



Government
of South Australia

Office of the Public Advocate

Our Dispute Resolution Service

Easy Read fact sheet



How to use this fact sheet



The Office of the Public Advocate (OPA) wrote this fact sheet.

When you see the word 'we', it means OPA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Not bold
Bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



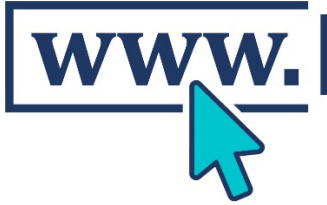
We explain what these words mean.

There is a list of these words on page 11.



This Easy Read fact sheet is a summary of another fact sheet.

This means it only includes the most important ideas.



You can find the other fact sheet on our website.

www.opa.sa.gov.au/information-service/fact-sheets



You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.

About our Dispute Resolution Service



We have a Dispute Resolution Service.
We call it DRS for short.



A **dispute** is a disagreement.



When you find a **resolution**, you come up with a way
to fix a problem.

Our DRS can help you:



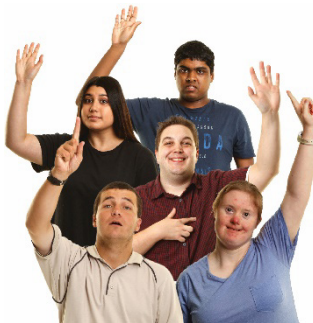
- communicate about a dispute you may have



- understand why you have a dispute



- find a resolution.



Our DRS makes sure everyone can understand what others:

- say
- want
- need.



You can choose to take part in dispute resolution.



Everything that happens at dispute resolution is kept private.



We only share information if we think someone might get hurt.



Dispute resolution is for talking about what might happen in the future.

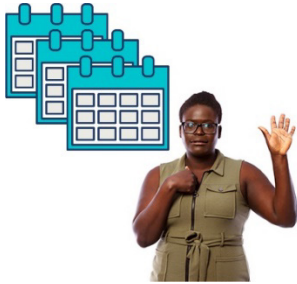


Our DRS can help you understand and follow an **Advance Care Directive (ACD)**.

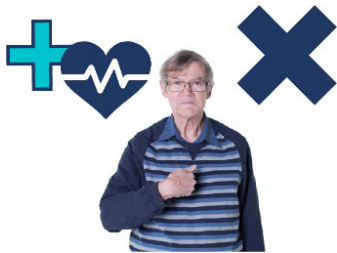


An ACD is a legal document.

When you make an ACD, you talk about what you want:



- for your future



- if you can't make a decision on your own.

Our DRS can help you follow an ACD and understand:



- your **rights**



- what you must do.



Rights are rules about how you should be treated.



Our DRS can help you understand the laws around giving **consent** to medical or dental treatment.



When you give your consent, you say it is okay for someone to do something.

Who can apply for dispute resolution?

You can apply for dispute resolution if you have a dispute about:



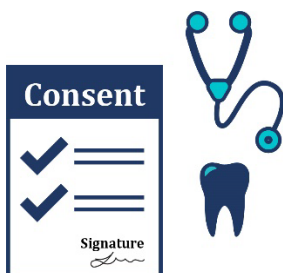
- who is making a decision about you or for you



- the decision someone is making for you



- an ACD



- consent to medical or dental treatment.

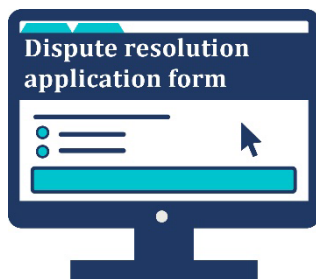
How do you apply for dispute resolution?



You can call our Information Service to apply for dispute resolution.



1800 066 969



You can download a dispute resolution application form from our website.



www.opa.sa.gov.au/resources/applications

Word list

This list explains what the **bold** words in this document mean.

Advance Care Directive



An Advance Care Directive (ACD) is a legal document.

When you make an ACD, you talk about what you want:

- for your future
- if you can't make a decision on your own.



Consent

When you give your consent, you say it is okay for someone to do something.



Dispute

A dispute is a disagreement.



Resolution

When you find a resolution, you come up with a way to fix a problem.



Rights

Rights are rules about how you should be treated.

Contact us



1800 066 969



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www.opa.sa.gov.au



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