

## Advocacy services available to me:

### Australian Charter of Healthcare Rights

[www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights](http://www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights)

### Office of the Public Advocate

If you have a disability the Office of the Public Advocate can help protect your interests and rights.

Ph: 1300 582 113

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

### Victorian Health Complaints Commissioner

Ph: 1800 136 066

<https://hcc.vic.gov.au/>

### Victorian Aboriginal Health Services

Ph: 03 9489 2999

[www.vahs.org.au](http://www.vahs.org.au)

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

## Other services for help or advice:

### Australian Human Rights Commission

Ph: 1300 369 711

<https://humanrights.gov.au/>

### Disability Justice Advocacy

Ph: 1800 808 126 <https://dja.org.au/>

### Elder Rights Advocacy

Ph: 1800 700 600 <https://era.asn.au/>

### Senior Rights Victoria

Ph: 1300 368821 Web: [www.seniorsrights.org.au](http://www.seniorsrights.org.au)

### Bannockburn Community Health

27 High Street, Bannockburn VIC 3331

### Beeac Community Health

31 Lang Street, Beeac VIC 3251

### Rokewood Community Health

55 Ferrars Street, Rokewood VIC 3330

### Winchelsea Community Health

8 Gosney Street, Winchelsea VIC 3241

## Contact Information

Further information is available from the Communications & Community Partnerships Officer Hesse Rural Health

**Phone:** (03) 5267 1200

**Email:** [reception@hesse.vic.gov.au](mailto:reception@hesse.vic.gov.au)

**Website:** [www.hesseruralhealth.com.au](http://www.hesseruralhealth.com.au)



# ADVOCACY SERVICES





### What is Advocacy?

Advocacy is taking action to help people:

- Put across their views or wishes
- Stand up for their rights
- Have their interests known
- Get information
- Find services
- Look at different options/choices

### What can an Advocate do?

An Advocate is a person who might:

- Speak on your behalf
- Write a letter with or for you
- Help you understand something
- Assist you to solve problems
- Sit with you in meetings
- Help you gather information
- Find services you may need
- Assist you to be your own advocate

### What are my rights?

We all have rights, no matter who we are, where we live or how much help we need.

- If you feel you are not being heard or understood, remember you have the right to:
  - Be informed and consulted
  - Be part of the decisions that are made about you and your care
  - Have an Advocate act on your behalf

### Who can be my Advocate?

Who you choose is up to you.

You may want to ask a friend, relative, carer, lawyer or trusted person. A good Advocate will:

- Listen to you
- Respect your wishes
- Respect the decisions you make
- Help you understand what is said
- Help you remember what is said
- Assist you to speak up for yourself and ask questions
- Speak up for you if you want them to

### What is an Advocate?

Sometimes people are not able to ask questions, understand certain information or stand up for their rights. This is where an Advocate could help you. An Advocate is someone who supports you to make your decisions or have your opinion heard and help make sure you are treated fairly.

**HESSE**  
RURAL HEALTH

