

VALID Resource Sheet 1 - Key Groups

Key Victorian Groups providing Advocacy, Information, and Complaints handling etc.

STATEWIDE DISABILITY ADVOCACY SERVICES

ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES)

www.adec.org.au

175 Plenty Rd, Preston 3072

ph. **9480 1666** Toll Free 1800 626 078 fax: 9480 3444 email: info@adec.org.au

NB. Info, referral, advocacy for ethnic families/groups, Bi-lingual Ethnic Disability Workers

AMIDA (Action for More Independence & Dignity in Accommodation)

1st Flr, Ross House, 247 Flinders Lane, Melbourne 3000

www.amida.org.au

ph. **9650 2722** fax. 9654 8575 email: amida@amida.org.au

NB. Info, referral & self advocacy support for people with disability re. housing issues/problems

ASSOCIATION FOR CHILDREN WITH A DISABILITY - ACD

www.acd.org.au

Suite 2, 98 Morang Road, Hawthorn Victoria 3122

ph. **9818 2000** Toll Free 1800 654 013 fax 9818 2300 email: mail@acd.org.au

NB. Info., Advocacy & Support for families of children who have a disability

BCA (BLIND CITIZENS AUSTRALIA)

www.bca.org.au

Lev. 3, Ross House, 247 Flinders Lane, Melbourne 3000

ph. **9654 1400** Toll Free 1800 033 660 fax. 9650 3200 email: bca@bca.org.au

NB. Info & individual advocacy support for people with sensory impairment

COMMUNICATION RIGHTS AUSTRALIA - CAUS

www.caus.com.au

Unit 4, 3 Tuck St. Moorabbin (PO Box 292 Bentleigh 3204)

ph. **9555 8552** Toll Free 1800 995 383 fax 9555 8550 email: info@caus.com.au

NB. Info & advocacy for people with disabilities who have speech or communication difficulties

CONSUMER AFFAIRS VICTORIA - CAV

www.consumer.vic.gov.au

113 Exhibition St, (GPO Box 123: 3001) Melbourne (local offices listed on page 6)

Helpline **1300 558 181** Koori Helpline 1300 661 511 email: consumer@justice.vic.gov.au

NB: Complaints about purchases, refunds, contracts, scams, door to door sales etc.

DEAF VICTORIA (formerly Victorian Council Of Deaf People - VCOD)

Lev 3, 340 Albert St, (Box 6186), East Melbourne 3004

www.deafvictoria.org.au

Ph. **1300 553 467** email: info@deafvictoria.com.au

NB. Statewide advocacy, info & support service for the deaf community.

DISABILITY JUSTICE ADVOCACY (DJA)

www.justadvocacy.com

2 /28A Albert Street Preston 3072

email: info@justadvocacy.com

ph. **9474 0077** freecall 1800 808 126

NB. Provide advocacy for people with higher support needs

DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS) www.communitylaw.org.au/ddls

2nd Flr, Ross House 247 Flinders Lane, Melbourne 3000
Freecall 1300 882 872 **ph. 9654 8644** TTY: 9654 6817 fax: 9639 7422 email: info@ddls.org.au
NB. Can provide advocacy, legal advice, training & community education on the Federal DDA

DISABILITY RESOURCES CENTRE (DRC) www.drc.org.au

MAIN: 3rd Flr, Ross House 247 Flinders Lane, Melbourne 3000
ph. 9671 3000 fax. 9489 2988 email: advocacy@drc.org.au
Outreach: 186 Foster St East, Dandenong **ph. 9791 4870** F: 9792 1111 email: katrina@drc.org.au
NB. Info., individual advocacy & support for adults with disabilities in Melbourne area.

LEADERSHIP PLUS INC. (formerly Action for Community Living) www.leadershipplus.com

25 Flinders Lane, Melbourne
ph. 9489 2999 fax. 9489 2988 Freecall: 1300 727 017 email: admin@leadershipplus.com
NB. Info, advocacy & support for people with disability

NATIONAL AGED CARE ADVOCACY LINE ph. 1800 700 600

OFFICE OF THE PUBLIC ADVOCATE - OPA www.publicadvocate.vic.gov.au

Level 1, 204 Lygon St, Carlton 3053
ph. 9603 9500 F: 1300 878 510 **TollFree 1300 309 337** email: publicadvocate@justice.vic.gov.au
NB. Advice, assistance & advocacy re. complaints on behalf of people who have an intellectual or psychiatric disability; dementia or an acquired brain injury.

STAR VICTORIA www.starvictoria.org.au

2nd Flr, Ross House, 247 Flinders Lane, Melbourne 3000
ph 9650 2730 fax. 9650 6972 email: info@starvictoria.org.au
NB. Aims to heighten awareness of the rights of people with intellectual disabilities.

VALID (VIC. ADVOCACY LEAGUE FOR INDIVIDUALS WITH DISABILITY INC.)

