



Government
of South Australia

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 1800 066 969.
- 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.