

WORDS 2 ACTION

Let's plan to be heard



The ACT Planner

Act | Communicate | Track

A Plan To Have My Say

Words 2 Action is a
self-advocacy learning program
for people with disability.

Name:

Key Words

Here we explain what some key words we use in this Planner mean.

Self Advocacy Being your own advocate. Self Advocacy means you speak up for:

- Your rights
- Your needs
- What is important to you.

Services and Supports: Services and supports might be:

- Disability support through the NDIS
- Disability support outside of the NDIS
- Doctor or GP
- Hospital
- School or TAFE
- A Phone Service
- Banks
- Housing

Service Provider A service provider can be your

- Disability Support or
- Care Service or
- anyone that provides a service to you.

NDIS National Disability Insurance Scheme.
The NDIS helps people under 65 with a disability get the supports and services they need.

Key Words

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Reasonable Adjustments

Making changes which allow people with disability to have the same access as others. This might mean modifying equipment or technology or spaces in workplaces, public areas, transport or in schools. Making reasonable adjustments is required by law.

Complaint

A complaint is when you are not happy and you tell someone why and ask them to make a change.

A Review of Decisions or Appeal

If a service does not give you what you need or want, you can ask them to change it. This is generally called a Review. For example, if your NDIS Plan is not giving you what you need you can ask the NDIS to look at your plan and change it. This is called a Plan Review.

When you don't agree with a decision that's made about you or your services you can question the decision and ask for a different decision. This is called an Appeal.

Discrimination

When you are treated differently, worse or unfairly than others because you have a disability. Discrimination against people with disability is against the law.

The ACT Planner

This workbook grows with you as you learn to speak up for yourself. Each section helps you set goals, track your progress, and build confidence in self-advocacy.

Use this workbook to:

Discover your strengths.

Understand your rights and how to use them.

Clearly express your needs.

Overcome challenges and learn from experiences.

Set achievable goals and track progress.

Step by step you will:

- 1 Identify the Problem:** What change, or solution do you want?
- 2 Decide the Outcome:** What do you hope will happen?
- 3 Find the Pathway for Action:** Who can help, and how you can reach them?
- 4 Take Action:** Keep track of your steps and follow through.
- 5 Follow-Up:** Check in and stay in touch with the right people.
- 6 Review the Outcome:** Did it work? Do you need to do more?

My Issue

This section is for you to write about something that's on your mind. It could be a problem, something you want to change, or something you need help with. You have the right to speak up and ask for what you need.

What do I want to speak up about?

This is called self-advocacy - standing up for yourself.

What is the issue or problem?

Why does it matter to me?

My Issue

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What would I like to happen?

I can share this with:

Support worker ☐

Family ☐

Teacher or trainer ☐

Friend ☐

Advocate ☐

Someone else: _____

What Are My Rights?

Understanding your rights helps you speak up for what you need. As a person with a disability, you have the right to access services and support that can help you live independently and be a part of your community. These rights are protected by law across Australia.

Right to Equal Treatment

You cannot be treated unfairly because of your disability. This applies to all services, education, and job opportunities.

Right to Access Services and Support

You have the right to access services that support you, such as the NDIS (National Disability Insurance Scheme). These services are there to assist with daily tasks and to support your everyday life. You also have the right to access services outside of the NDIS often called mainstream or community supports. For example, health care, education or job assistance.

Right to Privacy

Your personal information should be kept confidential. No one can share your disability-related details without your consent, except where required by law.

Right to Review or Appeal Decisions

If a service or support is denied, you have the right to ask for a review of the decision. Services funded through NDIS or programs must provide a way for you to question decisions, or to make complaints.

What Are My Rights?

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Right to Be Informed

You have the right to clear information, in a way that you can understand, about the services available to you in your area and how to access them.

How to Use Your Rights in Self-Advocacy

Know Your Rights: Understand the rights you have under the NDIS and Australian Disability Law, especially in regional areas where services might be limited.

Ask for What You Need: If you require support, accommodations, or adjustments, ask for them directly and respectfully.

Challenge Unfair Decisions: If a service is denied or you feel mistreated, request a review and make sure your rights are respected.