235 Napier St., Fitzroy 3065 www.valid.org.au
ph. 9416 4003 Freecall 1800 655 570 fax. 9416 0850 email: office@valid.org.au
NB. Provides advocacy support for adults with an intellectual disability across Victoria

VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL - VMIAAC

Building 1, 22 Aintree St. Brunswick East www.vmiac.org.au
ph 9380 3900 fax. 9388 1445 email: info@vmiac.org.au
NB. Individual advocacy & support for groups of people with emotional and/or mental difficulties

VILLAMANTA DISABILITY RIGHTS LEGAL SERVICE www.villamanta.org.au

44 Bellerine St, Geelong 3220
ph 5229 2925 Toll Free 1800 014 111 fax. 5229 3354 email: legal@villamanta.org.au
NB. Statewide community legal service with primary focus on people with intellectual disability

WOMEN WITH DISABILITIES VICTORIA - WDV www.wdv.org.au

Lev 9, 255 Bourke St. (GPO Box 1160) Melbourne 3001
ph. 9286 7800 fax. 9663 7955 email: wdv@wdv.org.au
NB. Systemic advocacy on behalf of women with disabilities

YOUTH DISABILITY ADVOCACY SERVICE (YDAS)

www.ydas.org.au

Level 2, 180 Flinders St, Melbourne 3000

Ph. 9267 3733 Freecall: 1300 727 176 Fax: 9639 1622 Email: ydasmanager@yacvic.org.au

NB: Individual advocacy & support for young adults with disabilities

Regional & Local Disability Advocacy Services

ASSERT 4 ALL - A4All (also Barwon Disability Resource Ctr)

www.bdrc.org.au

48 McKillop St, Geelong 3220

ph /TTY **5221 8011** Toll free **1300 942 773** fax 5229 5665 email: info@bdrc.org.au

Outreach office: 1 Rutherford Crt, Maddingley 3340

NB. Info, individual advocacy for people with disabilities in Barwon & southern grampians areas

COLAC OTWAY REGION ADVOCACY SERVICE (CORAS)

www.coras.com.au

50 Rae St, Colac 3252

ph. 5232 1009 fax. 5232 1291 email: coras@bigpond.com

NB. Info., individual advocacy & support for people with disabilities

DISABILITY ADVOCACY & INFO SERVICE (DAIS)

www.dais.org.au

130 Melbourne Rd, (Box 982) Wodonga 3689

ph. 02 6056 2420 **Toll free: 1300 886 388** fax. 02 6024 6809 email: admin@dais.org.au

Wangaratta office: Wang Centra, 15-17 Ely St.

NB. Individual & systemic advocacy for people with disabilities living in Upper Murray area

DRAS - now part of Reg. Info. Advocacy Council (RIAC) see next page

GRAMPIANS DISABILITY ADVOCACY ASSOCIATION (GDA)

(previously known as Ararat Stawell Advocacy Service)

www.grampiansadvocacy.org

MAIN 2/32 Tuson St (Box 112), Ararat 3377

ph. 1800 552 272 fax. 5352 2733 email: asas@netconnect.com.au

Ballarat Office: 20 Eastwood St; ph 5333 7344 email: gdaab@bigpond.net.au

Daylesford: 13 Hospital St. ph 5348 3350 email: gdaad@mmnet.com.au

Clunes 69 Service St. c/- of Daylesford office contacts

Horsham off: 17 McLachlan St; ph. 5381 2400 email: gdaah@bigpond.net.au

Stawell office: 111 Main St: ph 5358 2164

NB. Info, individual advocacy & support for people with disabilities

GIPPSLAND DISABILITY ADVOCACY

www.gdai.org.au

8 Hopetoun St (PO Box 409) Morwell 3840

ph. 5133 9440 fax. 5133 9897 email: admin@gdai.org.au

NB. Provides support with individual, self & family advocacy, plus some citizen advocacy

MELBOURNE EAST DISABILITY ADVOCACY (MEDA)

www.meda.org.au

Level 1, 79 Mahoney's Rd, Forest Hill, 3131 (PO Box 302)

Ph: 98777 990 email: office@meda.org.au

NB. Matches voluntary 'citizens' to a person with a disability as support in the inner east area (Municipalities of Manningham, Whitehorse, Monash & Boroondara)

MRC (MIGRANT RESOURCE CENTRE) NORTH WEST

www.mrcnorthwest.org.au

20 Victoria Cres., St Albans Vic 3021

ph: 9367-6044 fax: 9367-4344 email: mrcnw@mrcnorthwest.org.au

NB: Individual for people with a disability from CALD backgrounds

NORTH EAST CITIZEN ADVOCACY (NECA)

www.citizenadvocacy.com.au

56 Gabonia Avenue Watsonia South 3087 (PO Box 251) Heidelberg 3084

ph/fax 8407 3684 email: neca@citizenadvocacy.com.au

NB. Matches voluntary 'citizens' to a person with a disability as support in inner Northern Reg.

