



# INFORMATION, ADVOCACY & COMPLAINTS SERVICES FOR PEOPLE WITH IMPAIRED DECISION MAKING CAPACITY

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## INFORMATION

The agencies listed in this section provide a range of services to assist people with a impaired decision making capacity and their carers. There are also many specific support and self help groups relating to particular disabilities or illnesses that may result in a person's capacity being impaired.

### Carers Association of SA

66 Geenhill Road, Wayville, 5034

Tel (08) 8291 5600 Toll Free 1800 242 636 Fax (08) 8271 6388

Email [info@carers-sa.asn.au](mailto:info@carers-sa.asn.au). Web [www.carers-sa.asn.au](http://www.carers-sa.asn.au)

Provides information, advice and referral about services for carers of people with disabilities, who are frail or aged, or who have a chronic mental or physical illness. Carers SA can refer carers to local carer support groups.

### Mental Illness Fellowship South Australia

5 Cooke Terrace or PO Box 310 Marleston 5033

Tel (08) 8378 4100 Fax (08) 8378 4199

Email [mifsa@mifsa.org.au](mailto:mifsa@mifsa.org.au) Web [www.mifsa.org.au](http://www.mifsa.org.au)

Provides information, referral and assistance relating to all aspects of mental health. Several autonomous mental health support and self help groups share resources and premises at the centre.

### Office of the Public Advocate

Level 7, ABC Building, 85 North East Road, Collinswood 5081;

Postal Address: PO Box 213, Prospect 5082

Tel (08) 8342 8200 Toll Free 1800 066 969 Fax (08) 8342 8250

Email [opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au) Web [www.opa.sa.gov.au](http://www.opa.sa.gov.au)

Promotes and protects the rights and interests of people with a mental incapacity and their carers. Provides information and advice about the *Guardianship and Administration Act 1993*, the *Advance Care Directives Act 2013*. The *Mental Health Act 2009* and the *Consent to Medical Treatment and Palliative Care Act 1995* and related issues through the Information Service and a range of printed and online resources.

The Public Advocate investigates situations on behalf of the South Australian Civil and administrative Tribunal (the Tribunal) and can be appointed as guardian of last resort by the Tribunal. Systemic advocacy and a limited individual advocacy service, usually for matters that have not been resolved by other means.

### Disability Services and Disability SA

Disability Services provides a state-wide range of specialist disability services to children and adults with disability, their families and carers. 103 Fisher Street, Fullarton 5063

Tel: (08) 8272 1988 Fax: (08) 8272 3561 <mailto:disabilityinfo@dcsi.sa.gov.au>

For more information: [www.dcsi.sa.gov.au/disabilityservices](http://www.dcsi.sa.gov.au/disabilityservices).

Disability SA leads strategic planning, policy development and community support services for the disability sector in South Australia and oversees funding, contracting and quality monitoring of disability services provided by the non-government sector.

Email: [dcsi.disabilitysa@dcsi.sa.gov.au](mailto:dcsi.disabilitysa@dcsi.sa.gov.au)

Web <http://www.dcsi.sa.gov.au/services/disability-sa>

## Office of the Public Advocate

The Public Advocate is an independent statutory officer accountable to the South Australian Parliament

PO Box 213  
PROSPECT SA 5082

Tel (08) 8342 8200  
Toll Free 1800 066 969  
Fax (08) 8342 8250

Email [opa@agd.sa.gov.au](mailto:opa@agd.sa.gov.au)  
Web  
[www.opa.sa.gov.au](http://www.opa.sa.gov.au)

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### **Public Trustee**

211 Victoria Square, Adelaide 5000; Postal Address: GPO Box 1338, Adelaide 5001  
Tel (08) 8226 9200 Toll Free 1800 673 119 Fax (08) 8231 0296

Email [webmaster@publictrustee.sa.on.net](mailto:webmaster@publictrustee.sa.on.net) Web <http://www.publictrustee.sa.gov.au>

Provides general information on Wills, Powers of Attorney and Deceased Estates. People can choose the Public Trustee to be their financial attorney. The Public Trustee will charge a preparation fee and a commission for acting as attorney. The Public Trustee provides information about the role and responsibilities of private administrators appointed by the Tribunal, and also advises private administrators on how reports of accounts must be made. It also produces an information pamphlet and a detailed manual to assist private administrators.

