

## How to Write a Self-Advocacy

### Email:

#### Benefits of writing an email:



Writing an email gives you time to think about what you want to say and how you want to say it, using clear and respectful words.

An email will be sent immediately and records the date and time.

#### Things to consider:



Always keep a copy of the email in your 'sent' folder.

Remember that emails can be forwarded to other people without your consent.

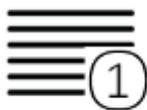


### Writing the email:

Make sure you have the correct email address so it goes to the right person.

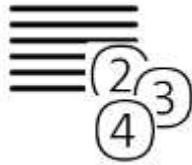
The subject line is important. It lets the person know what the email is about so that they won't delete or ignore it. An example might be "Concerns about service delivery".

Start your email by addressing the person ie. "Dear Mr Helper".



You can now start sharing your experience. Try to keep it short, factual and to the point. In the first paragraph, introduce who you are and why you are writing.





The following few paragraphs, detail the issue, how it is impacting you, and what you have already done to try and resolve it.



In the last paragraph include a very short recap of the problem, and what you hope to get out of writing your email.

End your email with: “Sincerely” or “Regards”, and writing your full name.

Tip:



It’s a great idea to get someone you trust to read over the email to help you check for any mistakes, make sure you have said everything that’s important, and that your email is respectful.

## Example of an Advocacy Email:

**From:** Hevi Rekani <hevi.rekani@hearne.com.au>

**Sent:** Thursday, 12 May 2022 1:08 PM

**To:** Will Helper <w.helper@allabilities.org.au>

**Subject:** Service Delivery Concern

Dear Mr. Helper

My name is Hevi and I have been a client of your service for the past 18 months. In that time I have made use of support workers from your service to help me attend therapy appointments in the community. I am writing to you as I have become unhappy with the service that I have been receiving recently.

At first I was very happy with the service, I was getting consistent support workers that were always on time and very helpful. In the past few months I have had a different support worker nearly every week and they are often late.

I have rung three times in the past month and spoken with Bronwyn on reception. Each time she told me she wasn't sure who was rostered on for me that day so couldn't help with providing contact details for that person so I would just have to wait until they arrived. On the third occasion I said I wasn't happy with this response and asked to speak to someone else but was told there was no one else to speak with. I am starting to feel very stressed each day that I have an appointment, not knowing whether or not I will be able to get to it on time.

The inconsistency and lateness of your staff is impacting me negatively and I am hoping for things to improve so that I don't have to find a new support service. Could I please ask that you contact me by phone (0404 XXX XXX) to discuss how things can be improved so that I am receiving a better service from your organisation.

Thank you for taking the time to read this email, I look forward to hearing from you.

Sincerely

Hevi Rekani