

Professional Assistance

Office of the Public Advocate

Address: Level 1, 204 Lygon Street
Carlton VIC 3053
Phone: 1300 309 337 (9am-4.45pm M-F)
TTY: 1300 305 612
Fax: 1300 787 510
Government DX address: 210293

There is also an option of an after hours service for urgent matters that cannot wait until the next business day.

www.publicadvocate.vic.gov.au/our-services

Australian Disability Advocacy Directory

www.pwd.org.au/library

Seniors Information Victoria COTA

Free advice and advocacy for older people and their families.

98-100 Elizabeth St, Level 4 Block Arcade,
Melbourne VIC 3000
Tel: 1300 13 50 90
www.cotavic.org.au



Our Vision

A Healthy Community in the Edenhope District

Our Mission

- To competently care for our community with best practice health services.
- To model best practice rural health care in Australia from a robust foundation primed for growth.
- To embrace innovation in all aspects of our work.

Edenhope & District Memorial Hospital

Address: 128-134 Elizabeth St Edenhope
P.O. Box 75 Edenhope Vic. 3318
Tel: (03) 5585 9800 Fax: (03) 5585 9891
Web: www.edmh.org.au

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How to get help with **ADVOCACY**



“Caring for our Community”

Edenhope & District Memorial Hospital is committed to the support and protection of vulnerable people.



What is an Advocate?

An Advocate is somebody that you trust to speak on your behalf, or to stand beside you when you speak. They can be anyone including a relative, a friend, lawyer, welfare worker etc., or an advocacy service.

What does an independent advocate do?

- Informs you of your rights.
- Listen to your concerns
- Provides information and helps you explore options.
- Helps you help yourself to what it is you want to achieve
- Refer you to other agencies when needed
- Speaks on your behalf if you wish; and
- Investigates and follows up complaints you might have

Do I need an Advocate?

If you're concerned about the quality of the health care you are receiving and want to speak to someone about this, an advocate may be able to help.

The best person to know what you want is you but sometimes you may not feel confident telling someone what it is you want.

This might be because you:

- have difficulty communicating
- get frustrated easily
- see the other person as more powerful
- believe they won't listen or are not listening
- have a complaint and feel uncomfortable facing the person you are complaining about.



You have a right to the services of an Advocate. Whether you use an advocate is YOUR CHOICE.

What is my Rights?

Every person has the right to:

- freedom, respect, equality and dignity.
- fulfil their potential
- to exercise control over their own lives
- to live free from abuse or neglect.

If you are not being heard or understood, remember you have the right to:

- an advocate to support or represent you
- make a complaint
- have equal opportunity
- be informed and to be consulted
- be part of decisions about your care receive quality service

EDMH Advocacy Services

Edenhope hospital social work and counselling services are available to help with deciding on support required in seeking advocacy assistance.

Telephone: 55859800

Alternative Local Advocacy Service Providers:

- Wimmera Uniting Care
53 624 000
- Grampians Community Health
53 621 200