

STATEWIDE ADVOCACY SERVICES

ACTION ON COMMUNITY LIVING INC. (ACL)

179 High St, Northcote 3070

www.advocacyhouse.org

ph. 9489 2999 fax. 9489 2988 email: acl@advocacyhouse.org

NB. Info, advocacy & support for people with disability

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.infoxchange.net.au/AMIDA

ph. 9650 2722 fax. 9654 8575 email: amida@infoxchange.net.au

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

ASSOCIATION FOR CHILDREN WITH A DISABILITY

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

BRAINLINK SERVICES

The Nerve Centre 54 Railway Road Blackburn 3130

www.brainlink.org.au

Ph: 9845 2950 fax. 9845 2882

NB. Info, referral & advocacy for people with Acquired Brain Injury/their families

CAUS (COMMUNICATION AID USER'S SOCIETY)

www.caus.com.au

269 Centre Rd, (Box 292) Bentleigh 3204

ph. 9557 5551 Toll Free 1800 995 383 fax 9557 5509 email: info@caus.com.au

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

COMMUNITY VISITORS

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

DISABILITY EMPLOYMENT ACTION CENTRE (DEAC)

www.deac.org.au

8th Floor, 55 Swanston St, (Box 304 Flinders Lane; 8009) Melbourne

ph 9650 2533 Freecall 1800 332 265 fax. 9650 8642 TTY 9650 9229 email: deac@deac.org.au

NB. Advocacy, info, ed'n & training for people with disabilities to access employment.

DISABILITY JUSTICE ADVOCACY (DJA)

www.justadvocacy.com

266 Johnston St, Abbotsford 3067

email: info@justadvocacy.com

ph. 9416 3488 freecall 1800 808 126 TTY 9416 3491 fax. 9416 3484

NB. Provide advocacy for people with higher support needs

DISABILITY RESOURCES CENTRE (DRC)

www.drc.org.au

MAIN: 266 Johnston St., Abbotsford 3067

ph. 9417 3211 fax. 9417 2833 email: drcinc@connexus.net.au

Dandenong Off (open M, Tue, W) ph. 9791 4870 F: 9792 1111 email: info@drc.org.au

NB. Info., individual advocacy & support for adults with disabilities in Melbourne area.

DISABILITY RIGHTS VICTORIAwww.advocacyhouse.org

179 High St, Northcote 3070

ph/TTY **9489 2999** fax. 9489 2988 TTY 9489 1179 email: drvic@advocacyhouse.org

NB. Info., individual advocacy & support for adults with physical or multiple disabilities.

ELDER RIGHTS ADVOCACY (formerly RESIDENTIAL CARE RIGHTS SERVICE)

Level 4, 140 Queen St Melbourne

www.era.asn.au**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

HEADWAY VICTORIA (contact BRAINLINK SERVICES)**OFFICE OF THE PUBLIC ADVOCATE**www.publicadvocate.vic.gov.au

5th Flr, 436 Lonsdale St, Melbourne 3053

ph. 9603 9500 fax. 9603 9501 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

2nd Flr, Ross House, 247 Flinders Lane, Melbourne 3000

www.starvictoria.org.au**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. State funded advocacy support for adults with an intellectual disability

VICNORD (Vic. Network on Recreation & Disability)C/- Action for Community Living address & phone (see above) email: vicnord@advocacyhouse.org**VICTORIAN COUNCIL OF DEAF PEOPLE - VCOD**

597 St. Kilda Rd (Box 6186), Melbourne 3004

www.vcod.com.au**TTY 9521 2466** fax. 9525 2595 email: info@vcod.com.au

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

VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL - VMIAC

23 Weston St, Brunswick

www.vmiac.com.au**ph 9387 8317** fax. 9388 1445 email: info@vmiac.com.au

NB. Individual advocacy & support for groups of people with emotional and/or mental difficulties

VILLAMANTA DISABILITY RIGHTS LEGAL SERVICEwww.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'S HEALTH VICTORIAwww.whv.org.au

