

## YOUR RIGHTS AS AN ATOD CONSUMER ARE:

- To be treated as an individual
- To receive a quality respectful service
- To be treated fairly
- To be able to complain about your treatment without fear of retribution
- To receive information that is adequate, accurate, and presented in a way you understand
- To participate in the development, review and revision of your treatment plan
- Not to be disadvantaged because you also have a mental health condition

*This brochure has been developed in consultation with ATOD consumers.*



Supported by the Tasmanian Government - Department of Health and Human Services, Alcohol and Drug Services

## CONTACT DETAILS

### HEAD OFFICE – SOUTH

Suite 6, Mayfair Plaza  
236-244 Sandy Bay Road  
SANDY BAY TAS 7005

P/O Box 426  
SANDY BAY  
TAS 7006

Office: (03) 6224 2240

Email: [advocacy@advocatasmania.org.au](mailto:advocacy@advocatasmania.org.au)

### NORTH

107/287 Charles Street  
Launceston TAS 7250

Office: (03) 6331 0740

Email: [advocacynorth@advocatasmania.org.au](mailto:advocacynorth@advocatasmania.org.au)

### NORTH WEST

77 Best Street  
Devonport TAS 7310

Office: (03) 6441 0201

Email: [advocacynw@advocatasmania.org.au](mailto:advocacynw@advocatasmania.org.au)

## WANT TO KNOW MORE?

Go to our website:

[www.advocatasmania.org.au](http://www.advocatasmania.org.au)

or free call:

**1800 005 131**



*"Working to Protect Your Rights"*



**ALCOHOL, TOBACCO  
AND OTHER DRUGS  
(ATOD) ADVOCACY**

**1800 005 131**

## HOW WE CAN HELP

### As advocates, we can:

- Provide you with information about your rights
- Help you to resolve problems or complaints

### We do this by:

- Supporting you (or a relative or friend) to speak on your behalf to have your problem addressed
- Speaking for you if you wish

### We can't:

- Provide case management; if you would like assistance with this please call the Alcohol and Drug Information Service (ADIS) on **1800 811 994**

## WHO WE ARE

Advocacy Tasmania Inc. is an independent, non-profit community organisation that provides free, confidential advocacy services for ATOD consumers.

## WHAT IS AN ADVOCATE?

An advocate is somebody who is on your side, and works at your direction.

**It's free, confidential, statewide,  
your choice, and at your direction. 1800 005 131**

## ATOD ADVOCACY

The program is for people who are having a problem accessing an ATOD service, or are unhappy with the service that they are receiving. Advocates act independently of service providers to ensure your rights as a consumer of ATOD services are upheld.

## ATOD SERVICES

ATOD Services consist of any services that provide intervention to individuals or their families for alcohol, tobacco and other drug use, including; residential rehabilitation, counselling and psychology, group intervention, drug replacement and pain management, detox, and needle and syringe services.