REGIONAL INFO & ADVOCACY COUNCIL - RIAC

www.riac.org.au

190 Benalla Rd (Box 1763 : 3632) Shepparton

ph 5822 1944 **Freecall 1800 221 944** fax 5831 1610 email: admin@riac.org.au

Bendigo 31 MacKenzie St. (Box 2219, Bendigo DC 3554)

ph. 5443 0550 or 1800 224 799 Fax. 5443 5178 email: bendigo@riac.org.au

Geelong (formerly DRAS), 21 Regent St. Belmont ph. 5245 7986 email: geelong@riac.org.au

Mildura 148 lime Avenue (Box 2641: 3502) ph. 5021 0265

Strengthening Parents Supt Prog. as for Bendigo office but ph: 5442 7897

NB. Info, individual advocacy & support for people with disabilities

SOUTHERN DISABILITY ADVOCACY (formerly Sthn Cit Adv)

www.southernda.org.au

31 Abbott St., Sandringham (Box 161 Bentleigh 3204)

ph. 9533 5977 F: 9923 6173 email: info@southernda.org.au

Mornington office 320 Main St. ph: 59736320

NB. Advocates for person with a disability living in Southern Region using paid & voluntary staff

SOUTHWEST ADVOCACY ASSOCIATION - SWAA

www.southwestadvocacy.org.au

4/50 Kepler St (Box 480) Warrnambool 3280

ph 5561 4584 fax. 5561 4371 email: admin@swadvocacy.com.au

NB. Info., individual advocacy & support for people with disabilities

SUNBURY AND DISTRICT CITIZEN ADVOCACY

<http://casunbury.fsnlc.org>

5/36 Macedon Street (PO Box 420) Sunbury

ph. 9744 7378 fax: 9740 8535 email: dabela@citizenadvocacysunbury.com.au

NB. Matches voluntary 'citizens' to a person with a disability as support in Sunbury district

SELF ADVOCACY GROUPS

The following are 'formal' self advocacy groups or networks. However there are many local informal or service based (ie. participants come from one service) groups across Victoria - contact SARU or VALID to find out for info about local & service based groups.

SARU (Self-Advocacy Resource Unit)

www.saru.net.au

Level 1, Ross House 247 Flinders St., Melbourne 3000

ph: 9639 6856 email: saru@rosshouse.org.au

NB. Provides info & resourcing to set up & support self-advocacy groups

ADVOCACY SOUTH WEST NETWORK

Facilitator - email: plougheed@warrnambool.vic.gov.au

NB. Self-advocacy network of people from services across the South Western area of Victoria

BRAIN INJURY MATTERS - BIM

www.braininjurymatters.org

4th Floor, Ross House, 247 Flinders Lane, Melbourne

ph. **9639 7222** fax. 9654 1057 email: office@braininjurymatters.org

NB. Self-advocacy group representing people with brain injury.

DIVERSITY & DISABILITY (DND)

www.mrcnorthwest.org.au

45 Main Road West, St Albans Vic 3021

ph: 9367-6044 fax: 9367-4344 email: mrcnw@mrcnorthwest.org.au

NB: Facilitates self advocacy groups for people with a disability from CALD backgrounds

NEW HORIZONS (EACH)

www.each.com.au

46 Warrandyte Rd, Ringwood 3134 ph. **9871 1850** email: dnewham@each.com.au

NB. Self-advocacy group that meets in evenings

NEW WAVE SELF ADVOCACY GROUP

c/- 8 Hopetoun Ave, Morwell ph: 5134 8071 email: newwaveteam@gmail.com

NB. Self-advocacy group for people with intellectual disability including a drop in centre

POWERFUL PARENTS SELF-ADVOCACY

ph. **9650 7855** email: susan-arthur@gmail.com

NB. Self-advocacy group representing parents with intellectual disability meets at Ross House

REINFORCE

www.reinforce.org.au

Lev 2, Ross House, 247 Flinders Lane, Melbourne

ph. **9650 7855** fax. 9636 4004 email: reinforce@rosshouse.org.au

NB. Self-advocacy group representing people with intellectual disability.

UNITED BRAINS

ph: 5977 5425 email: neilc1953@gmail.com

NB. Provides links between ABI self-advocacy groups to share info & resources

VALID SELF-ADVOCACY NETWORKS

www.valid.org.au

c/- 235 Napier St., Fitzroy 3065 ph: 9416 4003 email: rick@valid.org.au

NB. Facilitates four self-advocacy groups for individuals from services across regions to gain skills & information, as well as advocate about issues of concern to government etc.

