



## Contacting Advocacy Services

### Office of the Public Advocate Victoria

This office protects the rights of people with disabilities and can assist if there is a complaint about services, care or treatment of the disabled.

Phone: 1300 309 337

[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

### Leadership Plus

Funded by the Department of Social Services (DSS) and works to promote the human rights of and strengthen the capabilities of people living with disability.

Phone: (03) 9489 2999

Email: [admin@leadershipplus.com](mailto:admin@leadershipplus.com)

[www.leadershipplus.com/advocacy](http://www.leadershipplus.com/advocacy)

### Health Complaints Commissioner

This office manages questions and complaints about health services in Victoria.

Phone: 1300 582 113

Email: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

[www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)

### State Ombudsman

The State Ombudsman investigates complaints against State Departments, statutory bodies and local councils.

Phone: (03) 9613 6222 or 1800 806 314

Email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

## Communication/Interpreter Services

### Victorian Interpreter and Translation Service

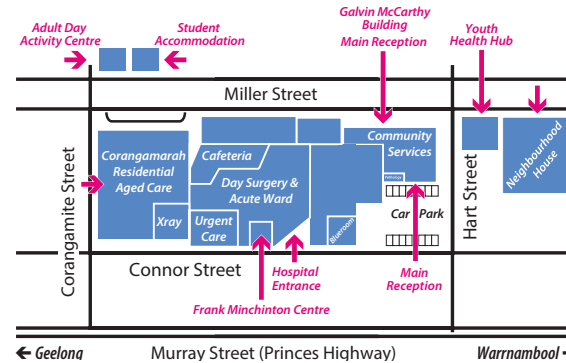
For people from non-english speaking backgrounds

Phone: (03) 9280 1941

### National Relay Service

For people with communication difficulties and hearing impairments

- TTY/voice calls: 133 677
- Speak and listen: 1300 555 727
- SMS relay: 0423 677 767



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2-28 Connor Street, Colac, Victoria 3250

03 5232 5100 | [info@cah.vic.gov.au](mailto:info@cah.vic.gov.au)

[www.cah.vic.gov.au](http://www.cah.vic.gov.au)

# ADVOCACY Services

Helping to ensure your rights are respected





## *What is an Advocate?*

### ***What is Advocacy?***

Advocacy focuses on the needs, wishes and rights of the consumer, including the protection of confidentiality while providing active support to ensure their rights are respected and protected.

### ***How does advocacy work?***

As a consumer, you have the right to choose and be represented by an advocate of your choice at any time to ensure you receive the care you need. That advocate may be a friend, family member or a professional advocate.

If you feel that you are in vulnerable circumstances, can't understand what is happening or can't get your message across, an advocate service may be appropriate.

### ***Who supports you and your rights?***

There are independent Advocacy Services that can assist you by supporting you to speak up or complain if you believe your rights are not being respected.

Colac Area Health is committed to ensuring our consumers are supported in their right to advocacy in all areas of service and their rights to appoint an advocate of their choice or to use a professional advocacy service.

## ***What can Advocacy Services do?***

Advocacy Services can:

- Provide you with information and advice about your rights and responsibilities
- Support you to be involved in decisions affecting your life
- Speak for you in a situation where you do not feel confident or able to speak for yourself
- Assist you to resolve problems or complaints in relation to health care services
- Provide you with advocates who have the appropriate skills and experience to help you
- Work with you to develop an individual advocacy plan outlining what action will be required
- Advocacy is a free service

### ***Recognised Advocacy Services***

There are a number of Advocacy Services available to Colac Area Health consumers that cover healthcare, disability and aged care.

If you would like assistance with accessing an advocate please feel free to speak to one of our staff members.

A full list of Victorian Disability Advocacy services can be found at the Disability Advocacy Resource Unit website: <http://www.daru.org.au/>

## ***Local Advocacy Services***

Colac Otway Regional Advocacy Services (CORAS)

Provides general advocacy services for people with a disability and advocacy support for general public as needed.

Address: 50A Rae Street, Colac 3250

Telephone: 5232 1009

Email: [coras@bigpond.com](mailto:coras@bigpond.com)

Website: <http://www.coras.com.au>

### ***Aged Care/Disability/ Healthcare Advocacy Services***

Anyone receiving aged care services can get free, confidential and independent advice and support from an advocacy service.

### ***Elder Rights Advocacy***

Offers a free, confidential and independent service to older people (or their representatives).

Telephone: (03) 9602 3066 or 1800 700 600

Email: [era@ara.asn.au](mailto:era@ara.asn.au)

Website: [www.era.asn.au](http://www.era.asn.au)

### ***Senior Rights Victoria***

Provides information, support advice and education to help prevent elder abuse and safeguard the rights, dignity and independence of older people.

Telephone: 1300 368 821

Email: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)

Website: [www.seniorsrights.org.au](http://www.seniorsrights.org.au)