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City of Burnside Home Support Program

Advocacy

Fact Sheet 2016/17

About your rights

You have the right to have an advocate represent your interests and assist you, when desired, to understand and manage situations associated with your access to City of Burnside's Home Support Program.

An advocate may be a relative, friend, neighbour or a person from an advocacy service (some useful contacts for advocacy services are included in this Fact Sheet).

Your nominated advocate will:

- Provide support and encouragement when you are making decisions
- Act on your instructions
- Speak on your behalf to promote your rights, ideas and intentions
- Work solely in your best interests.

Nominating an advocate

Staff will explain your right to have an advocate when you first make contact with the Home Support Program and again during the evaluation process.

If you choose to nominate an advocate, their contact details will be recorded on your Client Evaluation and Review Form.

During reviews, or when your needs change, you will again have the opportunity to:

- Nominate an advocate
- Remove an advocate
- Update advocacy information already recorded.

You can also do this at any time by contacting your Program Facilitator.

Carers and advocacy

Sometimes, if there is a difference of opinion about care and support needs or preferences between a carer and the person they care for, their needs will be given separate consideration and they may require separate advocacy support.

If staff become aware of a situation such as this, the matter will be referred to the relevant Program Facilitator who will assist access to one or more external advocates or a mediator if required.

Useful advocacy contacts

Older Persons Advocacy Network (OPAN)

Phone: (08) 8232 5377

Email: enquiries@opan.com.au

Website: www.opan.com.au

OPAN is funded by the Australian Government's National Aged Care Advocacy Program (NACAP) and aims to provide a national voice for aged care advocacy and promote excellence and national consistency in the delivery of advocacy services under the Program.

Aged Rights Advocacy Service (ARAS)

16 Hutt Street, Adelaide SA 5000

Phone: (08) 8232 5377

Email: aras@agedrights.asn.au

Website: www.sa.agedrights.asn.au

Elder Abuse Prevention Phone Line: 1800 372 310

ARAS is a free, confidential service and provides advocacy assistance to support older people uphold their rights and responsibilities. The ARAS website provides more information about advocacy.

Carers SA

66 Greenhill Rd, Wayville SA 5034

Phone: (08) 8291 5600

Email: info@carers-sa.asn.au

Website: www.carers-sa.asn.au

Carers SA is the state-wide 'voice of family carers' and provides support and information about advocacy. Their website provides links to a number of advocacy services, including for those with, or caring for people with, specific issues or illnesses.

Office of the Public Advocate

Level 7, ABC Building, 85 North East Road, Collinswood SA 5082 Phone:

Email: opa@agd.sa.gov.au

Website: www.opa.sa.gov.au/

The South Australian Public Advocate is a statutory official appointed by the Governor to focus on the rights and needs of mentally incapacitated persons. The Office of the Public Advocate also offers individual advocacy.

Disability Rights Advocacy Services

Shop 4, 80 Henley Beach Road
Mile End SA 5031

Phone: (08) 8351 9500

Email: admin@dras.com.au

Website: www.dras.com.au

Disability Rights Advocacy Service promotes the rights and interests of people with a disability, their families and carers. The advocacy service can support people with physical, intellectual, psychiatric, acquired brain injury, sensory, neurological or learning disabilities. It can also help people with disabilities or their carers from a non-English speaking background.

Brain Injury SA

70 Light Square, Adelaide SA 5000

Phone: (08) 8217 7600

Email: info@braininjurysa.org.au

Website: www.binsa.org

Brain Injury SA provides support, information and advocacy to people with an Acquired Brain Injury (ABI) in South Australia.

Citizen Advocacy South Australia

20 Myers Street, Adelaide SA 5000

Phone: (08) 8410 6644

Email: office.citizenadvocacy@gmail.com

Website: www.citizenadvocacysa.com.au

The priority of Citizen Advocacy South Australia is the promotion, protection and defence of the personal welfare and interests of people with intellectual disability.

If you would like help to contact any of these service providers or to understand which one might be most appropriate for you, please ask your Program Facilitator.

City of Burnside Home Support Program contacts

Office Hours Monday to Friday 8:30am – 5:00pm

Manager Community Connections	8366 4143
Team Leader Community Support and Wellbeing	8366 4176
Facilitator – In Home Support	8366 4227 homeassist@burnside.sa.gov.au
Facilitator – Group Social Support	8366 4144 3Rs@burnside.sa.gov.au mensshed@burnside.sa.gov.au
Community Care Administration	8366 4142
Social Activities Administration	8366 4166
Home Maintenance Administration	8366 4221
Group Social Support Administration	8366 4221

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