

## Advocacy

Interchange Outer East (IOE) recognises and supports the right of participants and families to use an advocate when dealing with the agency. An advocate is a person who supports a participant and/or family to protect and promote their rights and interests.

Participants and families may wish to access an advocate during:

- Eligibility, access and equity discussions and processes
- Complaints or giving feedback
- Processes in regards to negotiations about the terms and conditions of service

Staff members of IOE will not become a participant/family's advocate in relation to any dealings with IOE or in a formal advocacy role for participants/families in their dealings with other agencies. However staff members are expected in their role to undertake advocacy work with participants and families where it is a part of their job role and necessary to ensure resources and services to meet a families needs are provided.

Information provision to an advocate will be subject to the requirements of the information privacy policy which requires authorisation from a participant/family where personal information is to be provided to an advocate.

Participants and families are informed about the use of advocates upon entry to the service. For participants and families wishing to use an advocate to support their involvement IOE will provide information about advocacy services available to meet their needs.

## Advocacy Services

### Office of Public Advocate

The Victorian Office of the Public Advocate (OPA) provides services to protect and promote the rights, interests and dignity of people with disability living in Victoria.

OPA's team of highly trained staff can provide information and advice on matters relating to guardianship and administration, powers of attorney, medical consent and the rights of people with disability. Privacy and confidentiality are respected. If the OPA Advice Service is unable to help, they will refer to a service that can.

The OPA Advice Service operates from Monday to Friday from 9am to 4:45pm.

Phone: 1300 309 337

TTY: 1300 305 612

Website: <https://www.publicadvocate.vic.gov.au/>

## VALID

The Victorian Advocacy League for Individuals with Disability (VALID) is the peak organisation in the Victorian disability sector representing adults with an intellectual disability and their families. VALID is run by and for people with disability and family members. VALID has particular expertise in networking and providing information to people with disability and families across the state.

The VALID office is open from 9.00 am to 5.00 pm weekdays.

Phone: 03 9416 4003

Email: [intake@valid.org.au](mailto:intake@valid.org.au)

Website: <https://valid.org.au/>

## National Aged Care Advocacy Program (NACAP)

Grandparent carers accessing CHSP funded programs can access free, independent, and confidential support through the National Aged Care Advocacy Program (NACAP). The program is delivered by the Older Persons Advocacy Network (OPAN), which has locations in every state and territory.

All older Australians receiving or seeking government-funded aged care services, their families, and carers are eligible to access this service.

The OPAN office operates between 8am – 8pm Monday to Friday, and 10am – 4pm Saturday

Phone: 1800 700 600

TTY: 1300 555 727

Website: <https://opan.org.au/>