1st Floor, 123 Lonsdale St. (GPO Box 1160k) Melbourne 3001

ph. 9662 3755 fax. 9663 7955 email: whv@whv.org.au

NB. Individual advocacy & support for women with disabilities

YOUTH DISABILITY ADVOCACY SERVICE (YDAS)www.ydas.org

Level 2, 172 Flinders St, Melbourne 3000

Ph. 9267 3733 Freecall: 1300 727 176 Fax: 9639 1622 Email: info@ydas.org

NB: Individual advocacy & support for young adults with disabilities

Regional & Local Advocacy Services

BARWON DISABILITY RESOURCE COUNCIL (BDRC)

www.bdrc.org.au

48 McKillop St, Geelong 3220
ph /TTY **5221 8011** fax 5229 5665 email: info@bdrc.org.au
NB. Info., individual advocacy & support for people with disabilities

BRAIN INJURY MATTERS

www.bim.org.au

4th Floor, Ross House, 247 Flinders Lane, Melbourne
ph. **9639 7222** fax. 9654 1057 email: office@bim.org.au
NB. Self-advocacy group representing people with brain injury.

CITIZEN ADVOCACY GIPPSLAND

<http://gippsland.com/web/gippslandcitizenadvocacy/>

19D Collins St (Box 409), Morwell 3840
ph. **5133 9440** fax. 5133 9897 email: gca@vic.australis.com.au
NB. Matches voluntary 'citizens' to a person with a disability as support in Gippsland Region

CITIZEN ADVOCACY SOUTHERN

www.alphalink.com.au/~sca

269 Centre Road, Bentleigh 3204
ph. **9576 5455** Fax: (03) 9576 5078 email: sca@alphalink.com.au
NB. Matches voluntary 'citizens' to a person with a disability as support in Southern Region

COLAC OTWAY REGION ADVOCACY SERVICE (CORAS)

50 Rae St, Colac 3252
ph. **5232 1009** fax. 5232 1291 email: coras@iprimus.com.au
NB. Info., individual advocacy & support for people with disabilities

DISABILITY RIGHTS & ADVOCACY SERVICE

38 Myers St., Geelong 3220
ph. **5221 8033** fax. 5223 2701 email: drasbr@bigpond.com
NB. Info, individual advocacy & support for person with a disability & their carers

DISABILITY ADVOCACY & INFO SERVICE (DAIS)

20 Stanley St (Box 982) Wodonga 3689 www.disability-advocacy.com.au
ph. **02 6056 2420** fax. 02 6024 6809 email: admin@disability-advocacy.com.au
NB. Individual & systemic advocacy; community education & support for people with disabilities

GRAMPIANS DISABILITY ADVOCACY ASSOCIATION

(previously known as Ararat Stawell Advocacy Service)

MAIN 2/32 Tuson St (Box 112), Ararat 3377
ph. **1800 552 272** fax. 5352 2722 email: asas@netconnect.com.au
Ballarat Office: ph 5333 7344 f: 5331 3720 email: gdaab@bigpond.net.au
Horsham off: ph. 5381 2400 f: 5382 4801 email: gdaah@bigpond.net.au
NB. Info, individual advocacy & support for people with disabilities

GIPPSLAND DISABILITY RESOURCE COUNCIL

PO Box 63, Moe 3825 42 Fowler Street
ph. **5127 5555** Toll Free 1800 625 674 fax. 5127 7002 email: gdrcc@net-tech.com.au
NB. Info., individual advocacy & support for people with disabilities & their carers

INNER EAST CITIZEN ADVOCACY

1059 Riversdale Road Surrey Hills 3127

www.citizenadvocacy.org.au

ph/fax. 9808 8633 email: citadvoc@bigpond.com

NB. Matches voluntary 'citizens' to a person with a disability as support in inner east area

NEW HORIZONS

Building A, 46 Warrandyte Rd, Ringwood 3134

ph. 9871 1850 email: info@each.com.au

NB. Self-advocacy group that meets in evenings

NORTH EAST CITIZEN ADVOCACY (NECA)

208 Burgundy St. (PO Box 259) Heidelberg 3084

www.citizenadvocacy.com.au

ph/fax 9459 6002 email: neca@citizenadvocacy.com.au

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

OUTER EASTERN CITIZEN ADVOCACY

17 Greenwood Ave. Ringwood 3134

ph. 9879 5206 fax. 9879 2566 email: oeca@bigpond.net.au

NB. Matches voluntary 'citizens' to a person with a disability as support in inner east area

