

Advocacy Supports and Your Rights

EABC is committed to ensuring that any person receiving behavioural support from us is provided with information and support to access advocacy, as a fundamental way to empower the individual and safeguard their rights. This form defines the role of an advocate and different agencies.

What is an Advocate:

An advocate is a third party (person or agency) that can act on another person's behalf or can support that person to communicate their needs effectively.

The Role of an Advocate:

The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure that they are taken seriously and that their rights are respected. It is also to assist people to access and understand appropriate information and services.

Your Right to Use Advocates and Advocacy Services:

Every person has the right to access advocacy, at any time. However, a person who is at risk of abuse, exploitation or neglect, or poor quality of care *should* access an advocate to act independently to promote and safeguard the vulnerable person's rights.

Relevant Legislation, Policy and Advocacy Agencies

- Disability Discrimination Act 1992
<https://www.legislation.gov.au/Details/C2018C00125>
- Disability Services Act 1991 (Victoria)
<https://services.dhhs.vic.gov.au/disability-act-2006>
- Universal Declaration of Human Rights

<https://humanrights.gov.au/our-work/what-universal-declaration-human-rights>

- Disability Act 2006

<https://services.dhhs.vic.gov.au/disability-act-2006>

- Carers' Recognition Act 2012 (Victoria)

<https://www.carersvictoria.org.au/be-informed/victorian-carers-recognition-act>

- NDIS (Restrictive Behaviours and Behaviour Support) Rules 2018 (Cth)

<https://www.ndiscommission.gov.au/providers/behaviour-support>

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018

<https://www.legislation.gov.au/Details/F2018N00041>

- <https://www.ndiscommission.gov.au/>
- <https://www.ndis.gov.au/>
- <https://www.publicadvocate.vic.gov.au/our-services/advocacy-services>

Advocacy Agencies and Support Networks

There are a number of advocacy services available to people with a disability in Victoria, including:

- The Disability Action Resource Unit

The Disability Action Resource Unit (DARU) is a statewide service established to resource the disability advocacy sector in Victoria. www.daru.org.au

- Office of Public Advocate (OPA)

The Victorian Public Advocate is lawfully appointed to safeguard the rights and interests of people with a disability. Their direct advocacy services are listed here

<https://www.publicadvocate.vic.gov.au/our-services/advocacy-services> and include:

- Advocating for people with disability who have no other advocacy options and are at risk of abuse, exploitation or neglect
- Advocating for the best interests of clients under statutory guardianship

- Advocacy arising in the course of an investigation for the Victorian Civil and Administrative Tribunal (VCAT) where a person with disability is at risk and a guardianship order may be needed
- Providing an advice service to give information, advocacy and advice on the rights of people with disability.

Advocacy Agency List

State-wide Disability Advocacy Services

ADEC

(Action on Disability in Ethnic Communities)

- 175 Plenty Rd, Preston 3072
- Tel: 9480 7000
- Toll Free: 1800 626 078
- Fax: 9480 3444
- Email: info@adec.org.au
- www.adec.org.au

AMIDA

(Action for More Independence and Dignity in Accommodation)

- 1st Floor, Ross House, 247 Flinders Lane, Melbourne VIC 3000
- Tel: 9650 2722
- Fax: 9654 8575
- Email: amida@amida.org.au
- www.amida.org.au

Association for Children with a Disability (ACD)

- Suite 1, 587 Canterbury Road
Surrey Hills VIC 3127
- Tel: 9880 7000
- Toll Free: 1800 654 013
- Fax: 9818 2300
- Email: mail@acd.org.au
- www.acd.org.au

Blind Citizens Australia (BCA)

- Lev. 3, Ross House
- 247 Flinders Lane, Melbourne 3000
- Tel: 9654 1400
- Toll Free: 1800 033 660
- Fax: 9650 3200
- Email: bca@bca.org.au
- www.bca.org.au

Communication Rights Australia (CAUS)

- Unit 4, 3 Tuck Street
- Moorabbin (PO Box 292 Bentleigh 3204)
- Tel: 9555 8552
- Toll Free: 1300 666 604
- Fax: 9555 8550
- Email: info@caus.com.au
- www.caus.com.au

