

# Working at Advocacy Tasmania is anything but ordinary.

The rights of people are constantly exploited, ignored or threatened by individuals, groups and systemic structures.

We believe that no one should have their basic rights denied and we exist to uphold the rights of others.

Having been established for over 30 years, we know the sectors and we know our stuff, so we listen to our clients to understand the rights that have been removed or denied and we work to restore those rights.

We listen and we listen thoroughly, often when others might not.

## Trust.

Often in our work we find that the very people our clients rely on, have been anything but reliable.

Our clients have been ignored, dismissed or worse, abused by people or organisations they are meant to trust.

Our clients are putting their futures in our hands, so they must be able to trust us.

That means we must be reliable, accountable and empathetic.

In practice means working in ways that our clients prefer; to communicate, to be heard and to resolve their issues.

It is non-negotiable that we do what we say.

And we always follow-through.

## Tenacity.

We are in our clients' corner and no one else's.

So when it comes to 'no', we are not having it.

We're methodical, we will exhaust all options.

We will insist, persist, resist.

Because we know that if we give up, our clients are worse off.

So you'll need resilience and tenacity; against inertia, intransigence, apathy and arrogance.

Which might be systemic or it might come from the people around our clients - family, friends or service providers.

Tenacity means finding another way and yet another way.

It means using our knowledge, our charm, our creativity to win the day.

Many of our very best results are down to resilience and tenacity.

## Ordinary can be found elsewhere.

Sometimes your work can feel like you're trying to crack an uncrackable code. There are days when the obstacles seem insurmountable. There are moments when it hurts.

But when you put the rights of a client back in their hands, against all odds, you change their life.

Your win big or small, can be a life-changing win for your client.

How's that for job satisfaction?

That's what we do for a living and it is anything but ordinary.

**In fact, working at Advocacy Tasmania is extraordinary.**