

# Advocacy information

An advocate is a person who, with your authority represents your interests.

Advocates may be used during assessments, reviews, and complaints or for any other communication between you and Kalyra Community Services.

We will invite you to have a representative or advocate involved in communication with you.

**Contact:**

**Murray Bridge office  
(Country Regions)**

Tel: (08) 8531 0425

**Belair office  
(Metropolitan Regions)**

Tel: (08) 8278 0390

Email:

[admin@jamesbrown.org.au](mailto:admin@jamesbrown.org.au)

Website:

[www.jamesbrown.org.au](http://www.jamesbrown.org.au)



# Types of advocacy and contact information

## **Informal advocacy:**

An advocate has no legal power to make decisions on the clients behalf, but can act on the clients decisions.

## **Formal advocacy:**

Advocates are appointed by various pieces of legislation and include guardians, financial managers and attorneys.



An advocate can speak on your behalf and can be changed at any time you wish. If you don't have anyone within your network to be your advocate you can access advocacy services through:

- Aged Rights Advocacy, 16 Hutt St, Adelaide, 82325377 or [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au)
- Office of the Public Advocate, Level 7 ABC Building 85 North East Road, Collinswood PH; 83428200, [opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au)

If it is regarding a complaint, you may contact:

Aged Care Complaints Commissioner who will work with you and the service provider to resolve your issue as quickly as possible.

Ph: 1800550552 (free call),

Email; [enquiries@agedcarecomplaints.gov.au](mailto:enquiries@agedcarecomplaints.gov.au)

Financial advocate:

Enduring Power of Attorney (EPA) can advocate for you and manage your assets and financial affairs (eg to buy and sell property and operate bank accounts). The public trustee can act as your attorney if you desire.

The Public Trustee SA , 211 Victoria Square Adelaide, PH: 1800673119 (free call), Email: [pt.enquiries@sa.gov.au](mailto:pt.enquiries@sa.gov.au)

Advanced Care Directives:

Empowers you to make legal arrangements for your future health care, end of life and other personal matters. It allows you to:

Write down your wishes, preferences and instructions

Appoint one or more substitute decision makers to make decisions on

your behalf. (*Advanced Care Directives replaces the existing Enduring*

*Power of Guardianship, Medical Power of Attorney and Anticipatory Di-*

*rection. If these documents are already appointed they will continue to be legally effective)*

For advice or information on advocacy contact the National Advocacy Line -1800 700 600.