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

Loddon Mallee Offices

Bendigo, 48 Queen St (Box 2219, Bendigo DC 3554)

ph. 5443 0550 Freecall 1800 462 480 Fax. 5443 5178 email: bendigo@riac.org.au

Swan Hill, 51 McCallum St (Box 1617: 3585)

ph. 5032 0082 Freecall 1800 236 998 fax. 5032 1457 email: shadb@riac.org.au

HACC Aboriginal Advocate ph. 5032 4399 Freecall 1800 993 263

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

REINFORCE

2nd Floor, Ross House, 247 Flinders Lane, Melbourne

ph. 9650 7855 fax. 9650 3689 email: reinforc@alphalink.com.au

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

SOUTHWEST ADVOCACY ASSOCIATION (SWAA)

31 Princess St (Box 480) Warrnambool 3280

ph 5561 4584 fax. 5561 4371 email: swadvocacy@bigpond.com

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

SUNBURY AND DISTRICT CITIZEN ADVOCACY

5/36 Macedon Street (PO Box 420) Sunbury

ph. 9744 7378 fax: 9740 8535 email: casunbury@bigpond.com

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

INFORMATION & SUPPORT SERVICES

ASSOCIATION FOR CHILDREN WITH A DISABILITY

www.acd.org.au

Refer to entry in Advocacy Services List

AUTISM VICTORIA

www.autismvictoria.org.au

PO Box 235, Ashburton 3147

ph. 9885 0533 fax. 9885 0508 email: admin@autismvictoria.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 3012

ph. 9396 9500 Toll Free 1800 242 636 email: cav@carersvic.org.au

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

CARERS SERVICES – Regional

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

Ring 1800 059 059 to be connected to your local service

NB. Range of support for parents/carers including respite, info, case management & After Hours emergency respite service

DEPT. OF HUMAN SERVICES – Disability Intake & Response Team

ph. 1800 783 783 (connects to your regional office)

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

DOWN SYNDROME ASSOCIATION OF VICTORIA Inc. - DSAV

www.dsav.asn.au

219 Napier St Fitzroy 3065

ph. 9486 9600 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

826 Burke Rd Camberwell 3124

ph. 9805 9111 Freecall 1800 134 087 fax. 9882 7159 email: epilepsy@epilepsy.asn.au

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

ph. 9257 0133 fax. 9257 0111 email: fpv@fpv.org.au

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

NATIONAL ASSOCIATION FOR LOSS AND GRIEF (VIC)

www.nalagvic.org.au

Suite 4, Level 1 182 Victoria Pde East Melbourne 3002

Ph. 9650 3000 Freecall 1800 100 023 (rural) Fax 9650 5777 Email info@nalagvic.org.au

NB. Provides info, training & advice related to grief, including disability issues

INFORMATION WEBSITES

InfoXchange

www.infoxchange.net.au

Disability Online

www.disability.vic.gov.au

Commonwealth Carerlink

www.commcarelink.health.gov.au

COMPLAINTS BODIES & LEGAL INFO.

COMPLAINTS RESOLUTION & REFERRAL SERVICE (CRRS)

www.crrs.org.au

Locked Bag 2705, Strawberry Hills NSW 2012 email: crrs@pwd.org.au
Free call 1800 88 00 52 TTY: free call 1800 301 130 Fax: 02 9318 1372

NB. For complaints about Commonwealth funded employment or advocacy services

COURT INFORMATION & WELFARE NETWORK

www.courtnetwork.com.au

1st Flr, 565 Lonsdale St, Melbourne email: info@courtnetwork.com.au
ph. 9603 7433 Freecall 1800 681 614 Admin. 9603 7433 fax. 9670 8804

NB. Volunteers provide info & support to victims during Court cases

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 SERVICES COMMISSIONER

www.odsc.vic.gov.au

Level 30, 570 Bourke Street, Melbourne 3000
ph: 1300 728 187 (local call) rural: 1800 677 342 (free call)
TTY: 1300 726 563 Fax: 03 9603 8310

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

GUARDIANSHIP LIST - VCAT

www.vcat.vic.gov.au

55 King St., Melbourne 3000
ph. 9628 9911 fax. 9628 9932 Freecall 1800 133 055 email: vcat@vcat.vic.gov.au

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

HEALTH SERVICES COMMISSIONER

www.health.vic.gov.au/hsc

30th Flr, 570 Bourke St., Melbourne
Complaints ph. 8601 5200 TTY 1300 550 275 Freecall: 1800 136 066 email: hsc@dhs.vic.gov.au

NB. Information and complaints re. Victorian Health system.