Statewide GENERIC Advocacy Services

CONSUMER AFFAIRS VICTORIA - CAV

www.consumer.vic.gov.au

Statewide - main phone: 1300 558 181 Interpreter Service: 131 450

Metro North West - 27 Dimboola Rd, Broadmeadows ph. 9936 9100

Metro South West - 46-50 Walker St, Dandenong ph. 8765 5222

Metro Eastern - 703 Station St., Box Hill ph: 8803 8444

Grampians - 206 Mair St, Ballarat 3350 ph: (03) 4301 7000

Hume - 119-121 Murphy St, Wangaratta 3677 ph: (03) 5723 6444

Gippsland - 25 Ann St, Morwell 3840 ph: (03) 5116 5701

Barwon SW - Level 5, 30a Little Malop, Geelong 3220 ph: (03) 5226 4444
218 Koroit St, Warrnambool 3280 ph: (03) 5560 5273

Loddon Mallee - 81 Bull St, Bendigo 3550 ph: (03) 5440 6100
59 Madden St, Mildura 3500 ph: (03) 5021 6100

NB. Info & advocacy for any 'consumers' including people with disabilities who need support with problems with buying products, refunds contracts, door to door salespersons

ELDER RIGHTS ADVOCACY - ERA

www.era.asn.au

Level 2, 85 Queen St Melbourne

Ph. 9602 3066 Freecall 1800 700 600 Fax. 9602 3102 email: era@era.asn.au

NB. Advocacy & info for potential/current residents (& their families) in Nursing Homes & Hostels

SHASP - SOCIAL HOUSING ADVOCACY & SUPPORT PROGRAM

Metro Region

Wesley Housing & Support Service 291A Maroondah Hwy, Ringwood ph: (03) 8870 4030

Uniting Care Harrison 1012 Little Burwood Hwy, Wantirna South ph: (03) 9871 8700

HomeGround Services 1A/68 Oxford St, Collingwood ph: (03) 9417 2500

SASHS Western – Network (Sunshine) ph. 9312 5799

Wombat Housing & Supt Servs Nth Melbourne 3051 ph: 8327 2222 Freecall: 1800 887 775

HomeGround Services 122 Chapel St, St Kilda ph: (03) 9537 7888

WAYSS 294-300 Thomas St, Dandenong ph: (03) 9791 6111

Rural Regions

Community Connections Vic. 26 Fairy St, Warrnambool 3280 ph: 1300 361 680

Bethany Community Support 1 Gibb St, Hamlyn Heights 3215 ph: (03) 5278 8122

Quantum Support Servs 225-227 Princess Dve, Morwell ph: 5120 2000 Freecall: 1800 243 455

Brophy Family & Youth Servs. ph. 5561 8888

PACT Comty Supt Level 4, 17 Lydiard St Nth, Ballarat ph: 5309 1900 Freecall: 1800 660 446

Rural Housing Network - Seymour ph. 5735 2000 Shepparton ph. 5833 1000

- Wodonga ph: (02) 6055 9000 Wangaratta ph. 5722 8000

Advocacy & Rights Centre (Bendigo & Mildura) ph: 5444 4364 Freecall: 1800 639 121

NB: Provides advice, advocacy & assistance to public housing tenants throughout Victoria

TENANTS UNION VICTORIA

www.tuv.org.au

55 Johnston St, Fitzroy 3065

Admin ph: 9411 1444 Tenants Help line (03) 9416 2577 email: emailus@tuv.org.au

NB: Provides advice, assistance & advocacy for tenants of private and public rental properties

COMPLAINTS: Monitoring & Legal Info. &/or Support

Great resource is the Law Handbook - <http://www.lawhandbook.org.au/>

ADMINISTRATIVE APPEALS TRIBUNAL - AAT

www.aat.gov.au

Main: Lev 16, HWT Tower, Southgate, 40 City Rd, Southbank (GPO Box 9955, Melbourne)
ph. 1800 228 333 email: generalreviews@aat.gov.au | (Ctrl)link/Child Supt) sscsdivision@aat.gov.au

NB. The Tribunal reviews administrative decisions made by Australian Gov't ministers, departments, agencies (eg NDIS, Centrelink) including Migration & Refugee decisions.

AED (Association of Employees with Disability) LEGAL CENTRE

www.aed.org.au

Suite 4 Level 9, 276 Flinders St, Melbourne

ph 9639 4333 fax. 9650 2833 email: noni.lord@aed.org.au

NB. Info, training & legal advice for people with disabilities about employment, education & rights.

AGED CARE COMPLAINTS SCHEME

agedcarecomplaints.govspace.gov.au

Dept of Social Services, Stakeholder relations, Box 9820, Melbourne 3001 ph:1800 550 552

NB: Investigate concerns & complaints re facilities receiving aged care funding

AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC)

www.humanrights.gov.au

Postal Address: GPO Box 5218, Sydney NSW 2001

Complaints: 1300 656 419 Enquiries: 1300 369 711 email: infoservice@humanrights.gov.au

CHILD SAFETY COMMISSIONER

www.ccyp.vic.gov.au

Level 20, 570 Bourke St, Melbourne Vic 3000

ph: 8601 5884 Freecall 1300 782 978 email: childsafe@ccyp.vic.gov.au

NB. Promotes the safety & wellbeing of children; investigates child deaths & monitors the standard & quality of care to children in out-of-home care.

