

Elder Rights Advocacy

Elder Rights Advocacy offers a free, confidential and independent service to older people (or their representatives) who are receiving an Australian Government subsidised aged care service in Victoria.

Phone: (03) 9602 3066 or 1800 700 600

Address: Level 2 85 Queens Street MELBOURNE VIC 3000

Email: era@era.asn.au

Website:
http://www.era.asn.au/contact_era.html

Disability Advocacy program

Provides general advocacy services to people with a disability within Victoria.

Phone: (03) 9208 3015, **Fax:** (03) 94892988

Email: ofd@dpcd.vic.gov.au

Website:
http://www.officefordisability.vic.gov.au/disability_advocacy_program.htm

Seniors Rights Victoria

Offers a free, confidential statewide telephone and advisory service to help prevent elder abuse.

Contact: Level 4, 98 Elizabeth Street, Melbourne, 3000

Phone: 1300 368 821

Email: info@seniorsrights.org.au

Website: www.seniorsrights.org.au

More information on advocacy services

A full list of Victorian advocacy services can be found at the Disability Advocacy Resource Unit website:

<http://advocacyagencies.daru.org.au/>

Improving the health and wellbeing of the East Gippsland community by providing accessible, high quality and sustainable health care.

We welcome feedback at:

Bairnsdale Regional Health Service
PO Box 474 Bairnsdale VIC 3875
P 03) 5150 3333 F 03) 5152 6784
E email@brhs.com.au
www.brhs.com.au

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing.

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Bairnsdale Regional Health Service is located on the traditional land of the Gunai Kurnai people

My team is **BRHS**



Advocacy
General Information

What is Advocacy?

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

BRHS is committed to ensuring our consumers are supported in their right to advocacy in all areas of service.

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 in each State and Territory that can assist you by supporting you to speak up or complain if you believe your rights are not being respected.

BRHS respects the rights of all consumers 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

Formal Advocacy Services

There are a number of Advocacy Services available to BRHS consumers that cover healthcare, disability and aged persons advocacy.



Local Advocacy Services

Gippsland Disability Advocacy

Phone: (03) 5133 9440

Address: 6-8 Hopetoun Ave, Morwell VIC 3840

Email: admin@gdai.org.au

Website: <http://www.gdai.org.au/>

Health Care/Disability Advocacy Services

Office of the Health Services Commissioner

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

Phone: 1300 582113

Address: Level 26, 570 Bourke Street, Melbourne, 3000.

Website: www.health.vic.gov.au/hsc

Email: hsc@health.vic.gov.au

Office of the Public Advocate

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.

24 hour emergency service

Local call: 1300 309 337

www.publicadvocate.vic.gov.au

State Ombudsman

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

Phone: (03) 9613 6222 or 1800 806 314

Address: Level 9, 459 Collins Street (North Tower) Melbourne, 3000.