



## **Plain English Summary MDAA Services: Getting In and Out (Previously Entry and Exit)**

**The Multicultural Disability Advocacy Association (MDAA) represents all people with disability, and their families and carers in NSW, with a focus on people from non-English speaking (NES) / culturally and linguistically diverse backgrounds with disability. We give people information, respond to inquiries and provide individual advocacy support.**

No matter who you are you can ask MDAA for information about such things as services, disability, ethnicity and anything else.

We will try to find the right information for you. We will also try to get information that you can understand (for example, information in your language).

You can call us, write to us or come to the office and ask your question. We will make a note of your request, but we make sure that nobody from outside this office will know about your question.

If you have disability and if you or one of your parents were born in a non-English speaking country, you can ask MDAA for advocacy information. You can also do this if you are a carer or family member.

For example:

- you may want to know what your rights are
- you may not be happy with a decision that was made for you
- you may want to know what you can do about something you are not happy with

We will make a note of your request, but we make sure that nobody from outside this office will know about your question.

If you have disability and if you or one of your parents were born in a non-English speaking country, you can ask MDAA for individual advocacy support. You can also do this if you are a carer or family member.

For example:

- you may want to complain about something and need someone to help you

- 
- you may feel treated wrongly because of your disability or because you are from a NES / CALD background with disability and you want to do something about it
  - you may not be happy with what is happening to you and you would like someone to help you work out how you can make some changes.

We will keep a file about you, but we make sure that only you and the person you talk with at MDAA can read your file. You can stop MDAA's support any time you wish.

If you have disability you can get involved in MDAA's advocacy development work. MDAA runs information sessions to talk about problems in getting services and how to fix the problems. We also provide training and support networks to assist you to have your say.

*(This is a Plain English version of a longer policy. Not everything is written up here)*