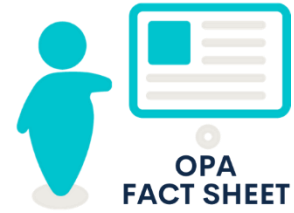


Dispute Resolution Service



The Dispute Resolution Service (DRS) is a service provided by the Office of the Public Advocate (OPA).

The DRS can:

- Give information to help people to understand their rights and obligations under Advance Care Directives (ACDs).
- Give information to help people understand and apply the *Consent to Medical Treatment and Palliative Care Act*.
- Help decision-makers to uphold the wishes stated in Advance Care Directives.
- Help people to identify issues that are in dispute.
- Assist with exploring all the options to resolve the dispute.
- Help people to communicate openly about decision-making and disagreements.
- Facilitate mediations and family meetings.
- Help people to avoid the Tribunal process.

You can apply for Dispute Resolution if:

- A person has made an Advance Care Directive.
- There is a dispute about consent to medical or dental treatment.
- There is a disagreement about decisions or decision-makers.

Our Dispute Resolution process is:

- Voluntary.
- Confidential.
- Future-focused.

You can apply for Dispute Resolution by:

- Calling the OPA Information Service on 8342 8200.
- Downloading an application form from the OPA website: www.opa.sa.gov.au

For more information about Advance Care Directives, please see our “Advance Care Directives” Fact Sheet.

For more information about the *Consent to Medical Treatment and Palliative Care Act*, please see our “Consent to Medical Treatment” Fact Sheet.