ADVOCACY

What is Advocacy?

Advocacy is ensuring that a person receives his/her equal rights and is treated fairly. Advocacy is not legal representation. An Advocate does not receive payment for services.

Who needs Advocacy? People who need advocacy may include frail older people, people with disabilities, anyone who is unsure of their rights and who would feel more confident with support.

How can an Advocate help?
Advocates ensure that you are aware of your rights. They assist to protect people who are not able to defend themselves when treated unfairly. People may require an advocate in areas of Employment, Housing, Finances, Medical treatment, Community activities, Access to services.

Who can be an advocate?
Anyone can be an advocate on your behalf. There are agencies that specialise in assisting people with advocacy issues.

DAIS (Disability and Advocacy Service - Phone 1300 886 388 or (02) 6056 2420
Office of the Public Advocate - 1800 136 829 or (03) 9603 9500 TTY (03) 9603 9529
RIAC (Regional Information and Advocacy Centre) - (03) 5822 1944

DAYLIGHT SAVINGS

Reminder- Victoria’s period of daylight savings will end on Sunday, 7 April 2019.
Please remember to turn your clocks BACK 1 hour.

This is also a good time to remember to have your smoke detector batteries checked.
Please contact our office on 5722 0790 if you need assistance.
HOW TO RAISE YOUR CONCERNS & PROVIDE FEEDBACK

We always appreciate your feedback as it helps us to provide a better service. If you are unhappy with the quality or type of service you are receiving, the problem can be addressed. Please be assured that raising an issue or lodging a complaint will not have an adverse affect on your services.

Complaints Procedure

**Step One** – Service user or their advocate raises their concern with Community Care Team Leader / Care Advisor in person or by phoning (03) 5722 0790 or email: haccmail@wangaratta.vic.gov.au

**Step Two** – If concern is not resolved, service user, their advocate or Community Care Team Leader / Care Advisor shall contact the Aged & Community Care Coordinator (03) 5722 0805 or email: l.painter@wangaratta.vic.gov.au

**Step Three** - If not resolved, the complaint is to be referred to the Manager, Community and Recreation.

All complaints are recorded on a register and followed up. Acknowledgement of a complaint will be made within 2 working days and a resolution made within 28 days wherever possible.

You have the right to appeal elsewhere if you consider the matter has not been satisfactorily resolved.
You may wish to contact:
Aged Care Advocacy: 1800 700 600
Aged Care Quality and Safety Commission: 1800 951 822
Office of the Public Advocate: 1300 309 337 TTY: 1300 305 612

SUSTAINABLE LIVING EXPO

Visit the Sustainable Living Expo to meet, chat and discover what our community groups are doing in the municipality in terms of improving sustainable living: everything from our natural environment, local produce & health, and things you can do at home to be more sustainable.
There will also be a wicking bed workshop that shows how you can create veggie beds that use very little water, are self-watering and perfect for our hot, dry summers.

**Details**

**Date:** Saturday 30 March 2019  
**Time:** 10.30am - 1.00pm  
**Venue:** Wangaratta Library  
**Cost:** FREE

*This event is part of March Into Sustainability at the Wangaratta Library.*