

Professional Assistance

Office of the Public Advocate

Address: 5th Floor,
436 Lonsdale Street
Melbourne Vic 3000
Telephone: 1300 309 337 (local call cost)
TTY: (03) 9603 9529
Fax: 1300 787 510
Website: www.publicadvocate.vic.gov.au

*** 24 Hour Emergency Service***

Information on Issues of Discrimination

Equal Opportunity Commission

Telephone: 1300 292 153
www.humanrightscommission.vic.gov.au

Australian Human Rights Commission

General enquires: 1300 369 711
Complaints Info: 1300 656 419
TTY: 1800 620 241

Disability Advocacy

Grampians Disability Advocacy Association

Address: 2/32 Tuson Street,
Ararat Vic 3377
Telephone: (03) 5352 2722
Email: asas@netconnect.com.au

Villamanta Disability Rights Legal Service

Address: 44 Bellerine Street,
Geelong Vic 3220
Telephone: 1800 014 111
Website: www.villamanta.org.au

Disability Discrimination Law Advocacy Service (DDLAS)

Telephone: 1300 882 872
Email: info@ddls.org.au
Website: www.communitylaw.org.au/ddls

General & Legal Advocacy

Ballarat Salvation Army

Telephone: (03) 5337 1300

Legal Aid Victoria

Telephone: 1800 677 402
Website: www.legalaid.vic.gov.au

How to get help with

ADVOCACY



What is Advocacy?

Advocacy is the process of guiding, supporting or acting on behalf of another person or group of people in order to obtain the best possible service or outcomes for that person or group.

Who May Access An Advocate?

Any person or group who feels that they may not be heard or understood may request or nominate an advocate to speak for them on their behalf or assist them to speak for themselves.

Or any person or group who feels that they would like support, guidance or advice on issues affecting their lives may choose to access an advocate.

Who Would The Advocate Be?

It's your choice! You may choose to nominate a friend, relative, carer or lawyer to advocate on your behalf or assist you to advocate for yourself.

Or you may ask a representative from a union or other professional body to help you with advocacy issues.

Or you may decide to use an appropriate local, state or federal advocacy organisation.

An advocate can assist you to:

- ⇒ Understand your rights
- ⇒ Navigate through the issues
- ⇒ Make an informed decision
- ⇒ Speak for yourself

What Are My Rights?

If you feel that you are not being heard or understood, remember: You have the right -

- ⇒ To have an advocate, friend or lawyer support or represent you if necessary
- ⇒ To make a complaint
- ⇒ To equal opportunity
- ⇒ To be informed and be consulted
- ⇒ To be part of decisions about your care
- ⇒ To receive quality service