HUMAN RIGHTS & EQUAL OPPORTUNITY COMMISSION (HREOC)

www.hreoc.gov.au/disability_rights

Complaints Info Line 1300 656 419 email: disabdis@humanrights.gov.au

MENTAL HEALTH LEGAL CENTRE

www.communitylaw.org.au/mentalhealth

9th floor, 10-16 Queen Street, Melbourne 3000
ph. 9629 4422 Freecall 1800 555 887 fax. 9614 0488 email: mental_health_vic@clc.net.au

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

NATIONAL ABUSE & NEGLECT HOTLINE

www.disabilityhotline.org

ph. 1800 880 052 TTY 1800 301130 email: enquiries@disabilityhotline.org

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

OFFICE OF THE SENIOR PRACTITIONERwww.dhs.vic.gov.au/disability

Level 7, 50 Lonsdale St, Melbourne 3000

ph: **9096 8427** Fax: 9096 8017 Email: jeffrey.chan@dhs.vic.gov.au

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

OMBUDSMAN & INDUSTRY COMPLAINTS

Banking & Financial Ombudsman (BSFO) 1300 780 808
 GPO Box3, Melbourne 3001 email: enquiries@bfso.org.au www.bfso.org.au

Child Safety Commissioner
 Level 20, 570 Bourke St, Melbourne Vic 3000
 email: childsafe@ocsc.vic.gov.au www.ocsc.vic.gov.au 03 8601 5884

Commonwealth Ombudsman
 Lev10, Casselden Place 2 Lonsdale St Melbourne 1300 362 072
 email: ombudsman@ombudsman.gov.au www.ombudsman.gov.au

Energy & Water Ombudsman
 GPO Box 469, Melbourne 3001 1800 500 509
 email: ewovinfo@ewov.com.au www.ewov.com.au

Legal Services Commissioner
 Lev9, 330 Collins St, Melbourne 1300 796 344
 email: legalsc@vicnet.net.au www.lsc.vic.gov.au

Police Complaints – Office of Police Integrity (OPI)
 Lev3, South Tower, 459 Collins St. Melbourne 1800 818 387
 email: opi@opi.vic.gov.au www.opi.vic.gov.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 9, North Tower, 459 Collins St. Melbourne 1800 806 314 regional only 9613 6222
 email: ombudvic@ombudsman.vic.gov.au www.ombudsman.vic.gov.au

VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSIONLevel 3, 380 Lonsdale St, Melbourne 3000 www.humanrightscommission.vic.gov.au**Advice 9281 7100** ph. 9281 7111 fax. 9281 7171 TTY: 9281 7110Toll Free 1800 134 142 (country callers) email: information@voehrc.vic.gov.auNB: Complaints about unfair treatment regarding work, school, services, housing or financial matters. Free **Advice** service on discrimination law through Enquiry Line 9-4pm weekdays**VILLAMANTA LEGAL SERVICE**

Refer to entry in Statewide Advocacy Services

WELFARE RIGHTS UNITwww.welfarerights.org.au

155 Easey St Collingwood 3066

email: wru@welfarerights.org.auAdmin. 9416 1409 **Advice 9416 1111** Freecall 1800 094 164 fax. 9419 3552

GEELONG office; 73 Pakington St, Geelong West 3218

ph. 5223 1232 Fax: 5229 0117 email: Welfare_Rights_Geelong@fcl.fl.asn.au

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

NOTE:This list is an excerpt from the *VALID Having a Say Resource Manual*

Any updates APPRECIATED & can be forwarded to Christine Scott

03 9416 4003 or via email to christine@valid.org.au