

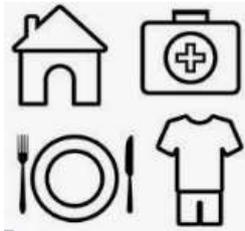
## 7 Steps of Self-Advocacy:

### 1. Self-belief and support:



Remind yourself that you deserve to be treated with dignity and respect. If this is difficult for you to do, find someone in your life who can help you. This person should be someone who respects your views, wants what is best for you and has good communication and problem solving skills.

### 2. Know what you want:



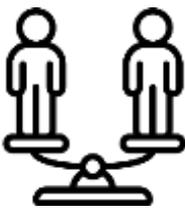
Take some time to think about what the problem is and how you would like it to be different. Write this down and include why it is important to you. Think about some possible solutions so you know what you are asking for.

### 3. Research:



Find information about the organisation or company's complaint or feedback process. You might find this on their website or by calling them on the phone. If this is difficult for you, ask your support person for help.

### 4. Know your rights:



Do some research to find out what your rights are. Starting with understanding your basic Human Rights is a good idea. You might also find useful information on the website of the company or organisation your problem relates to.

5. Make a plan:



Take the time to write down the things you want to say. Communicate in the way that is most comfortable for you. This might be by phone, email, letter or in person. Think about if there is a time of day or place where you feel most confident and relaxed. This might help you feel more comfortable and confident to self-advocate.

6. Communicate clearly and respectfully:



It is important to communicate with others respectfully so that you can work together to solve the problem. It can be easy to raise your voice or use language that isn't respectful when you become upset. To avoid this you could practice with your support person or have them read your letter or email before sending it.

## 7. Document and follow up:



Each time you have a meeting or phone call, take notes with the time, date, name of the person and what you talked about. Write down details about what each person is going to do. You might need to follow up and remind them.

Self-Advocacy can sometimes look different depending on what the problem is or who you are communicating with. The above steps can be used to begin any self-advocacy journey.