

I am deaf or find it hard to hear – how can I access OPA information?



How to use this factsheet



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

not bold

Words that are difficult to understand are written in **bold**.



You can ask someone to help you read this factsheet.

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



We wrote this factsheet to explain how someone who is deaf or finds it hard to hear can access information.

How to access OPA information



There are different ways you can contact OPA and access information.



Information can be found on the OPA website.

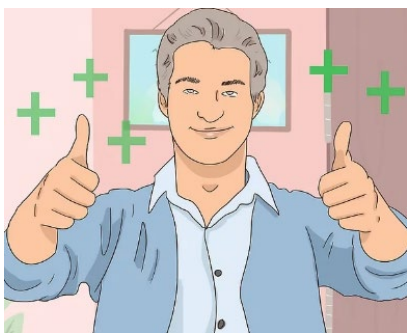


The website address is
www.publicadvocate.wa.gov.au.



You can send an email and ask OPA a question.

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

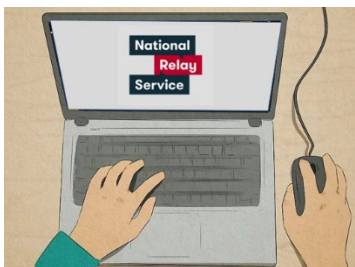


You do not need a computer to access OPA information.



OPA information can be sent to you in the post.

How to talk to people at OPA



There is a link to the **National Relay Service** on the OPA website.



The **National Relay Service** is also called the NRS.

They provide different types of help depending on your needs.



The NRS is free and private.

Their contact details are at the end of this factsheet.



If you are meeting someone from OPA, you can ask for an **Auslan interpreter**.



OPA can arrange for an **interpreter** if you need one.



You can learn more by reading our ‘I am deaf or find it hard to hear, how can I attend a **hearing?**’ easy read factsheet.



You can contact OPA if you have any questions about accessibility.

Contact information - the Office of the Public Advocate:



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

Contact information - the National Relay Service:



The National Relay Service (NRS) is free and private.

The NRS includes services like [TTY](#) (Type and Listen)



Website:

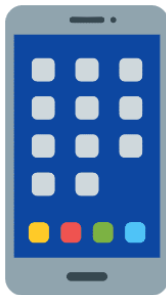
www.accesshub.gov.au/about-the-nrs

Helpdesk webpage:

www.accesshub.gov.au/about-the-nrs/nrs-helpdesk



helpdesk@relayservice.com.au



1800 555 660

or

SMS 0416 001 350

or

TTY 1800 555 630

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

Learn more about how we look after information: [Privacy Statement: Office of the Public Advocate](#)

This easy read factsheet was last updated – July 2026.