COMMISSIONER FOR PRIVACY & DATA PROTECTION (Vic)

www.cpdp.vic.gov.au

Level 6, 121 Exhibition St (GPO Box 24014) Melbourne 3001

Enquiries: 1300 666 444 General: 03 8684 1660 Email: enquiries@cpdp.vic.gov.au

COMMUNITY VISITORS (CV)

www.publicadvocate.vic.gov.au

C/- Office of Public Advocate ph. 9603 9500 Freecall 1300 309 337

NB. Monitors & reports on care of people living in disability funded residential accommodation

COMPLAINTS RESOLUTION & REFERRAL SERVICE (CRRS)

www.crrs.net.au

Lev 1, 20 Chandos St (Box 126) St. Leonards NSW 1590

Freecall 1800 880 052 TTY: 1800 301 130 F: 02 9318 1372 email: crrs@workfocus.com

NB. For complaints about Commonwealth funded employment or advocacy services

CONSUMER UTILITIES ADVOCACY CENTRE LTD (CUAC)

www.cuac.org.au

Suite 3, Level 2, 172 Flinders St, Melbourne Vic 3000 Note: Building Is Branded '180'

ph: 9639 7600 F: 9639 8966 email: info@cuac.org.au

NB. Systemic advocacy on behalf of energy & water consumers on policy & regulatory issues

CONSUMER AFFAIRS VICTORIA - CAV

www.consumer.vic.gov.au

refer to the 'Statewide Advocacy Services' section for contacts

NB: Complaints & advocacy related to purchases, refunds, contracts, scams, door to door sales

COURT INFORMATION & WELFARE NETWORK

www.courtnetwork.com.au

565 Lonsdale St, Melbourne email: admin@courtnetwork.com.au
ph. **9603 7433** Freecall 1800 681 614 Admin. 9603 7420 fax. 9670 8804

NB. Volunteers provide info & support to victims during Court cases. Rural contacts on website.

DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS) www.communitylaw.org.au/ddls

See entry in 'Statewide Advocacy section'

NB. Can provide advocacy, legal advice, training & community education on the Federal DDA

DISABILITY SERVICES COMMISSIONER (ODSC)

www.odsc.vic.gov.au

Level 30, 570 Bourke Street, Melbourne 3000 email: complaints@odsc.vic.gov.au
Ph. 1800 677 342 (free call) TTY: 1300 726 563 Fax: 03 9603 8310

NB. Supports to resolve complaints about State funded disability services.

FEDERATION OF COMMUNITY LEGAL CENTRES (FCLC)

www.communitylaw.org.au

Level 3, 225 Bourke Street, Melbourne VIC 3000
Ph: (03) 9652 1500 email: administration@fclc.org.au

NB: Info & support to find appropriate lawyer or to **find your local Community Legal Centre** etc.

HEALTH SERVICES COMMISSIONER

www.health.vic.gov.au/hsc

26th Floor, 570 Bourke St., Melbourne
Complaints ph. 8601 5200 TTY 1300 550 275 Freecall: 1300 582 113 Em: hsc@dhhs.vic.gov.au

NB. Information and complaints re. Health system.

JUSTICE CONNECT (formerly Public Interest Law Clearing House)

www.justiceconnect.org.au

17/461 Bourke St, [PO Box 16013, Collins St West, Melbourne 8007]
Ph General: 8636 4400 Legal Inquiries: 03 8636 4444 email: admin@justiceconnect.org.au

NB: For improving access to justice and protecting human rights. Can assist with advice & access to pro-bono legal support. Undertakes law reform, policy work and legal education.

MENTAL HEALTH LEGAL CENTRE

www.communitylaw.org.au/mentalhealth

Level 9, 10-16 Queen St., Melbourne 3000
ph. **9629 4422** Freecall 1800 555 887 fax. 9614 0488 email: mhlc@mhlc.org.au

NB: Info. & advice (phone or in person) to people who have a mental illness & their families

NATIONAL ABUSE & NEGLECT HOTLINE

www.disabilityhotline.net.au

ph. 1800 880 052 email: hotline@workfocus.com

NB. Hotline for reporting abuse & neglect of people with disabilities using gov't funded services

OFFICE OF THE PUBLIC ADVOCATE

Refer to entry in Statewide Advocacy Services

OMBUDSMAN & INDUSTRY COMPLAINTS

Commonwealth Ombudsman

www.ombudsman.gov.au

Lev 1, 441 St Kilda Road Melbourne 3001 1300 362 072
email: ombudsman@ombudsman.gov.au

Credit & Investment Ombudsman (CIO)

www.cio.org.au

PO Box A252, Sydney South NSW 1235 Complaints 1800 138 422

Energy & Water Ombudsman Vic. (EWOV)

www.ewov.com.au

GPO Box 469, Melbourne 3001 1800 500 509 email: ewovinfo@ewov.com.au

Financial Ombudsman Service (FOS) - inc. banking complaints 1300 780 808 www.fos.org.au
GPO Box 3, Melbourne 3001 email: info@fos.org.au