### **Catalyst Foundation (formerly Seniors Information Service Inc)**

149 Currie Street, Adelaide 5000; Postal Address GPO Box 1645, Adelaide 5001

Tel (08) 8168 8776 Toll Free (SA country only) 1800 636 368 Fax (08) 8221 5697

Email [information@seniors.asn.au](mailto:information@seniors.asn.au) Web [www.seniors.asn.au](http://www.seniors.asn.au)

Provides information and referral about general issues related to older people, including rights and entitlements, Home and Community Care (HACC) services, housing options and information about aged care facilities, including vacancies, fees and charges.

### **Service SA, Government Information Centre**

108 North Terrace, Adelaide 5000

(There are a number of Customer Service Centres and Rural Agents.)

Tel 13 23 24 Web and online shop [www.service.sa.gov.au](http://www.service.sa.gov.au)

Provides information about and distribution and sales of state government publications. Sells copies of *Enduring Power of Attorney* and *Advance Care Directive DIY Kits* and related forms.

### **LEGAL ADVICE**

Legal advice can be obtained from a solicitor, local community legal centres or:

#### **Legal Services Commission**

(Offices at Adelaide, Elizabeth, Holden Hill, Mount Barker, Noarlunga, Port Adelaide & Whyalla)

Telephone legal advisory service: Tel 1300 366 424 9am - 4.30pm Mon – Fri

Web [www.lsc.sa.gov.au](http://www.lsc.sa.gov.au)

Provides legal advice, representation, public legal education and awareness. Sells the *Enduring Power of Attorney Kit* and *Advance Care Directive DIY Kit*.

### **ADVOCACY**

#### **Aged Rights Advocacy Service Inc (ARAS)**

16 Hutt Street, Adelaide SA 5000. PO Box 7234 Hutt Street SA 5000

Phone: (08) 8232 5377 Freecall (country callers) 1800 700 600 Fax: (08) 8232 1794

Email [aras@agedrights.asn.au](mailto:aras@agedrights.asn.au) Web [www.sa.agedrights.asn.au](http://www.sa.agedrights.asn.au)

An independent, rights based organisation that aims to promote and protect the rights and wellbeing of older people, through the provision of information, education, support and representation.

#### **Disability Advocacy and Complaints Service of SA Inc (DACSSA)**

29 High Street, Kensington SA 5068

Tel (08) 7122 6030 Fax (08) 8332 5112

Email [admin@dacssa.org.au](mailto:admin@dacssa.org.au) Web <http://www.dacssa.org.au>

Provides support, information and advocacy for all people with disability, their families, friends and carers. Rights based individual and systemic advocacy to resolve disability related grievances and complaints.

**Disability Rights Advocacy Service Inc (formerly MALSSA)**

Shop 4, 80 Henley Beach Road, Mile End 5031. PO Box 742 Torrensville SA 5031

Tel (08) 8351 9500 Fax (08) 8152 0396 Toll Free 1800 816 720

Email [admin@dras.com.au](mailto:admin@dras.com.au)

Website [www.dras.com.au](http://www.dras.com.au)

South East Advocacy Service : 71 Suttontown Road, Mt Gambier SA 5290 PO Box 1210 Mt Gambier SA 5290 Phone 08 8723 6002

Riverland Advocacy Service 2a Ahern Street Berri SA 5343 PO Box 868 Berri SA 5343 Phone 08 8582 2422 Fax 08 8582 2411

Advocates for the rights of people of both English and non-English speaking background who have a disability, and their carers. Provides individual and systemic advocacy. The disability can be physical, intellectual, psychiatric, acquired brain injury, sensory, neurological or a learning disability.

**The Brain Injury Network of SA Inc. (BINSa)**

70 Light Square, Adelaide 5000

Tel (08) 8217 7600 Country Callers 1300 733 049 Fax (08) 8211 8164

Email [info@binsa.org](mailto:info@binsa.org) Website [www.binsa.org](http://www.binsa.org)

The Brain Injury Network of SA Inc is funded by the State and Federal Government to provide individual, systemic, self-advocacy and legal advocacy.

The primary role of BINSa is to provide free advocacy support to people with an acquired brain injury (abi) and/or their family members to help to safeguard their human and civil rights and gain access to needed specialist, community or generic services.