Consumer Affairs Victoria (CVA)

• 113 Exhibition St, (GPO Box 123: 3001) Melbourne (local offices listed on page 6)
Helpline 1300 558 181

- Koori Helpline 1300 661 511
- Email: consumer@justice.vic.gov.au
- www.consumer.vic.gov.au

Complaints about purchases, refunds, contracts, scams, door to door sales etc

Deaf Victoria

info@deafvictoria.org.au

Disability Justice Advocacy (DJA)

- 2 /28A Albert Street
- Preston 3072
- Tel: 9474 0077
- Free call: 1800 808 126

- Email: info@justadvocacy.com
- www.justadvocacy.com

Provide advocacy for people with higher support needs

Disability Discrimination Legal Service (DDLS)

- 2nd Floor, Ross House 247 Flinders Lane, Melbourne 3000
Tel: 9654 8644
- Free call 1300 882 872
- TTY: 9654 6817
- Fax: 9639 7422
- Email: info@ddls.org.au
- www.communitylaw.org.au/ddls

Disability Resources Centre (DRC)

- 3rd Floor, Ross House 247 Flinders Lane, Melbourne 3000
- Tel: 9671 3000
- Fax: 9489 2988
- Email: advocacy@drc.org.au
- www.drc.org.au

Independent Mental Health Advocacy (IMHA)

- 350 Queen Street, Melbourne VIC 3000
- Intake Line: 1300 947 820
- Tel: 9093 3701
- Fax: 9269 5400
- Email: Contact@imha.vic.gov.au
- www.imha.vic.gov.au

Advocacy support service for people receiving compulsory psychiatric treatment to have as much say as possible about their assessment, treatment and recovery.

Leadership Plus Inc.

(formerly Action for Community Living)

- 25 Flinders Lane, Melbourne
- Tel: 9489 2999

- Fax: 9489 2988
- Free call: 1300 727 017
- Email: admin@leadershipplus.com
- www.leadershipplus.com

National Aged Care Advocacy Line

- Tel: 1800 700 600

Office of the Public Advocate (OPA)

- Level 1, 204 Lygon St, Carlton 3053
- Tel: 1300 309 337
- TTY: 1300 305 612
- Fax: 1300 878 510
- Email: publicadvocate@justice.vic.gov.au
- www.publicadvocate.vic.gov.au

Advice, assistance and advocacy re. complaints on behalf of people who have an intellectual or psychiatric disability; dementia or an acquired brain injury

Star Victoria

- 2nd Floor, Ross House, 247 Flinders Lane, Melbourne 3000
- Tel: 9650 2730
- Fax: 9650 6972
- Email: info@starvictoria.org.au
- <https://starvictoria.org.au/>

Aims to heighten awareness of the rights of people with intellectual disabilities

VALID

(Victorian Advocacy League for Individuals with Disability Inc.)

- 130 Cremorne St, Richmond 3121
- Tel: 9416 4003
- Free call: 1800 655 570
- Fax: 9416 0850
- Email: office@valid.org.au
- www.valid.org.au

Victorian Mental Illness Awareness Council (VMIAAC)

- Building 1, 22 Aintree St. Brunswick East
- Tel: 9380 3900
- Fax: 9388 1445
- Email: info@vmiac.org.au
- www.vmiac.org.au

Individual advocacy and support for groups of people with emotional and/or mental difficulties

Villamanta Disability Rights Legal Service

- Building ad, Level 2, Deakin University
- 1 Gheringhap Street, Geelong 3220
- Tel: 5227 3338
- Toll Free: 1800 014 111
- Email: legal@villamanta.org.au

Women with Disabilities Victoria (WDV)

- Lev 9, 255 Bourke St.
- (GPO Box 1160) Melbourne 3001
- Tel: 9286 7800
- Fax: 9663 7955
- Email: wdv@wdv.org.au
- www.wdv.org.au

Systemic advocacy on behalf of women with disabilities

Youth Disability Advocacy Service (YDAS)

- Tel: 0429 964 859
- Email: info@yacvic.org.au