

Advocacy

Interchange Outer East (IOE) recognises and supports a participant's/family's right to use an advocate when dealing with the agency. An advocate is a person who supports a participant 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
- The complaints process, if they wish to make a complaint
- Processes in regards to negotiations about the terms and conditions of service

Staff members of IOE will not become a participant/family 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 family's 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/families are informed about the use of advocates upon entry to the service. For participants or 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 the Public Advocate promotes the rights, interests and dignity of people with a disability living in Victoria. Volunteers provide guardianship and advocacy services by providing advice, education and information to the public and to health and human services.

Address: Level 5, 436 Lonsdale Street, Melbourne, Victoria 3000

Website: www.publicadvocate.vic.gov.au

Phone: 1300 309 337

VALiD provides a range of advocacy and information strategies that connect together, supporting people with a disability on their journey towards empowerment, inclusion and a good life in the community.

Address: 235 Napier Street, Fitzroy, Victoria 3065

Website: www.valid.org.au

Phone: 03 9416 4003 or freecall: 1800 655 570