Legal Services Board & Commissioner www.lsbv.vic.gov.au
Lev 5, 555 Bourke St, Melbourne 1300 796 344 email: admin@lsbc.vic.gov.au

Private Health Insurance Industry Ombudsman www.phio.org.au
Admin 02 8235 8777 em: info@phio.org.au Complaints Hotline 1800 640 695

Police Complaints – Independent Broad-based Anti-corruption Commission (IBAC)
GPO Box 24234, Melbourne 1300 735 135
email: info@ibac.vic.gov.au www.ibac.vic.gov.au

Public Transport Ombudsman www.ptovic.com.au
Box 538, Collins St W, Melb. 8007 ph: 1800 466 865 email: enquiries@ptovic.com.au

Telecommunications Industry Ombudsman (TIO) 1800 062 058
Box 276, Collins St West 8007 email: tio@tio.com.au www.tio.com.au

Victorian Ombudsman
Lev 1, 459 Collins St. Melbourne regional only 1800 806 314 metro: 9613 6222
email: ombudvic@ombudsman.vic.gov.au www.ombudsman.vic.gov.au

SENIOR PRACTITIONER - (former OSP) www.dhs.vic.gov.au/ds/osp

Level 24, 50 Lonsdale St, Melbourne 3000
ph: **9096 8427** Fax: 9096 8017 Email: officeofprofessionalpractice@dhhs.vic.gov.au

NB: Monitors (checks) & advises on 'restrictive' practice in disability services in Victoria.

VCAT - GUARDIANSHIP LIST www.vcat.vic.gov.au

55 King St., Melbourne 3000
ph. **9628 9911** Freecall 1300 079 413 email: vcat-hrd@vcat.vic.gov.au

NB: Appoints Guardians & 'Administrators' where required for people over 18 years, who have a impairments, disability or illness

VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSION

Level 3, 204 Lygon St, Carlton 3053 www.humanrightscommission.vic.gov.au

Complaints 1300 891 848 Enquiry Line: 1300 292 153 fax. 1300 891 858 TTY: 1300 289 621
Email: enquiries@veohrc.vic.gov.au

NB: Complaints about unfair treatment regarding work, school, services, housing or financial matters. Free **Advice** service on discrimination law through Enquiry Line 9-4pm weekdays

VICTORIA LEGAL AID (VLA) www.legalaid.vic.gov.au

350 Queen St, (GPO Box 4380) Melbourne 3001
ph: (03) 9269 0234 Rural Victoria 1300 792 387

NB: Range of support including a free phone legal advice & information service.

VILLAMANTA DISABILITY RIGHTS & LEGAL SERVICE www.villamanta.org.au

See details in 'Statewide Advocacy Service section'

NB. Statewide community legal service with primary focus on people with intellectual disability

WELFARE RIGHTS NETWORK legal services www.welfarerights.org.au

Social Security Rights Vic. PO Box 1221 North Fitzroy 3068
ph: 03 9481 0355 Freecall 1800 094 164 fax. 9419 3552 [web: ssrv.org.au](http://www.ssrvc.org.au)

Barwon Community Legal Service 73 Pakington St, Geelong West 3218
ph. 1300 430 599 or 5221 4744 email: bcls@barwoncls.org.au [web: www.barwoncls.org.au](http://www.barwoncls.org.au)

NB. Legal Centre for people with problems related to Centrelink. Ph Advice Tue - Frid afternoons

EQUIPMENT & COMMUNICATION

COMMUNICATION RESOURCE CENTRE - CRC

www.scopevic.org.au

830 Whitehorse Rd. Box Hill 3128

ph. **9843 2000** Freecall: 1300 472 673 fax. 9843 2033 e-mail: crc@scopevic.org.au

NB. Aids, resources & training related to communication impairment. Also Gastrostomy info. & NECAS (Non-Electronic Communication Aids Scheme)

CONTINENCE AIDS PAYMENT SCHEME - CAPS

www.bladderbowel.gov.au

CAPS, GPO Box 9822, Sydney NSW 2001

ph. **132 011** for assistance with Applications

Fax: 02 9895 3525 Email: caps.processing@humanservices.gov.au

For info on CAPS (formerly CAAS) call National Continence Helpline 1800 330 066

NB. People with permanent disability aged 16 - 65yrs - receive an annual allocation of funds for purchase of continence aids, including pads.

ELECTRONIC COMMUNICATION DEVICES SCHEME - ECDS

www.yooralla.com.au

Refer to details for Independent Living Centre details below

EQUIPMENT RECYCLING NETWORK - ERNI

www.erni.asn.au

17 Greenwood Ave (Box 419) Ringwood 3134

ph. 9879 5211 fax: 9879 6211 email: erni@erni.asn.au

NB. Provides recycled equipment & computers to people with disabilities.

GREEN PC

www.greenpc.com.au

33 Elizabeth St. Richmond 3121 ph. **9418 7400** fax: 9486 9344 email: info@greenpc.com.au

NB. Second-hand computer packages & components available for purchase by pensioners & Health Care Card holders at low prices.

