

I have difficulty reading words – 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.



You can use a screen reader to read this factsheet.



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

When you see the word 'we' it means the people who work at OPA.



You can ask someone to help you read this factsheet.



Hard Words

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



Sometimes we tell you which buttons to press on your computer.

bold

not bold

We write these instructions in **bold**.



We wrote this factsheet to explain how someone who has difficulty reading words can access OPA information.

How to access OPA information



There are different ways to contact OPA and access information.



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



You can ask questions.



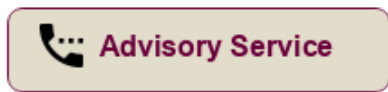
The OPA advice line is open between 9.00am and 4.30pm, Monday to Friday.



You can call the phone number which is 1300 858 455.



Or if you are looking at the OPA website on your phone, you can **click on the Advisory Service button** to make the call.



The Advisory Service button has a picture of a telephone on it and looks like this.



When you call OPA you can also listen to recorded information.



You can choose what to listen to.

You can listen to this recorded information at any time.

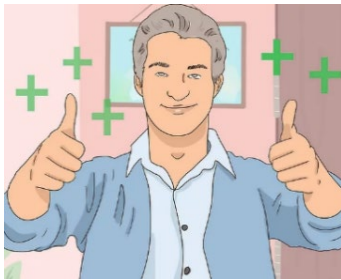
How to access OPA factsheets



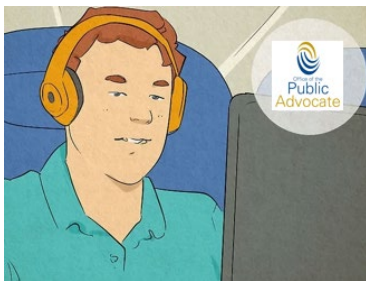
There are lots of Easy Read factsheets on our website.



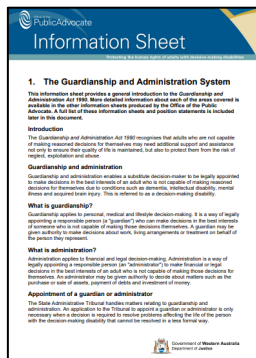
To find them, **click on the blue banner** with the Easy Read logo. It looks like this.



You can ask for a factsheet in a different format.



Easy Read factsheets can be read through most screen readers.



We also have Information Sheets that can be read through most readers.

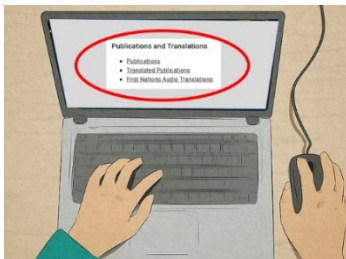
How to access OPA factsheets if English is not my first language



If English is not your first language, we have factsheets written in other languages.



We have factsheets translated into Aboriginal languages that you can listen to.



You can **find them under Publications and Translations** on our website.



You can read our 'English is not my first language – how can I access OPA information' easy read factsheet.

How to listen to information on the OPA website.



There is a **Talk to Speech (TTS) button** on the OPA website.

It reads out what is written on the webpage so you can listen.



The **TTS button** can be found at the top left-hand side of a webpage.

The writing on the **TTS button** says - Listen to article.

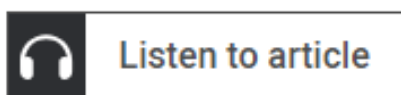


The **TTS button** has headphones on it and looks like this.



Click this button and the page will be read aloud.

You can listen to what the page says.



There is a **TTS button** on every webpage.

How to make words bigger on the OPA website



If the words on the OPA website are too small for you to read, you can make them bigger.



Click on the page you want to read.



Press the **Ctrl Key**, which is on the bottom, left hand side of your keyboard.



It has the letters **Ctrl** on it.
It looks like this.



Then **scroll** your mouse wheel to change the size of the words.



Or **press the Ctrl key**, followed by the **+** **key** which is at the top, right hand side of your key board.



It has a **+** and an **=** on it.
It looks like this.



Now the words are bigger.



You can contact OPA if you have any accessibility questions.

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

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