

Other services for advocacy help or advice

Australian Human Rights Commission

Local Call: 1300 369 711

Web: www.hreoc.gov.au

Disability Justice Advocacy

Free Call: 1800 808 126

Web: www.justadvocacy.com

Aboriginal Advancement League

Phone: (03) 9480 7777

Homelessness Advocacy Service

Free Call: 1800 066 256

Web: www.chp.org.au

Communication Rights Australia

Free Call: 1800 995 383

Web: www.caus.com.au

Action on Disabilities in Ethnic Communities

Free Call: 1800 626 078

Web: www.adec.org.au

Vic Mental Illness Awareness Council

Phone: (03) 9380 3900

Web: www.vmiac.org.au

Vic Equal Opportunity & Human Rights Commission

Local Call: 1300 292 153

www.humanrightscommission.vic.gov.au

Health Services Commissioner Victoria

Phone: (03) 8601 5200

Free Call: 1800 136 066

Web: www.health.vic.gov.au/hsc

Helps people to make their concerns known to health service providers and helps to resolve complaints.

Office of the Public Advocate

Local Call: 1300 309 337

Web: www.publicadvocate.vic.gov.au

Works to protect and promote the interests, rights and dignity of people with a disability.



Disclaimer: The information contained in this brochure is intended to support, not replace, discussion with your doctor or health care professionals.

Print Code: 13941 - 18/04/2012

Authorising Department: Community Health



PENINSULA HEALTH

Peninsula Health

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Frankston Victoria 3199 Australia

Telephone 03 9784 7777

www.peninsulahealth.org.au

SERVICE INTEGRITY COMPASSION RESPECT EXCELLENCE



PENINSULA HEALTH

Advocacy

Supporting you in your healthcare experience



IN PARTNERSHIP,
Building a
Healthy Community

What does advocacy mean?

- When a person has their own voice, it means making sure that they are heard.
- When a person has difficulty speaking up, it means providing help so that they are heard.
- When a person has no voice, it means speaking up for them so that they are heard.

How can advocacy help me?

Advocacy is about **your voice**. Speaking up and asking questions help you to be more involved in your treatment decisions – and it helps your healthcare team to better understand your needs.

Being your own advocate

Most of us are our own advocates without even realising it, and this is often how it happens with health services as well.

Some tips to help you get the most out of your contact with Peninsula Health include:

Give yourself enough time to think about what you want to say.

It may help to write things down, make lists, and ask questions.

Asking an advocate to help

Perhaps you are too sick or unable to ask questions, listen to complicated information, stand up for your own rights, or get the information you need.

This is where an advocate could help you.

Choosing an advocate

Who you choose is up to you.

You can:

- Choose someone you know. Bring a member of your family, a friend, a carer or someone else you trust to be with you and involved in your care if you think it will help you.
- Have a formal agreement with staff or volunteers from an advocacy service about the support they will give you.

We have listed some advocacy services on the next page for information. There are many other advocacy services depending on your needs.

A good advocate will:

- Listen with you
- Help you to understand or remember what is said
- Help you to speak up or ask questions
- Speak up for you when you ask them
- Respect your choices and decisions
- Ask your permission before doing anything on your behalf.

Who can I talk to at Peninsula Health for more information?

- Speak directly with someone in your healthcare team.
- Speak with the manager if you have any concerns so we can act on them quickly.
- Contact our Customer Relations Manager for assistance or advice.

Customer Relations Manager

Quality & Customer Services Department
Frankston Hospital
PO Box 52
FRANKSTON VIC 3199
Phone: (03) 9784 7298
Free call: 1800 858 727
Email: customer.relations@phcn.vic.gov.au