# **General Guidelines for Self-Advocacy**

There are many different ways to self-advocate, and there is no right or wrong way to go about it. Whether you prefer to have a conversation, send an email or go through a third-party support service, these tips can help you in a situation where you need to self-advocate.

1. Try to stay calm and have a conversation. While you may feel upset (and it’s ok to do so), remaining calm will put you in the best position to have a conversation about the issue and help de-escalate the situation. A rational and calm space will help ensure the other party absorbs what you are trying to say.
2. Consider the context of the situation. Has this issue arisen because the other party is unaware of the law or access issues, or are they being deliberately provocative? Making a point to understand why the other party is acting a certain way will help you choose the right method for diffusing the situation.
3. Know your rights. While you don’t have to know the laws back to front, having a basic understanding of the laws that govern equal access will help you better explain them to the other party. [Blind Citizens Australia](https://www.bca.org.au/) have some great resources about access legislation.
4. Consider getting support to help you manage the situation. This may be advice from an organization like Guide Dogs or Blind Citizens Australia, or simply asking a friend or family member to help you. It’s important to understand that you don’t have to face access challenges on your own, there is a range of support services to help you address any issues you may encounter.