

Side By Side Advocacy



Plain English Policy and Procedures

## **Policy 1**

### ***GETTING ADVOCACY HELP***

#### **Our Policy:**

Everyone with intellectual disability in our area is welcome to ask for help from Side By Side Advocacy.

#### **What we will do:**

- We will always be fair when we work out whether or not we can help you.
- We will consider your problem – not who you are or the way you live your life.
- We will tell you how we make decisions about whether or not we can help you with advocacy.



Plain English Policy and Procedures

## **Policy 2**

# ***GETTING HELP THAT SUITS YOU***

### **Our Policy:**

The help that we give you should be right for you.

### **What we will do:**

- We will make sure we understand your problem and how it is affecting your life.
- We will make sure we know what you want to do about your problem.
- We will make sure that you are involved making decisions about how to solve your problem
- Encourage you to be involved with solving your problem.
- Tell you if there is a reason why we shouldn't help you with your problem



## Policy 3

# ***MAKING CHOICES AND DECISIONS***

### **Our Policy:**

You have the right to make decisions and choices about your own life.

### **What we will do:**

- We will find out from you what you want done about your problem.
- We will find out from you how you would like us to try to solve your problem.
- We will always behave in a way that is honest and fair, so that you know that you can trust us.



Plain English Policy and Procedures

## **Policy 4**

### ***PRIVACY***

#### **Our Policy:**

That you have the right to be treated with respect and to have your personal details kept private.

#### **What we will do:**

- We will always obey the laws that protect your privacy.
- We will always treat you well and in a respectful way.
- We will encourage other people to treat you well, show you respect and keep your information private.

Side By Side Advocacy



Plain English Policy and Procedures

## Policy 5

### ***TAKING PART IN THE COMMUNITY***

#### **Our Policy:**

You are an important part of the community and we will encourage and help you to join in.

#### **What we will do:**

- We will help you to join in with activities in the community.
- We will let others know how important you are to the community.



Plain English Policy and Procedures

## **Policy 6**

### ***YOU ARE VALUED.***

#### **Our Policy:**

People with disability are valuable to our community and we will help you show everyone how worthwhile you are.

#### **What we will do:**

- We will show respect to you by having a nice office in a good location.
- We will show you respect by the way we talk, write, dress and behave.
- We will help you get the chance to learn new things and have new experiences.
- We will point out to people the good things about you and other people with disability.
- We will speak up if people are saying bad things about you or other people with disability.



Plain English Policy and Procedures

## **Policy 7**

### ***COMPLAINTS***

#### **Our Policy:**

It's okay to make a complaint about Side By Side Advocacy if you think that

- we did not treat you well
- we did not do our job well
- the organisation is not run well

#### **What we will do:**

- We will listen to you and take you seriously if you complain.
- We will show you how to make a complaint.
- We will keep your complaint private.
- We will try to solve the problem and if we can't we will tell you about other organisations who may be able to help you.
- We will always treat you fairly and with respect – making a complaint will not change this.

Side By Side Advocacy



Plain English Policy and Procedures

## **Policy 8**

### ***RUNNING THE ORGANISATION***

#### **Our Policy:**

Side By Side Advocacy will be a well-run organisation.

#### **What we will do:**

- We will tell you clearly what our organisation does.
- We will explain when we can help you and when we can't help you.
- We will have rules for the board and staff to follow to help them do their jobs well.
- Side By Side Advocacy works hard to get better at helping people with disability.





Plain English Policy and Procedures

## **Policy 9**

### ***WORKING WITH STAFF AND VOLUNTEERS***

#### **Our Policy:**

Side By Side Advocacy will have staff and volunteers who do their work well.

#### **What we will do:**

- We will employ staff who know how to assist people with disability, and who are good at their job.
- We make sure that our volunteers are good at doing their job.
- We will give their staff training so that they can learn new things and keep up to date.
- We will give our volunteers training so that they can learn new things and keep up to date
- We will act independently of other organisations.



Plain English Policy and Procedures

## **Policy 10**

### ***TREATING PEOPLE WELL***

#### **Our Policy:**

Side By Side Advocacy will treat you well, and we will try to make sure that everyone else does too.

#### **What we will do:**

- We will always treat you well.
- We will always obey the law in the way that we treat you.
- We will stand up for you if someone is treating you badly, hurting you or neglecting you.
- We will stand up for you if an organisation is treating you badly, hurting you or neglecting you.
- We will try to get more people to understand how important it is to treat people with disability well, and to obey the laws about how to treat people with disability.