

How can I access OPA information?





This is an easy read factsheet.

This means we use pictures to help explain words.



The Office of the Public Advocate (OPA) wrote this factsheet. When you see the word 'we' it means the people who work at OPA.

bold

Hard words are **bold**.

not bold



You can ask someone to help you read this factsheet.

You can read our Hard Word factsheet if you need more help.



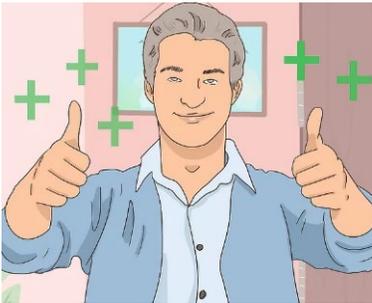
We wrote this factsheet to explain how to get **information** from this office.

Contact details are listed at the end of this factsheet.

Different ways to get information



Understanding how things work at OPA can be hard.



OPA has **information** to help you.

Information helps you understand how something works.



There are lots of ways to get this **information**.



You can find **information** on the OPA website.



The website address is www.publicadvocate.wa.gov.au.



You can scan this QR code with your phone.



If you scan the code, it makes it easy to find **information** on the OPA website.



You can send an email and ask a question.

The email address is opa@justice.wa.gov.au.

How can Easy Read factsheets help?



There are lots of Easy Read factsheets on the OPA website.

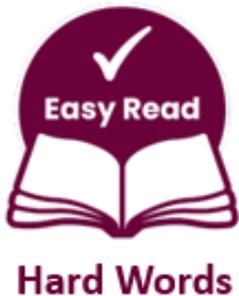
They can help you understand things.



Click on the big blue Easy Read button on the website to look at them.



You might see a word that you do not understand.



You can look it up in an Easy Read factsheet called the Hard Words factsheet.



It is important for everybody to understand OPA **information**.

How do you get information if you do not have a computer?



You do not need a computer to access OPA information.



Information can be sent to you in the post.



You can call the OPA advice line and talk to someone.



You can ask questions.



The OPA advice line is open from 9.00am to 4.30pm, Monday to Friday.



The phone number is 1300 858 455.



There is a button on the website that looks like this.

It has a picture of a telephone and the words Advisory Service written on it.



You can click on this button to call the OPA advice line.



You can call the OPA advice line and listen to recorded **information**.



You can choose what to listen to.



You can listen to the recorded **information**, even when the office is closed.



It is important that everybody has access to OPA **information**.

Contact information:



The **Office of the Public Advocate** protects the rights of adults with decision-making disabilities and is appointed under the *Guardianship and Administration Act 1990 (WA)*.



www.publicadvocate.wa.gov.au.



PO Box 6293, East Perth, WA 6892



opa@justice.wa.gov.au



(08) 9278 7300

or

The telephone advisory service number is
1300 858 455

This **Easy Read** factsheet is a general guide and was created using wikiHow images from [wikiHow website www.wikihow.com](https://www.wikihow.com), used with permission.

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