Additional Resources

- NDIS Local Area Coordinators (LACs) can help you understand your rights and support you with services in your area,
- Disability Advocacy Services: Regional disability advocacy services can help guide you through challenging decisions and appeal processes.
- Local Government: Regional councils can provide information about accessible services and funding in your area.
- Human Rights Commission Act 1986
- The Disability Discrimination Act 1992 (DDA)
- Queensland Human Rights Act 2019
- Disability Services and Inclusion Act 2023
- Convention of the Rights of Persons with Disabilities (2006)

Questions to think about

What are my rights as a person with a disability in Australia?
Check websites or talk to your support person for details.

How can I use my rights to get
the support I need?

TIP! Do some research. Ask
your support workers,
community groups, or an
advocate for help.

Examples to consider:

- I have the right to accessible services and supports.
- I have the right to ask for reasonable adjustments at work or school.
- I have the right to be treated fairly and without discrimination.

Write your rights below:

Questions to think about

Continue writing your rights below:

My Needs and How to Express Them Effectively

Knowing what you need and how to ask for it helps you get the support you deserve.

Questions to think about:

What do I need help with?

How can I explain my needs in a clear way?

Examples to consider:

- I need extra time to complete tasks.
- I need someone to assist me with technology.
- I need clear instructions or information in writing.
- I need help with my verbal communication.

Write your needs below:

My Needs and How to Express Them Effectively

Continue writing your needs below:

My Strengths and Skills

Reflect on your strengths: Think about what you are good at and how these skills can help you advocate for yourself.

What do your family and friends say your strengths and skills are? You might be surprised by what others see in you!

TIP! You can ask family and friends for help.

Examples to consider:

- I know how to ask questions when I need help.
- I am organised and keep track of my appointments.
- I know my rights as a person living with a disability.

Write your strengths and skills below:

My Strengths and Skills

Continue writing your strengths and skills below:

My Self-Advocacy Goals

Setting goals helps you stay focused and move forward.

Questions to think about:

What do I want to achieve by speaking up for myself?

What is one thing I can do this week to work towards that goal?

TIP! Keep these realistic
clear and achievable.

Examples to consider:

- I want to make sure I have clear understanding of my rights and services.
- I want to develop clearer communication to speak and tell my story.
- I want to make sure I get the right support at work.

Write your goals below:

My Self-Advocacy Goals

Continue writing your goals below:

Planning to Self-Advocate

What are the next steps? Write down the clear and realistic actions you need to take to address the issue or complaint.

TIP! Write times and dates in your calendar and set reminders on your phone to stay on track.

Examples to consider:

- I will contact my service provider tomorrow to talk about my concerns.
- I will write a letter asking for better support at work.
- I will arrange a meeting with my support worker to discuss my goals.

Write your clear and realistic actions below:

Planning To Self-Advocate

Continue writing your clear and realistic actions below:

Who Can Help Me?

There are people and groups that can support you in advocating for your needs.

Questions to think about:

Who are the people I can talk to if I need help advocating for myself?

Are there any organisations or groups that can help me?

Examples to consider:

- Disability advocates can provide individual coaching, guiding me through any issue I face.
- Queensland Human Rights Commission
- Disability Advocacy Finder - Ask Izzy
- NDIS Quality and Safeguards commission
- Wellways Carer Gateway
- Office of Fair Trading

Write the people or organisations below:

Who Can Help Me?

Continue writing the people or organisations below:

Overcoming Challenges

It's normal to face challenges. Tracking them helps you find solutions.

Questions to think about:

What challenges might I face while speaking up for myself?

How can I overcome these challenges?

Examples to consider:

- I might feel nervous talking to someone in charge, but I can practice what I want to say first.
- I might face misunderstandings, but I can write things down to make sure they are clear.
- I might be unsure about my rights, but I can ask for help from an advocate or legal support.

Write your challenges and solutions below:

Overcoming Challenges

Continue writing your challenges and solutions below:

Reflecting on My Experiences

Looking back helps you see what worked and what can be better.

Questions to think about:

How do I feel about speaking up for myself today?

What went well, and what can I do better next time?

Examples to consider:

- I felt good when I clearly asked for the support I needed at my doctor's appointment.
- I could have asked more questions to better understand my NDIS plan.
- Next time, I'll write down what I want to discuss before my meetings to stay on track.

Write your thoughts below:

Reflecting on My Experiences

Continue writing your thoughts below:

Tracking My Progress

Tracking your progress helps you see how you're doing and what's working well.

Questions to think about:

How will I know if I am making progress in speaking up for myself?

What small steps can I take to feel like I'm moving forward?

Examples to consider:

- I can keep track of the conversations I have and the actions I take.
- I can review the results of my meetings or calls to see if things are improving.
- I can check in regularly with my support people to see if I feel more confident.