HOME RENOVATION SERVICE

www.dhs.vic.gov.au/home-owner-support

ph. 9815 1900 rural 1300 136 513

NB: Provided via Archicentre a free assessment & advice on home modifications that assist maintain independent.

INDEPENDENCE AUSTRALIA HEALTH SOLUTIONS

www.independenceaustralia.com

Showroom - 35-37 Tinning Street, Brunswick, VIC 3056

ph. **1300 788 855** email: customerservice@independenceaustralia.com

NB: Full range of equipment & aids including continence products

INDEPENDENT LIVING CENTRE - ILC

www.yooralla.com.au

Main: 705 Geelong Rd, Brooklyn (Box 1101, Altona Gate 3025)

Eastern: 54 Railway Road, Blackburn

ph. **9362 6111** rural 1300 885 886 TTY 9314 9001 fax: 9314 9759

e-mail: a&ep@yooralla.com.au or ilc@yooralla.com.au

NB. Electronic Communication Devices Scheme (ECDS) - communication & technology needs, including advice, therapy, equipment info, training & support to improve communication.
ILC - range of equipment to try, along with advice & support. Appointments required

KEY WORD SIGN VICTORIA (formerly Makaton)

www.keywordsignvictoria.org

PO Box 142, Canterbury 3126 ph: 9899 8684 email: admin@keywordsignvictoria.org

NATIONAL CONTINENCE HELPLINE

www.continence.org.au

Ph: 1800 330 066 email: helpline@continence.org.au

NB: Free info & referral telephone service, with professional continence advisors, for people affected by incontinence; including advise about state & territory continence schemes

NATIONAL PUBLIC TOILET MAP

www.toiletmap.gov.au

NATIONAL RELAY SERVICE - NRS

www.relayservice.com.au

24 hour Relay of calls - Voice/TTY 133 677 or Speak & listen 1300 555 727

Lev 2, 10 Mallet St, Camperdown NSW 2050

email: helpdesk@relayservice.com.au admin:1800 555 660 F: 1800 555 680

NB. Assists people who are deaf or with speech impairment to make phone calls

SCOPE VIC. – ADVISORY SERVICES

Building Advisory Service (BAS) ph. 03 9843 2000 email: bas@scopevic.org.au

Gokids Mobility Advisory Service ph. 03 8311 4009 email: gokids@scopevic.org.au

SUPPORTED ACCOMMODATION EQUIPMENT ASSISTANCE - SAEAS

Contact: SWEP Freecall 1300 747 937 email: SWEPcentralintake@bhs.org.au

NB. Provides equipment & aids for people with disability living in Non-government disability accommodation or respite (excluding aged care facilities)

STATE-WIDE EQUIPMENT PROGRAM - SWEP

www.swep.bhs.org.au

PO Box 1993 Bakery Hill Vic 3354

ph: **1300 747 937** or 03 5333 8100 fax: 03 5333 8111 email: swep@bhs.org.au

NB: provides people who have a permanent or long-term disability with subsidised aids, equipment, oxygen, continence and vehicle and home modifications

SOLVE DISABILITY SOLUTIONS (formerly TADVIC)

www.solve.org.au

c/- Royal Talbot Rehab Centre, 1 Yarra Blvd Kew 3101

ph. **9853 8655** Freecall 1300 663 243 fax. 9853 8098 email: info@solve.org.au

NB. Assists modify standard equipment or develop aids not available retail.

TELSTRA DISABILITY EQUIPMENT PROGRAM

www.telstra.com.au/disability

Voice: 1800 068 424 TTY: 1800 808 981 fax: 1800 814 777 Em: disability@online.telstra.com.au

NB. Info & assistance with telephone adaptations for people with impairments or disability.

VISION AUSTRALIA FOUNDATION

www.visionaustralia.org

454 Glenferrie Rd, Kooyong 3144

ph: 1300 847 466 email: info@visionaustralia.org

NB. Low Vision clinics across State. Sells aids & equipment for people with visual impairments

AIDS & EQUIPMENT WEBSITES

Continence Foundation of Australia website – www.continence.org.au

Bladder Bowel website – www.bladderbowel.gov.au

Independent Living Centres Australia - www.ilcaustralia.org.au

INFORMATION & SUPPORT SERVICES

AGED CARE INFORMATION LINE – 1800 500 853

ASSOCIATION FOR CHILDREN WITH A DISABILITY

www.acd.org.au

Refer to entry in Advocacy Services List

AMAZE (formerly Autism Victoria)

www.amaze.org.au

24 Drummond St Carlton (Box 374 Carlton South)

ph. **9657 1600** INFOline 1300 308 699 fax. 9639 4955 email: info@amaze.org.au

NB. Info, counselling, family support & other services to people with autism/their families

