

FORMAL ADVOCACY AGENCIES

The details of some external advocacy agencies are provided below. Please note that this list is not exhaustive and BCH will work with an advocate from any external agency.

Older Persons Advocacy Network (OPAN)

1800 700 600

www.opan.org.au

Seniors Rights Victoria (SRV)

1300 368 821

www.seniorsrights.org.au

Office of the Public Advocate (OPA)

1300 309 337

www.publicadvocate.vic.gov.au

Rights Information and Advocacy Centre (RIAC)

03 5222 5499

www.riac.org.au

Barwon Disability Resource Council (BDRC)

03 5221 8011

www.bdrc.org.au

Youth Disability Advocacy Service (YDAS)

Youth Affairs Council Victoria



✓ **CONSUMER REVIEWED**

This publication has been reviewed by a health service user

TO REQUEST AN APPOINTMENT

☎ 1800 007 224

Email: intake@bch.org.au

Fax: (03) 5258 0864



You can make an appointment yourself or ask your doctor, health worker or other service for a referral. A referral form is available on the website www.bch.org.au

Eligibility criteria and waiting periods may apply to some of our services.

BCH acknowledges the traditional Custodians of the land where we work, and pay respects to Elders past and present.

HEALTH CENTRE LOCATIONS

DRYSDALE

23 Palmerston Street,
Monday - Friday
8:30am - 5:00pm
Ph: 1800 007 224

BCH OCEAN GROVE

78 Presidents Ave
Fridays
8:30am - 5:00pm
Ph: 1800 007 224

HEADSPACE OCEAN GROVE

78 Presidents Ave
Monday - Thursday
8:30am - 5:00pm
Ph: 5253 0400

PORTARLINGTON

39 Fenwick Street
Monday - Friday
8:30am - 5:00pm
Ph: 1800 007 224

DRYSDALE YOUTH

Peninsula Drive - Behind
Bus Shelter Number 5
Monday - Friday
9:00am - 5:00pm
Ph: 5253 0400

POINT LONSDALE

2 Nelson Road
Monday - Friday
8:30am - 5:00pm
Ph: 1800 007 224

Bellarine Community Health Ltd. is supported by the Australian Government Department of Health and the Victorian Government. Although funding has been provided by the Australian Government, the material contained herein does not necessarily represent the views or

November 2024

www.bch.org.au

A0025025E

PO Box 26 Point Lonsdale 3225

ABN 96 536 879 169

Advocacy and Your Rights



bch Bellarine
Community
Health

With you for life

WHAT IS ADVOCACY?

Advocacy is about making sure your voice is heard. Speaking up and asking questions will help you to be more involved in your care and it helps your healthcare team to better understand your needs.

ASKING AN ADVOCATE FOR HELP

You may wish to use an advocate if, at any time, you are unable to ask questions, listen to complicated information, stand up for your own rights, or get the information you need.

An advocate is someone who can help you to express your views or speak up on your behalf. Your advocate will support you and only act on your instructions.

WHAT CAN AN ADVOCATE BE INVOLVED IN?

An advocate can be involved and support you in a variety of ways:

- Ensure your rights are upheld
- Find out information on your behalf
- Be present during assessment processes
- Help to provide your healthcare team with relevant information about you
- Communicate your views to your healthcare team
- Explore service options with you and your healthcare team
- Help you with any complaints or appeal processes
- Assist and support you if you've been involved in an incident

HOW CAN ADVOCATES PROVIDE SUPPORT?

Advocates can provide support in a variety of ways, including:

- Pre-appointment sessions to talk through your needs and assist you to self-advocate in your appointment or speak up on your behalf
- In person meetings/appointments at BCH
- Over the telephone at any point
- During virtual meetings and/or telehealth appointments with BCH staff



TYPES OF ADVOCACY

There are different types of individual advocacy available.

Informal Advocacy

You may wish to ask a family member, carer, friend, neighbour, medical practitioner or other BCH staff member to be your informal advocate.

Formal (external) Advocacy

There are a number of external advocacy agencies that you may choose to access. BCH can assist you in accessing an advocate if you wish.

