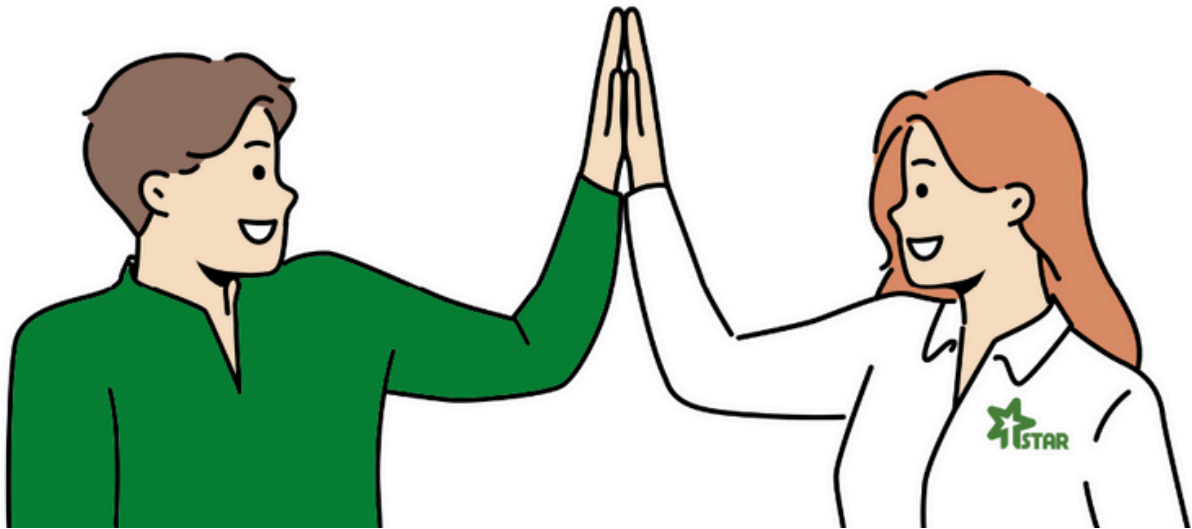


How we work with you.

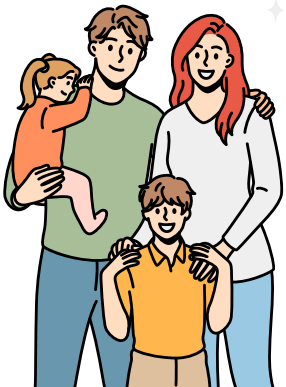




We are STAR Victoria. We say STAR.



You have an intellectual disability.
We help you.



We also help your

- family
- carers
- support workers.



There are 3 ways we help.



We fight for change.



We talk about your rights.

This may be

- the government
- or**
- services like
- child protection.



We share true stories. It tells people how you can be hurt.



We teach skills to people. Like

- teachers
- carers
- support workers.



We help you speak for yourself.



We help you know your rights. Like what you can ask for.



We help you learn skills. Like what you can say.
We want people to listen to you.

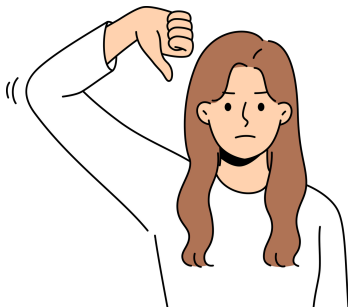


We help you meet people. It may be

- they have had the same problem
- you can talk about how you feel
- you make new friends.



We give you ideas.



You have a problem.



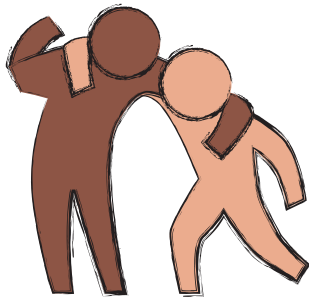
We give you ideas to fix it.



These come from a STAR staff member.



We call this **advocacy**.

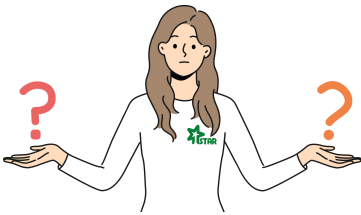


Do you need our help?



Call 03 9650 2730.