CARERS ASSOCIATION OF VICTORIA

www.carersvic.org.au

Level 1, 37 Albert St (Box 2204) Footscray 3011

ph. **9396 9500** Toll Free 1800 242 636 TTY 9396 9587 em: reception@carersvictoria.org.au

NB. Info, referral & support for carers of people with disability/illness

CARER / CARELINK SERVICES – Regional

<http://vcsn.infoxchange.net.au>

Ring **1800 052 222** *to be connected to your local service*

NB. Support for parents/carers including respite, info & After Hours emergency respite service

DARU (Disability Advocacy Resource Unit)

www.daru.org.au

Level 8, 128 Exhibition St., Melbourne 3000 ph: 9639 5807 email: admin@daru.org.au

NB. Provides info & resourcing for state funded advocacy services, their Boards & staff

DEPT. OF HUMAN SERVICES (Vic.) – Disability Intake & Response Team

ph. **1800 783 783** (*connects to your local office*)

NB. Information on services, referral & short term response for people with disability

DIRECTLINE

www.health.vic.gov.au/aod/directline

Freecall 1800 888 236 - 24 hours 7 days a week

NB. A 24 hour telephone service which provides anyone in the community with access to drug and alcohol counseling, information and referral to services

DOWN SYNDROME VICTORIA Inc. (DSV)

www.downsyndromevictoria.org.au

18/71 Victoria Cres., Abbotsford 3067

ph. **9486 9600** or 1300 658 873 fax. 9486 9601 email: info@dsav.asn.au

NB. Support, info, referral, hospital visiting to new parents, computer club & local contacts.

EPILEPSY FOUNDATION OF VICTORIA

www.epinet.org.au

587 Canterbury Rd, Surrey Hills 3124

ph.8809 0600 **Helpline 1300 852 853** fax. 9836 2124 email: epilepsy@epilepsy.asn.au

Barwon SW & Grampians office: 8/265 Pakington St. Newtown 3220 ph. 5223 1645

NB. Support Groups, info, counselling & advocacy assisting people with epilepsy/families.

FAMILY PLANNING VIC. - Disability Services

www.fpv.org.au

901 Whitehorse Rd. (Box 1377) Box Hill 3128

Main. **9257 0100** freecall 1800 013 952 E: fpv@fpv.org.au Disability Prog: 9257 0191

NB. Info., library, counselling, community & school ed'n, sexuality education; clinical services.

INDEPENDENT DISABILITY SERVICES (formerly HRSS)

www.idsa.org.au

Suite 3.01, Level 3, 60 Leicester St, Carlton Vic. 3053
ph: 9340 5100 fax: 9340 5102 email: admin@idsa.org.au

NB: Provides support to find housing, homeshare, planning, case coordination

MIGRANT RESOURCE CENTRES - MRC

Migrant Info Centre Eastern Melbourne

www.miceastmelb.com.au

Suite 2, Town Hall Hub, 27 Bank St, Box Hill ph. 9285 4888 email: mic@miceastmelb.com.au

Diversitat

www.diversitat.org.au

153 Pakington St, Geelong West 3218 ph. 5221 6044 email: info@diversitat.org.au

Gippsland Multicultural Services

www.gmsinfo.com.au

100 Buckley St, Morwell ph: 5133 7072 email: gms@gmsinfo.com.au

New Hope Migrant & Refugee Centre

www.newhope.asn.au

40 Grattan St, Prahran 3181 ph. 9510 5877 email newhope@newhope.asn.au

MRC North West

www.mrcnorthwest.org.au

20 Victoria Cres, St. Albans ph: 03 9367 6044 email: mrcnw@mrcnorthwest.org.au

Southern Migrant & Refugee Centre

www.smrc.org.au

39 Clow St, Dandenong ph. 9767 1900 email: smrc@smrc.org.au

Spectrum MRC

www.spectrumvic.org.au

Lev 1, 306 Bell St, Preston 3072 ph. 9496 0200 email: preston@spectrumvic.org.au

NATIONAL DISABILITY INSURANCE AGENCY (NDIA)

ph. 1800 800 110

www.ndis.gov.au

Barwon Launch Site office, 168 Little Malop St., Geelong Vic. 3220

NB. New agency overseeing the establishment of the Nat. Dis. Insurance Scheme in Vic.

INFORMATION WEBSITES

Human Services Directory (health, disability, community)

www.betterhealth.vic.gov.au or <http://humanservicesdirectory.vic.gov.au>

IDEAS (Info on Disability & Education Awareness Services)

www.ideas.org.au

ph: 1800 029 904 TTY 02 6947 3377 Email: info@ideas.org.au

InfoXchange

www.infoxchange.net.au

www.serviceseeker.com.au

Mental Health Advice Website

www.health.vic.gov.au/mentalhealthadvice

Depression Net

<http://depressionnet.org.au>

NOTE: Any updates APPRECIATED & can be forwarded to Christine Scott
03 9416 4003 or via email to christine@valid.org.au web: www.valid.org.au

UPDATED: 24th Aug. 2015