

Advocacy Services



Incorporating

Coleraine District Health Service
Frances Hewett Community Centre
Grange Residential Care Service
Hamilton Base Hospital
Penshurst & District Health Service
youth4youth 5551 8450
Merino Community Health Centre
5579 1303

PO Box 283
Hamilton VIC 3300
Ph: (03) 5551 8222
Fax: (03) 5571 9584
Email: ceo@wdhs.net
Internet: www.wdhs.net

Endorsed by
The Community Advisory Committee 2009

*Helping to ensure your
rights are respected*

Advocacy Services

Helping to ensure your rights are respected

What is an Advocate?

An advocate is someone who acts on behalf of another person.

You are welcome to use an advocate if you want assistance with particular issues or accessing services.

Some of the common uses of advocacy services include:

- Access to disability services
- Guardianship issues
- Dispute resolution
- Legal problems
- Making a complaint

Accessing an Advocate

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

At any time you have the right to change your advocate or decide to self advocate.

Some Advocacy Services

Local Advocacy Services

1. Southwest Advocacy Association Inc.

Provides general advocacy services for people with a disability within the south west region.

PO Box 480
Warrnambool 3280
Phone: (03) 5561 4584
Fax: (03) 5561 4371
Email: swadvocacy@bigpond.com
Website: www.headwayvictoria.org.au/services/advocacy/swaa.htm

Healthcare Disability Services

2. Office of the Health Services Commissioner

This office answers questions and deals with complaints about health services in Victoria.

Phone: (03) 8601 5200 or 1800 136 066
Fax: (03) 8601 5219
Email: hsc@dhs.vic.gov.au
Website: www.health.vic.gov.au/hsc

3. Office of the Public Advocate

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

Phone: (03) 9603 9500 or 1300 309 337
Fax: (03) 9603 9501
Email: publicadvocate@justice.vic.gov.au
Website: www.publicadvocate.com

4. State Ombudsman

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

Phone: (03) 9613 6222 or 1800 806 314
Fax: (03) 9614 0246
Email: ombudvic@ombudsman.vic.gov.au
Website: www.ombudsman.vic.gov.au

5. Residential Care Rights

Residential Care Rights provide advocacy services to consumers in residential care.

Suite 4B/C, 4th Floor
343 Little Collins Street
Melbourne Vic 3300
Phone: (03) 9602 3066 or 1800 133 312
Fax: (03) 9602 3102

6. Disability Rights Victoria

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

Disability Resource centre
Phone: (03) 9417 3211
Fax: (03) 9717 2833
Email: drcinc@connexus.net.au
Website: <http://home.connexus.net.au/~drcinc/>