

Tell us what you think.

It is about the Victorian

Office of the Public Advocate.



We are the Victorian Auditor-General's Office.

We are **not** the Victorian government.



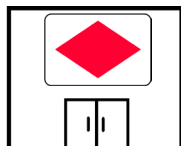
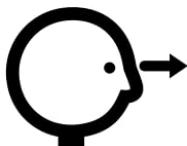
We check government services.

It is only in Victoria.



We look at how the services work. We check

- do they help you?
- are there problems?
- what can be better?

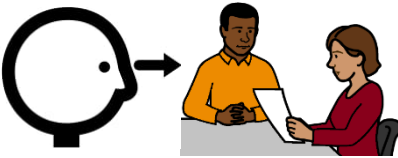


This time we will check the
Office of the Public Advocate.



Do you get help from the
Office of the Public Advocate?

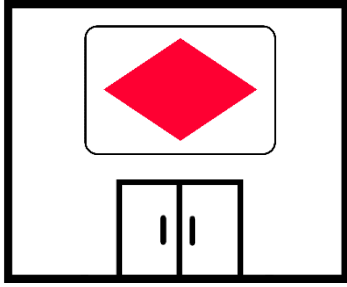
Or



Do you know a person who
gets help from them?



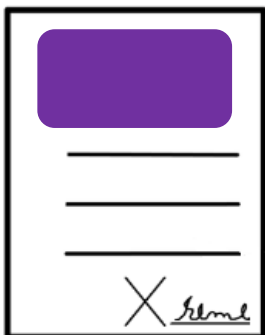
You can tell us what you think.



**How does the
Office of the Public Advocate help you?**



They can make big choices for you.
It can be about where you live.



It can be about the help you get.
Like you need a NDIS plan.
The Office of the Public Advocate staff
talk to the NDIS.

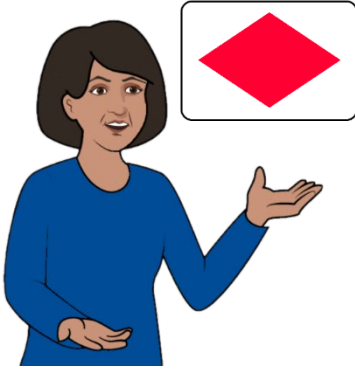
And



It can be about your services.

Like you have a support worker.

They help you shop.



What we want to know



Do the Office of the Public Advocate staff ask

- what do you need?
- what do you think?
- what do you want?



Do the staff give you time to think?

Do they wait for you?

Can you now tell them what you want?



Do the staff

- talk in a way you understand?
- tell you about the choice they make?
- tell you why they made this choice?



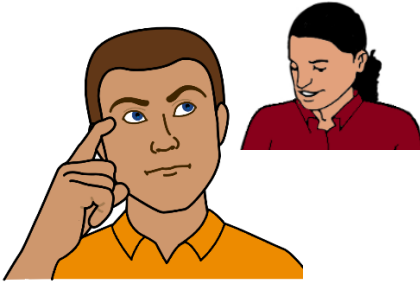
Do you want to talk to the staff?

Can you do that when you need to? Is it

- on the phone?



- in a meeting?



Think about the staff at the
Office of the Public Advocate.



Some of the time

- you may be happy with what staff do
- you may **not** be happy with what staff do.

Can you talk to the staff about this?



How to tell us what you think

| December | | | | | | |
|----------|-----|-----|-----|-----|-----|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 | | | | | | |

Tell us by Friday 15 December 2023.



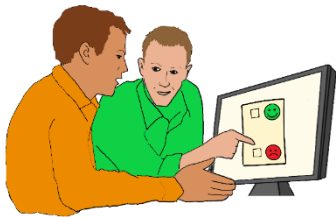
Email

mystory@audit.vic.gov.au

Or



Do the form online. Go to www.bit.ly/3s31gtg



You can get help. Ask a person you trust.



There is a big space to type.

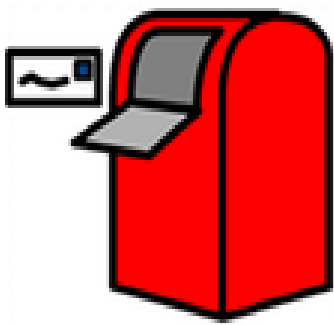
You can tell your story.

Or



You can write to us.

Write what you want to tell us.



Mail it to us.

Victorian Auditor-General's Office

Level 31

35 Collins St

Melbourne VIC 3000.



We listen to what you say. We read what you say.



We will write a report.

Any person can read the report.

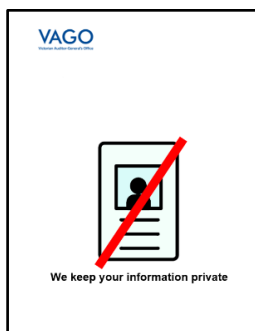


We keep your information private.

We do **not** write

- your name
- your email.

We do **not** tell the Office of the Public Advocate what you say.

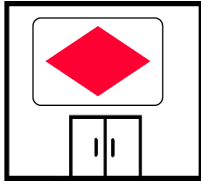


Do you want to know more?

Read **We keep your information private.**



We tell you when the report is done.



Do you have a problem now?

Is it with the Office of the Public Advocate?



Call the Office of the Public Advocate.

1300 309 337.

Or



Call the Victorian Ombudsman.



Call 03 9613 6222.

Images



We can use these images. They are from



- Change People
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Based on information from the Victorian Auditor-General's Office website 2023.

www.audit.vic.gov.au/report/guardianship-and-decision-making-vulnerable-adults



Access Easy English wrote the Easy English. October 2023.