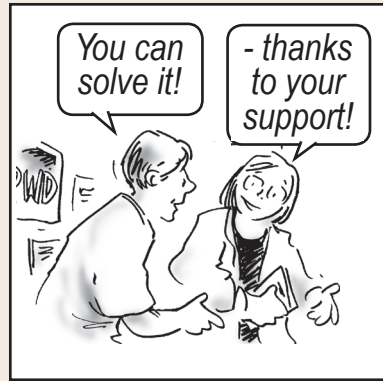
a big change in your life

How can we help?

We can help you with:



information: telling you about your rights and where you can get help



mentoring: talking to you about ways you can solve your problem yourself



advocacy: working with you to help you solve your problem

Our service is free!

What is an advocate?

An advocate is:

- someone who stands up for your rights,
- someone who is on your side.

I'm here to help John



An advocate can:

- help you to sort out a problem yourself, or
- sort out a problem by doing things for you.

We cannot give legal help. We can tell you where you can get this kind of help.

Who can use our service?

Any person with disability who lives in NSW can use our service.



Family members, carers, disability workers and others can also ask us to help a person with disability.

Anyone can ask us for information and advice.

A lot of people want us to help them. We cannot always help everyone, so we help people with the most serious and urgent problems first. We also make sure that these people get a fair share of our help:

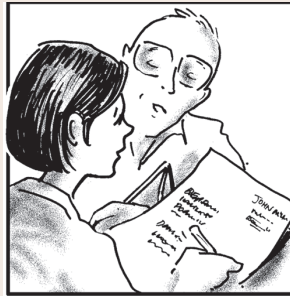
- Aboriginal people and Torres Strait Islanders,
 - people from non-English-speaking backgrounds,
 - people living in country areas,
 - children.
-

How we work

- We will give you information and advice to help you solve your problem.
- If someone is already helping you, we will support them to be your advocate.
- If you need more help, we will look at your problem and see if we can give you advocacy.
- We will talk to people about your problem and try to find ways to solve it. This may include:



going to meetings
with you or on your
behalf



writing letters



making phone calls

- We can help you to sort out a problem. When your problem has been sorted out, then we will close your file. If another problem comes up, you can ask for our help again.
-

Contact us

You can contact us by phone on Monday to Friday between 1pm and 4:30pm. When you call, ask for the Intake Officer. The Intake Officer will listen to your problem and see how we can help.



Phone: 02 9370 3100
Free call: 1800 422 015 (outside Sydney)



Telephone typewriter: 02 9318 2138
Telephone typewriter free call: 1800 422 016



National Relay Service: call **1800 555 677** and ask them to call People with Disability Australia for you.



For an interpreter, call the **Translating and Interpreting Service** on **131 450** and ask them to call People with Disability Australia for you.

You can also write to us and ask us to contact you:



Fax: 02 9318 1372



Email:
intakeofficer@pwd.org.au



Mail: Intake Officer, People with Disability Australia,
PO Box 666, Strawberry Hills NSW 2012

You can also meet with the Intake Officer on Monday to Friday between 9am and 4:30pm. Please call us first to make an appointment.

Important things you should know

- We will not do anything for you without talking to you first.
- We will keep personal information about you private and confidential. We will only tell your personal information to people who need to know. We will ask you if it's OK first.
- We will not give up until your problem is solved, unless there is nothing more we can do to solve it.



About People with Disability Australia (PWD)

PWD is a peak disability rights and advocacy organisation. Most of PWD's members are people with disability and organisations of people with disability. PWD is a non-profit, non-government organisation.



PWD's Individual Advocacy Service is funded by the Australian Government Department of Families, Community Services and Indigenous Affairs.

If you need help understanding this information, please call the Translating and Interpreting Service on 13 14 50 and ask them to call us on 02 9370 3100.

إذا كنت بحاجة للمساعدة لفهم هذه المعلومات فالرجاء الاتصال مع خدمة الترجمة الخفية والشفهية على الرقم 13 14 50 واطلب منهم الاتصال بنا على الرقم 02 9370 3100.

အကယ်၍ အသံသယ ဤသတင်း အကြောင်းအရာကို နားလည်ရန် အကူအညီ လိုအပ်ပါက Translating and Interpreting Service (ဘာသာပြန် နှင့် စကားပြန်လုပ်ငန်းဌာန) 13 14 50 သို့ ဆက်သွယ်၍ ဆက်ဆံပါ။ ကျွန်ုပ်တို့အား 02 9370 3100 ၌ ဆက်ဆံရန်တောင်းဆိုပါ။

如果您在了解這份資料方面需要幫助，請致電 13 14 50 聯絡翻譯及傳譯服務要求他們代致電 02 9370 3100 聯絡我們。

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 02 9370 3100.

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 02 9370 3100.

Falls Sie Hilfe benötigen, um diese Information zu verstehen, rufen Sie bitte den Übersetzer- und Dolmetscherdienst *Translating and Interpreting Service* unter der Telefonnummer 13 14 50 an und bitten Sie darum, dass ein Mitarbeiter uns unter der Telefonnummer 02 9370 3100 anruft.

Αν χρειάζεστε βοήθεια για να καταλάβετε αυτές τις πληροφορίες, παρακαλούμε τηλεφωνήστε στην Υπηρεσία Μεταφραστών και Διερωμιγνένων, τηλ. 13 14 50 και ζητήστε τους να μας τηλεφωνήσουν στο 02 9370 3100.

यदि इस जानकारी को समझने के लिए आपको मदद चाहिए तो कृपया भाषांतरण एचम दुभाषिया सेवा को 13 14 50 पर फोन करें और उन्हें कहें कि हमें 02 9370 3100 पर फोन करें।

Ha segítségre van szüksége, hogy ezt az információt megértse, kérem hívja a Tolmács és Fordító Szolgálatot a 13 14 50 telefonszámon és kérje hogy hívják 02 9370 3100. telefonszámot.

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 02 9370 3100.

이 정보를 이해하는데 도움이 필요하시면 통번역 13 14 50 으로 전화하여 통역에게 02 9370 3100 로 우리에게 전화하도록 요청하십시오.

Jekk tkun trid ghajjnuna biex tifhem dan it-taghrif, jekk joghgbok cempel it-Translating and Interpreting Service fuq 13 14 50 u staqsiehom biex icemplulna fuq 02 9370 3100.

Ако ви треба помош да ги разберете овие информации, ве молиме телефонирајте во Translating and Interpreting Service (Служба за писмено и усмено преведување) на 13 14 50 и замовете ги да ни се јават на 02 9370 3100.

Jeśli potrzebujesz pomocy w zrozumieniu tego pisma, proszę zadzwonić do tłumacza do przysięgłego (Translating and Interpreting Service) pod numer 131 450 i poprosz go o kontakt z nami pod numer: 02 9370 3100.

Ако вам је потребна помоћ да разумете ове информације, назовите Службу преводилаца и тумача (Translating and Interpreting Service) на 13 14 50 и замолите да нас назову на број 02 9370 3100.

Si necesita ayuda para entender esta información, por favor llame al Translating and Interpreting Service (Servicio de Traducción e Interpretación) al 13 14 50 y pídale que nos llamen al 02 9370 3100.

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 arame mai ami hosi 02 9370 3100.

Bu bilgileri anlamakta yardıma gereksinmeniz varsa lütfen 13 14 50 numaradan Yazılı ve Sözlü Çeviri Servisini arayın ve bizi 02 9370 3100 numaradan aramalarınızı rica edin.

Nếu 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 02 9370 3100.