Listed below are community based organisations funded via National or State Advocacy Programs available to consumers of the Sydney Local Health District.

These services are free and confidential.

People with Disability Australia Inc
Phone: 02 9370 3100
Address: Ground Floor, 52 Pitt St,
Redfern NSW 2016
Hours: Mon - Fri 9:00 am - 5:00pm
Eligibility: People with a disability

Intellectual Disability Rights Service (IDRS)
Phone: 02 9318 0144
Address: Suite 2C, 199 Regent St,
Redfern NSW 2016
Hours: Mon - Fri 9:00am - 5:00pm
Eligibility: People with intellectual disability, carers, family members, advocates

Physical Disability Council of NSW (PDCN)
Phone: 02 9552 1606
Address: St Helen's Community Centre,
3/184 Glebe Point Rd,
Glebe NSW 2037
Hours: Mon - Fri 9:00am to 5:00pm
Eligibility: People with physical disabilities across NSW

Multicultural Disability Advocacy Association of NSW (MDAA).
Phone: 9891 6400
Address: 10-12 Hutchinson Street,
Granville NSW 2142
Eligibility: People from a non English Speaking Background in NSW with disability, families/carers who are aged under 65, or acquired the disability prior to 65

Brain Injury Association NSW
Phone: (02) 9868 5261
Address: Suite 102, Level 1, 3 Carlingford Rd,
Epping NSW 2121
Eligibility: People with an Acquired Brain Injury NSW

The Aged-care Rights Service Inc (TARS)
Phone: 02 9281 3600
Address: Level 4, 418a Elizabeth St, Surry Hills NSW 2010
Hours: Mon - Fri 9:00am - 4:30pm
Eligibility: Residents of aged supported accommodation or relative; user of community support services, older persons requiring legal advice

Mental Health Advocacy Service (MHAS)
Phone: 02 9745 4277 (phone and TTY)
Address: 4th Floor, 74-76 Burwood Rd,
Burwood NSW 2134
Hours: Mon - Fri 9:00am-5:00pm
Eligibility: Mental Health Consumers in NSW

Indigenous Disability Advocacy Service
Phone: 02 47223524 Fax: 02 47226126
Address: 127 Lethbridge Street, Penrith NSW 2750
Hours: Mon - Fri 8:30am to 4:30pm
Eligibility: Aboriginal and /or Torres Strait Islander people with disability their families and carers within NSW

City and Inner West Disability Advocacy (CIWDA)
Phone: 02 9281 8699 Fax: 9211 1366
Address: Suite 8, Level 1, 330 Wattle Street,
Ultimo NSW 2007
Hours: Mon - Fri 9:00am - 5:00pm
Eligibility: People with a disability, their families and carers

Handital NSW Inc
Phone: 02 97128150
Address: Lvl 3, Suite 311/49-51 Queens Road,
Five Dock NSW 2045
Hours: Mon - Fri 9:00am to 5:00pm
Eligibility: People with an intellectual disability from an Italian background in the Sydney Metro area

IDEAS
Phone: Toll Free: 1800 029 904
Address: Suite 8, Level 1, 330 Wattle St,
Ultimo NSW 2007
Hours: Mon - Fri 9:00am - 5:00pm
Eligibility: People with disability, their families and carers

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AVS 72442

Individual Advocacy

Information for consumers of Sydney Local Health District and their Advocates

NSW GOVERNMENT | Health
Sydney
Local Health District

What is an Advocate?

An advocate is someone who assists individuals to deal with disadvantage, discrimination and other barriers they may face because of their circumstances. Advocates may do this on either a short-term, long-term or issue specific basis.

An advocate is a person who, with the consumers authority, will represent their interests or negotiate on their behalf.

An advocate may be a family member, a friend or a person formally arranged through a Government funded Advocacy service.

Who are advocacy services for?

Older people receiving Australian Government subsidised aged care services and all people with disabilities can access formal advocacy services.

It is advisable to inform your health care provider if you have an advocate, so that he or she may be included in your health care.

Advocates will be accepted by Sydney Local Health District as representing the interests of the consumer and may be used during assessments, reviews, complaints or for any other communication between the consumer and the District.

What are my responsibilities as an Advocate?

If a consumer of Sydney Local Health District has asked you to be their advocate, this means they would like you to act on their behalf in their dealings with their health care providers.

Being an advocate may mean your attendance or involvement will be required during assessments and/or reviews of the consumer's needs and services received. You may also ask to be involved if the consumer wishes to communicate or negotiate anything with their service providers, or lodge a complaint about the service received.

As an advocate of a consumer we ask you to be aware of the following and ensure that:

- The consumer has given their authority for you to act as their advocate
- The service has been informed that you are acting as the consumer's advocate
- You always act in the best interests of the consumer
- The consumer is aware of any issues and developments in relation to the services they receive and in which you, as their advocate, may be involved
- You become familiar with the Charter of Rights and Responsibilities for Community Care and SLHD Privacy guidelines.
- You encourage the consumer to provide feedback to you about the services they are receiving
- You advise the service about any changes in the consumers circumstances and any concerns you may have about their health care needs.

For a list of the Government funded Advocacy services which operate within the Sydney Local Health District area, please see overleaf.