**ADVOCACY SERVICES FOR PEOPLE WITH AN INTELLECTUAL DISABILITY**

The following agencies provide advocacy services specifically for people with an intellectual disability:

**Advocacy for Disability Access and Inclusion (formerly Family Advocacy)**

149 Currie Street, Adelaide 5000 Tel (08) 8340 4450 Fax (08) 8340 4452 Freecall 1800 856 464

Northern Office 31 Old North Road, Clare SA 5453 Postal: PO Box 892, Clare SA 5453 Phone/Fax: (08) 8842 1684 Mobile: 0419 801 535

Web <http://advocacyfordisability.org.au/> Aims to help the person with a disability to have a better life by advocating for each person and his/her family.

**Citizen Advocacy SA Inc**

20 Myers St. ADELAIDE SA 5000 Postal : PO Box 6804 Halifax Street ADELAIDE SA 5000

Phone: 08 8410 6644 Mobile: 0408 811 845 E-mail: [office.citizenadvocacy@gmail.com](mailto:office.citizenadvocacy@gmail.com)

Web: [www.citizenadvocacysa.com.au/](http://www.citizenadvocacysa.com.au/)

Protection, protection and defence of the personal welfare and interests of people with intellectual disability. Facilitates one-to-one advocacy relationships between a person with an intellectual disability with pressing needs in one or more life areas and a suitably skilled citizen who is free from conflict of interest. Citizen advocacy is undertaken independently of other service providing agencies

**Independent Advocacy SA Inc**

99 Frome Street, Adelaide 5000

Tel (08) 8232 6200 Fax (08) 8232 6255 Freecall ( Country SA) 1800 999 884

Email [indepadv@internode.on.net](mailto:indepadv@internode.on.net). Web <http://www.independentadvocacysa.org.au>

Independent Advocacy advocates for individuals who have an intellectual disability or who are labelled or treated as having an intellectual disability and are at risk of homelessness or inadequate accommodation, abuse, exploitation, neglect, isolation or restriction.

## COMPLAINTS

### Health and Community Services Complaints Commissioner

PO Box 199, Rundle Mall, Adelaide 5000

Enquiry Service Tel (08) 8226 8666 Toll Free (Country SA) 1800 232 007 Fax (08) 8226 8620

Email [info@hcsc.sa.gov.au](mailto:info@hcsc.sa.gov.au) Web [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

The HCSCC assists service users, carers and service providers to resolve complaints about public, private or non-government health or community services or providers when a direct approach to the service provider is either unreasonable, or has not succeeded.

### Disability Advocacy and Complaints Service of SA Inc (DACSSA)

As above (under Advocacy)

### South Australian Ombudsman

Level 9, 55 Currie Street, Adelaide SA 5000 Postal: PO Box 3651 Rundle Mall SA 5000

Tel (08) 8226 8699 Toll free 1800 182 150 (outside metro SA only) Fax (08)8226 8602

Email [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au) Web <http://www.ombudsman.sa.gov.au>

A complaint can be made about any action or inaction by an agency within the Ombudsman's [jurisdiction](#). Ombudsman SA may conduct investigations to determine whether the process was reasonable and fair, and that the decision is not unreasonable or unlawful.

## COMPLAINTS ABOUT DISCRIMINATION

### Disability Discrimination Service

(based at Central Community Legal Service)

Unit 2, 59 Main North Road, Medindie Gardens 5081

Tel 8342 1800 or 1300 886 220 Fax 8342 0899 Email [ccls@ucwesleyadelaide.org.au](mailto:ccls@ucwesleyadelaide.org.au)

Advice and assistance for people who have or may have been discriminated against because of a disability.

### South Australian Equal Opportunity Commission

Level 17, 45 Pirie Street, Adelaide 5000 Postal GPO Box 464 Adelaide SA 5001

Tel (08) 8207 1977 TTY (08) 8207 1911 Toll Free 1800 188 163 Fax (08) 8207 2090,

Email [eoc@agd.sa.gov.au](mailto:eoc@agd.sa.gov.au) Web [www.eoc.sa.gov.au](http://www.eoc.sa.gov.au)

Receives and investigates complaints about discrimination, including discrimination against people with disabilities under the *Equal Opportunity Act 1984*.