

## 5. Residential Care Rights

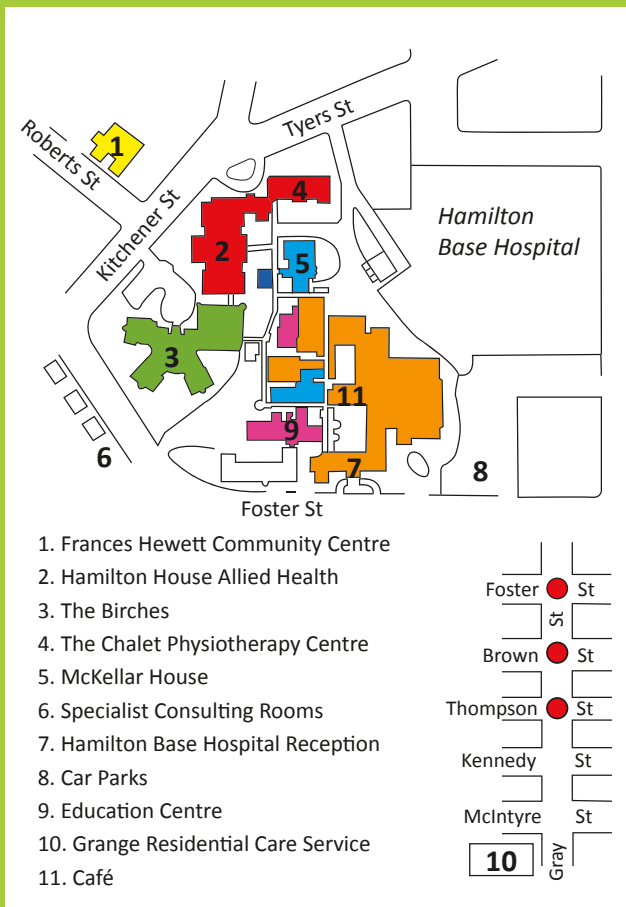
Residential Care Rights provide advocacy services to consumers in residential care.

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. Leadership Plus

Leadership Plus delivers leadership, capacity building and advocacy programs within the disability and CALD communities to lead and influence change across government, business and community sectors.

Milton House  
25 Flinders Lane  
Melbourne Vic 3000  
Phone: (03) 9489 2999  
Fax: (03) 9489 2988  
Email: [admin@leadershipplus.com](mailto:admin@leadershipplus.com)  
Website: [www.leadershipplus.com](http://www.leadershipplus.com)



Telephone: (03) 5551 8222

Western District Health Service

### *Incorporating*

Coleraine District Health Service  
Frances Hewett Community Centre  
Grange Residential Care Service  
Hamilton Base Hospital  
Penshurst & District Health Service  
youth4youth  
Merino Community Health Centre  
National Centre for Farmer Health

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



# Advocacy Services

*Helping to ensure your rights are respected*

[www.wdhs.net](http://www.wdhs.net)

# 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.

An advocate could also include a family member or personal friend to act on your behalf.

## 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](mailto:swadvocacy@bigpond.com)

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

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

Website: [www.health.vic.gov.au/hsc](http://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: 1300 787 510

Email: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

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

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

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