

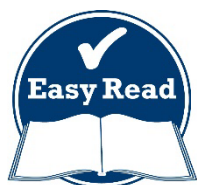


Anti-Discrimination
New South Wales

Case study: Disability discrimination

Elias' story

Easy Read version



How to use this fact sheet



Anti-Discrimination NSW (ADNSW) wrote this fact sheet.

When you see the word 'we', it means ADNSW.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Normal
Bold

We have written some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 13.



This Easy Read fact sheet is a summary of some information on our website. This means it only includes the most important ideas.



You can find more information on our website at www.antidiscrimination.nsw.gov.au.



You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.



What's in this fact sheet?

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Who is Elias?



Elias has a disability that affects his brain.



Elias also has a **psychosocial disability**.

A psychosocial disability affects your mental health.



We call him 'Elias' because he didn't want us to use his real name.



Elias' psychosocial disability makes him worry about things that may or may not happen.



Elias also has trouble controlling how he thinks.



What happened to Elias?



Elias experienced **disability discrimination** when he used a government service.

Disability discrimination is when you're treated badly because:



- you have a disability



- people think you have a disability



- you used to have a disability





- you might have a disability in the future



- you know a person with disability.



Elias wasn't treated with respect when he talked to the government service.



The government service stopped contacting him.



They thought Elias was too hard to deal with.



What did Elias do?



Elias contacted **Anti-Discrimination NSW (ADNSW)**.



ADNSW is an organisation that helps stop **discrimination** in NSW.



Discrimination is when you treat someone badly because of something about them they can't change.



Elias made a **complaint** to ADNSW about what happened to him.



When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.





Elias found an **advocacy organisation** to help him.



Advocacy organisations are groups that speak up for people with disability.

They can:

- help you have your say
- give you information and advice.



Elias talked about the problems he had with the government service.



Elias said he called the government service more because they weren't contacting him.



When Elias spoke to the government service:



- he sounded frustrated



- his mental health got worse.

ADNSW decided to have a meeting with:



- Elias



- a person from the advocacy organisation who was helping Elias



- the government service.



In the meeting, Elias and a person from the advocacy organisation:



- talked about how Elias felt



- came up with different ways to help make the government service better for Elias.



What will happen next?



Everyone in the meeting talked about the **barriers** Elias faced when he contacted the government service.



A barrier is something that stops you from doing something you:

- need to do
- want to do.

These barriers:



- affected Elias' mental health in a bad way



- put Elias at risk of hurting himself.



A plan will be made between:



- Elias



- the government service.



This plan will talk about what the government service will do to make contacting Elias better.



The government service will also plan what they can do now to make their services better.



Word list

This list explains what the **bold** words in this document mean.



Advocacy organisation

Advocacy organisations are groups that speak up for people with disability. They can:

- help you have your say
- give you information and advice.



Anti-Discrimination NSW (ADNSW)

ADNSW is an organisation that helps stop discrimination in NSW.

Barriers



A barrier is something that stops you from doing something you:

- need to do
- want to do.



Complaint

When you make a complaint, you tell someone that something:

- has gone wrong
- isn't working well.





Disability discrimination

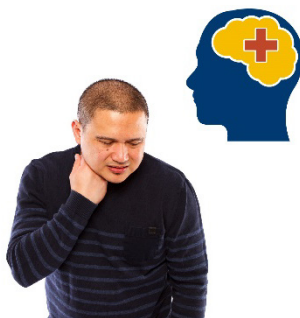
Disability discrimination is when you're treated badly because:

- you have a disability
- people think you have a disability
- you used to have a disability
- you might have a disability in the future
- you know a person with disability.



Discrimination

Discrimination is when you treat someone badly because of something about them they can't change.



Psychosocial disability

A psychosocial disability affects your mental health.



Contact us



Phone – **(02) 9268 5544**

Free call – **1800 670 812**



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www.antidiscrimination.nsw.gov.au

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