

Creating Access



PEOPLE WITH DISABILITY
AUSTRALIA



Speaking up for yourself



Easy Read

www.pwd.org.au

www.youthaction.org.au

Speak up



You can speak up for yourself if

- Someone treats you badly.



- A service does not support you the way you want.



- An organisation does not give you the opportunity to have your say.



- Information is hard to read or a website is hard to use.

Make a plan



It is important to be prepared when you are speaking up.



Think about

- What is the problem you want fixed?
- What do you want to change?
- What support do you need?



What is the best way to raise the issue?

Over the phone, by email or in person?



Ask someone you trust what they think.

Learn your strengths



Think about what you are good at.

If you are good at public speaking you might want to meet with the person.



If you are not good at public speaking you might want to send an email.

Ask for help from your family, friends or an advocate if you need it.

Practice



Write down what you want to say.

Be clear and say how you feel.

Practice what you are going to say with someone you trust like a friend or support person.

Talk to the person



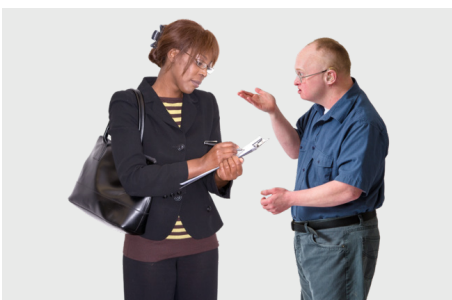
If your issue is with a person you can try and talk to them.

Talking to them might fix the problem.

Contact the organisation



If your issue is with an organisation or service you can call them or write to them.



You can give feedback to the service.

Feedback means saying what you like or do not like.

Feedback can help make things better.

Make a complaint



A complaint means telling someone that you are not happy about something.



Ask to see their complaints policy it will tell you how they manage issues.



Write down

- Who you spoke to
- The date
- Important things you talked about

What to do if nothing changes



Make a complaint to the boss.



Contact an advocacy service to help you like People with Disability Australia.



Learn more about speaking up.

There are organisations that train people to speak up.

More information on speaking up for yourself

Look at our other factsheets for more information



Speaking up for social change



What is advocacy?

Contact PWDA for more information



Phone **(02) 9370 3100**



Email **pwd@pwd.org.au**

Contact Youth Action for more information



Phone **(02) 8354 3700**



Email **info@youthaction.org.au**

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