

Working with each other.





We are STAR.



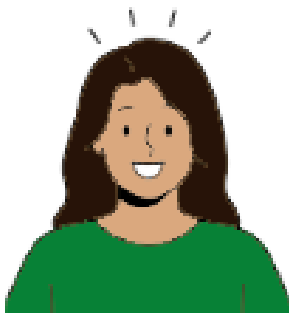
You have an intellectual disability.



We want to help you with a problem.



We must treat you well.



We must make you feel safe.



We must be kind when we talk to you.



We must listen to you.



You can say what you want. We will **not** make you feel bad.



We must try to understand you.



You may need more help with things.



That is ok.



You should **not** feel bad.



We will give you the help you need.



You may know what help you need. You should tell us.



You can talk to us in different ways. Like

- on the phone
- in person.

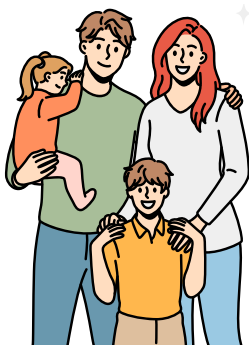


You may **not** know what help you need.



We can give you ideas. Like

- talking to some one for you
- telling you what you should have.



You can bring a person you trust. Like

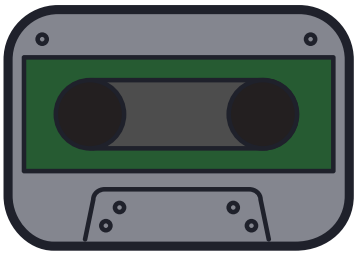
- family
- a support worker.



We can talk somewhere quiet.
So you can hear us.



We can give you more time. To think.
To ask us things.



We can tell you things in an easy way.
To help you. Like

- easy English sheets
- big print
- a tape of some one speaking.



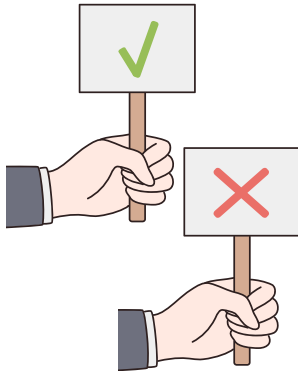
We may think of more ideas.



We may need to talk to other people.

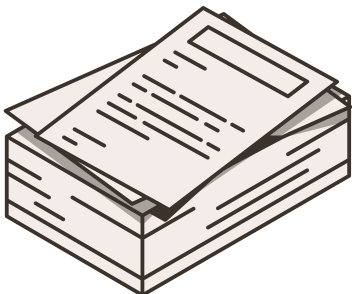


We will tell them the help you need.



We will ask you first. You can say

- **yes**
- or**
- **no.**



We will keep your notes safe.



You must treat us well.



You may be upset when you talk to us.



We understand. You must still try to be kind.



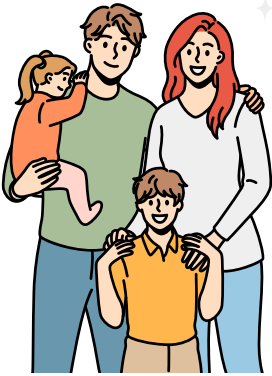
You may hear some thing private. When you talk to us. You must **not** tell any one.



You may **not** be happy with us.
You can make a complaint.



We can help you make one.



Some one else can help you make one. Like

- some one you trust
- another group.

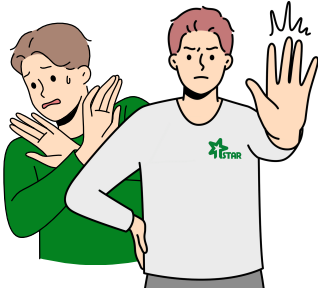


It can be hard for people to work together. This may be

- STAR staff and you
- family and you
- some one helping you.



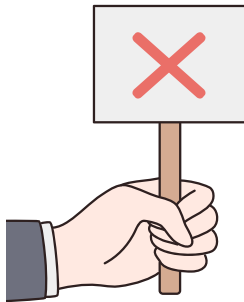
You are the important person. We will listen to you first.



We must also make sure you are safe.



We may be worried about you.



We will ask if we can tell some one else. So they can help. You can say no.

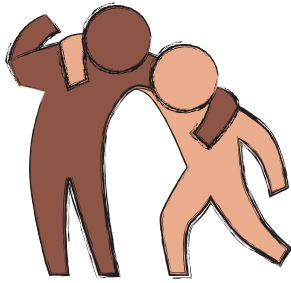
But.



We may think you are in a lot of danger.
Like some one is hurting you.



We **must** tell some one. Like the police.
We will only tell them things they need to know.



Need our help?



Call 03 9650 2730.

Advocating for people with intellectual disability and their families



**Service User Policy:
Individual Needs**

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 individual needs.

Every person has different needs. These are known as "individual needs." This policy helps STAR meet the individual needs of the people we work with.

How we make sure our work helps people to meet their individual needs

STAR provides individual advocacy support to people with intellectual disability and their family members. We also do "systemic advocacy" - this means we advocate to government and services about things that are happening in the wider community which affect large numbers of people with an intellectual disability and to find solutions to make things better for everyone.

We make sure there is plenty of time to talk with people about their request for advocacy support. We will make sure you have enough time to think, talk and ask questions.

We will provide information in a way that you would like. This could be in big print or in a video or voice recording and we will also explain it to you.

We will encourage you to tell us about any age, gender, or cultural issues which may need to be taken into account in planning your advocacy actions.

We can provide you with information about your rights and responsibilities and encourage and support you to advocate for yourself or your family member.

We recognise that everybody has a right to a support person of their choice. If at any point you want to involve a support person when talking with STAR you can do this.

We will be mindful of any potential conflict of interest for STAR in providing you with advocacy. If we do identify any potential conflict of interest we will let you know about this and how we will deal with this. If necessary, we will arrange referral to another worker or advocacy service.

When working with parents or other family members we will give clear and consistent messages about the importance of the participation of the person

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This fact sheet is based on information from **Your Rights and Responsibilities, Vulnerable People and Individual Needs** service user policies.

We wrote it in January 2024.

How we keep your notes private.



You should read **How we keep your notes private** next.