We will always listen.



We will ask

- your name
- your problem
- how to call you back.



We think about the best way to help you.



We may give you ideas over the phone.
You may want more ideas. You can call us back.



We may need to talk to other staff.
For the best ideas. We will hang up. We will call
you back with ideas. You can call us back.



Your problem may be hard to fix. You need
more help. Some one from STAR will help you.



We will make a plan with you.

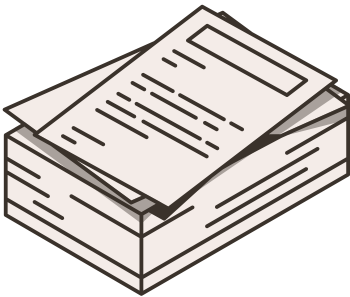


The plan will say

- what STAR will do
- what you will do
- how long it will take.



We will make notes. They will be kept safe.



We may ask for

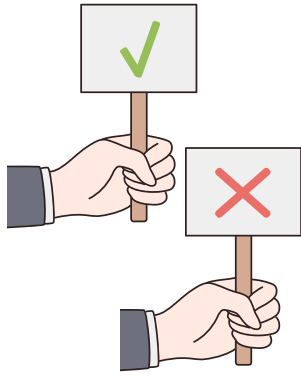
- reports
- letters.

to help you. They will be kept safe.



We may ask to speak to people

- about you
- about your problem.



We will ask you before we do things.

You can say

- yes
- or**
- no.



You can bring some one you trust to meet us.

Like a family member or a support worker.



You can ask us to stop at any time.



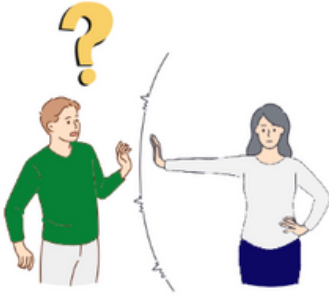
We fix your problem. It is the end.

But.

You need more help. You can call us.



You do not pay STAR.



Will I always get help?



Lots of people ask for help.
We can not help every one.



We think about

- who needs help **now**
- can some one else help you
- do we have staff to help you.



If you

- are sick

or



- need a home

or



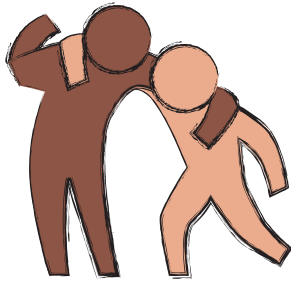
- need help with the NDIS

or



- need help with things like
- cooking
- cleaning.

We can **not** help you. But we can find some one who can.



Need our help?



Call 03 9650 2730.

Advocating for people with intellectual disability and their families



Service User Policy: Who can ask STAR for advocacy support?

Introduction

STAR has a number of service user policies that help us do our job in a way which is fair. This policy is about who can ask STAR for advocacy support.

What does STAR do?

STAR is an independent advocacy organisation that works with people with intellectual disability and their families to speak up for their rights, change community attitudes, and fix the laws that stop them from living fully inclusive lives of their own choosing.

We share information, skills and build capacity with people with intellectual disabilities, their families and support networks.

We advocate for change using evidence-based research, case studies, policy proposals and presenting the case for change to decision makers, including government, agencies and service providers.

We share the stories of real people from our individual advocacy to highlight the barriers that people with intellectual disability experience, and their successes and contribution to society.

We encourage champions for change to help us change the views of those who don't realise that discrimination and exclusion are making our communities weaker.

STAR supports the United Nations Convention on the Rights of Persons with a Disability.

What we don't do

- STAR is not a crisis or emergency care service
- We are not case workers
- We don't do NDIS appeals
- We are not guardians or decision-makers

Who can use STAR?

Any person with intellectual disability, a family member or a disability support worker can call us and ask for our help and advice. A decision about how much assistance we can provide is decided on a non-discriminatory basis and we are

STAR is a not-for-profit organisation. We are a registered charity. We are a company limited by guarantee. We are a company registered in Australia. We are a company registered in Australia. We are a company registered in Australia.

This fact sheet is based on information from our **Who can ask STAR for support** service user policy.

We wrote it in January 2024.

Working with each other.



You should read **Working with Each Other** next.

