



## Do you need help to talk to Child Protection about what you need and want for your family?

**You have rights and an advocate from the Independent Family Advocacy and Support (IFAS) Service can help.**

IFAS staff are experienced non legal advocates and can assist you to understand the child protection system. IFAS is totally independent of Child Protection and will work to support you and your family in working through the challenges you are experiencing with them.



### What does an IFAS Advocate do?

An Advocate can help you to be involved in decisions about your family with Child Protection.

**An Advocate can:**

- talk with you about what you want and your options
- give information about the child protection system
- help you to know your rights and responsibilities and talk about your concerns
- help you connect with other services you want, for example, legal advice, family support services, etc.



### What can an Advocate do for me?

**An Advocate can:**

- listen to what you want to happen
- tell you more about child protection and your rights and responsibilities
- support you to talk to child protection and/or other services involved with your family
- talk to child protection about what you want to happen for your family and make notes to share with you
- put you in contact with other services that can help and make referrals
- help with other questions you might have.



### Am I allowed to ask an Advocate for help?

**Yes.** You have the right to talk with an Advocate.





## Is it confidential?

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Information you give an Advocate is confidential. This means that it will only be shared with other people if you agree.

An Advocate will not do anything unless you agree and give consent.

An Advocate is guided by what you want.



## When should I talk with an Advocate?

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### Talk to an Advocate if:

- child protection are involved with your family, and
- there are no current children's court orders in place for your children.

An Advocate is not a lawyer. However, we can put you in contact with a lawyer.

If you need to speak to a lawyer call **Victoria Legal Aid** on **1300 792 387** between 9am to 5pm.

## How do I get in contact with an Advocate?

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# Call **IFAS** on **1800 849 200**

The service is free.

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Monday–Friday: 10am to 4pm  
You can ask for an interpreter.

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Email us:  
**IFAScontact@vla.vic.gov.au**  
You can also visit  
**www.legalaid.vic.gov.au/IFAS**



We will  
organise an  
interpreter if  
you need one.