Write your thoughts below:

Tracking My Progress

Continue writing your thoughts below:

Weekly Tasks for Self-Advocacy Actions

Use this page to track your self-advocacy actions, appointments, and follow-ups. Break down your goals into weekly tasks and stay organized.

How to use:

- Write down the tasks you want to achieve this week.
- Remember to include any meetings, important calls, or appointments.
- Reflect on what went well during the week.
- Add any follow-up actions you need to take.

TIP! Set reminders in your calendar or phone to help you stay on track.

Tasks

Write down the specific tasks you want to accomplish this week.

Meetings/Appointments

Write down any meetings or appointments you have related to your self-advocacy.

Weekly Tasks for Self-Advocacy Actions

Continue writing your weekly tasks and upcoming meetings/appointments:

Weekly Tasks for Self-Advocacy Actions

Use this page to track your self-advocacy actions, appointments, and follow-ups. Break down your goals into weekly tasks and stay organized.

How to use:

- Write down the tasks you want to achieve this week.
- Remember to include any meetings, important calls, or appointments.
- Reflect on what went well during the week.
- Add any follow-up actions you need to take.

TIP! Set reminders in your calendar or phone to help you stay on track.

Follow-Up Actions

Write down any actions you need to take after meetings or appointments (e.g., emails, phone calls).

Notes/Reflections

Use this space to reflect on what went well and what you could improve for next time.

Weekly Tasks for Self-Advocacy Actions

Continue writing any follow-up actions and reflections:

Monthly Review

At the end of each month, take some time to reflect on your progress. This helps you see what's working well and where you might need to make changes.

- What went well this month?
- What challenges did I face?
- What can I do differently next month?
- How did advocating for myself make me feel?

Write any thoughts or things to improve on below:

Monthly Review

Continue writing any thoughts or things to improve on below:

Reflection on the Self-Advocacy Workshop

Take some time to think about what you've learned and how it has helped you feel more confident in speaking up for yourself.

What did I Learn?

Think about what new skills or ideas you learned in the workshop. What helped you the most?

What feedback Did I Get?

Consider advice or comments from the facilitator or others. Did anything they said help you see things differently?

What Can I Do Better?

Identify areas you found challenging or that need improvement. What would you like to focus on improving next time?

Are There Other Steps I Need To Take?

Think about any further actions you might need to take that you haven't considered yet.

Do I Feel More Confident?

After the workshop, do you feel more confident when it comes to advocating for your needs?

What Skills Do I Need To Learn?

Are there any skills that would help you speak up better? What will you focus on developing next?

Reflection on the Self-Advocacy Workshop

Take some time to think about the questions on the previous page. You can reflect on all of them or focus on just a few. What did you learn? What worked well? How do you feel about your self-advocacy journey so far?

**Use this space to write your thoughts, feelings,
and reflections:**

Reflection on the Self-Advocacy Workshop

Continue writing your thoughts, feelings, and reflections:

Self-Care After Advocacy

Taking care of yourself is important after speaking up for your needs.

Questions to think about:

How can I take care of myself after advocating for my needs?

What can I do to relax and recharge?

TIP! Do some research on self-care. What do you like to do to relax?

Examples to consider:

- I will take a walk after a meeting to clear my mind.
- I will talk to a friend or family member to feel supported.
- I will treat myself to something small that makes me happy after a difficult conversation.

Write your self-care ideas below:

Self-Care After Advocacy

Continue writing some self-care ideas below:

Individual Coaching Sessions for Self-Advocacy

An individual coaching session for self-advocacy is a one-on-one meeting with a trained Advocate coach who helps you build the skills and confidence you need to speak up for yourself. The (5-10) sessions are designed to support you in understanding your rights, needs, and how to effectively communicate them to others.

Book your individual coaching if you have identified an issue you need support around.

To schedule an individual coaching session, contact our team to set up a time that works for you. Coaching sessions can be done in person, over the phone, or via video calls, depending on what is most convenient for you.

Contact our team to book a session



1800 312 400



If you require an interpreter,
please phone: 131 450



words2action@adaaustralia.com.au



www.words2action.com.au



WORDS 2 ACTION

Plan to be heard.

Words 2 Action is a program delivered by ADA Australia.

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words2action@adaaustralia.com.au

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ADA Australia acknowledges the Traditional Custodians of this land and pays respect to Elders, past and present.

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