

# STATEWIDE DISABILITY ADVOCACY SERVICES

Updated April 2012

## **ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES)**

[www.adec.org.au](http://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](mailto: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.infoxchange.net.au](http://www.amida.infoxchange.net.au)

ph. **9650 2722** fax: 9654 8575 email: [amida@infoxchange.net.au](mailto:amida@infoxchange.net.au)

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

## **ASSOCIATION FOR CHILDREN WITH A DISABILITY - ACD**

[www.acd.org.au](http://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](mailto:mail@acd.org.au)

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

## **COMMUNICATION RIGHTS AUSTRALIA - CAUS**

[www.caus.com.au](http://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](mailto:info@caus.com.au)

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

## **COMMUNITY VISITORS (CV)**

[www.publicadvocate.vic.gov.au](http://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 JUSTICE ADVOCACY (DJA)**

[www.justadvocacy.com](http://www.justadvocacy.com)

86 Herbert Street Northcote 3070

email: [info@justadvocacy.com](mailto:info@justadvocacy.com)

ph. **9491 7022** freecall 1800 808 126 TTY 9416 3491 fax. 9416 3484

NB. Provide advocacy for people with higher support needs

## **DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)**

[www.communitylaw.org.au/ddls](http://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](mailto: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](http://www.drc.org.au)

MAIN: 86 – 88 Herbert Street Northcote 3070

ph. **9481 6646** fax. 9489 2988 email: [info@drc.org.au](mailto:info@drc.org.au)

Dandenong Off, 186 Foster St East ph. 9791 4870 F: 9792 1111 email: [Katrina@drc.org.au](mailto:Katrina@drc.org.au)

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

## **DISABILITY RIGHTS VICTORIA - DRV**

[www.afcl.org.au](http://www.afcl.org.au)

86 Herbert Street, Northcote 3070

ph/TTY **9489 2999** fax. 9489 2988 email: [drvic@afcl.org.au](mailto:drvic@afcl.org.au)

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

## **INCLUSIVE LEISURE INITIATIVE**

Refer to Leadership Plus contacts in the next listing

NB: Statewide information and advocacy network of people with disabilities, their carers & advocacy groups in relation to recreation, sport, physical activity, tourism & the arts

**LEADERSHIP PLUS INC. (formerly Action for Community Living)**

86 Herbert St, Northcote 3070 [www.leadershipplus.com](http://www.leadershipplus.com)  
**ph. 9489 2999** fax. 9489 2988 Freecall: 1300 727 017 email: [afcl@afcl.org.au](mailto:afcl@afcl.org.au)  
NB. Info, advocacy & support for people with disability

**OFFICE OF THE PUBLIC ADVOCATE - OPA**

[www.publicadvocate.vic.gov.au](http://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](mailto: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](http://www.starvictoria.org.au)

2nd Flr, Ross House, 247 Flinders Lane, Melbourne 3000  
**ph 9650 2730** fax. 9650 6972 email: [info@starvictoria.org.au](mailto: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](http://www.valid.org.au)  
**ph. 9416 4003** Freecall 1800 655 570 fax. 9416 0850 email: [office@valid.org.au](mailto:office@valid.org.au)  
NB. Provides advocacy support for adults with an intellectual disability across Victoria

**VICTORIAN COUNCIL OF DEAF PEOPLE - VCOD**

597 St. Kilda Rd (Box 6186), Melbourne 3004 [www.vcod.com.au](http://www.vcod.com.au)  
**TTY 9521 2466** fax. 9525 2595 email: [info@vcod.com.au](mailto: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](http://www.vmiac.com.au)  
**ph 9387 8317** fax. 9388 1445 email: [info@vmiac.com.au](mailto:info@vmiac.com.au)  
NB. Individual advocacy & support for groups of people with emotional and/or mental difficulties

**VILLAMANTA DISABILITY RIGHTS LEGAL SERVICE**

[www.villamanta.org.au](http://www.villamanta.org.au)

See details in 'Complaints & Legal Service section'  
NB. Statewide community legal service with primary focus on people with intellectual disability

**WOMEN'S HEALTH VICTORIA - WHV**

[www.whv.org.au](http://www.whv.org.au)

1st Floor, 123 Lonsdale St. (GPO Box 1160k) Melbourne 3001  
**ph. 9662 3755** fax. 9663 7955 email: [whv@whv.org.au](mailto:whv@whv.org.au)  
NB. Individual advocacy & support for women with disabilities

**YOUTH DISABILITY ADVOCACY SERVICE (YDAS)**

[www.ydas.org](http://www.ydas.org)

Level 2, 172 Flinders St, Melbourne 3000  
**Ph. 9267 3733** Freecall: 1300 727 176 Fax: 9639 1622 Email: [info@ydas.org](mailto:info@ydas.org)  
NB: Individual advocacy & support for young adults with disabilities

# Regional & Local Disability Advocacy Services

## **ASSERT 4 ALL - A4All (formerly BDRC)**

[www.bdrc.org.au](http://www.bdrc.org.au)

48 McKillop St, Geelong 3220

ph /TTY **5221 8011** fax 5229 5665 email: [info@bdrc.org.au](mailto:info@bdrc.org.au)

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

## **BRAIN INJURY MATTERS - BIM**

[www.bim.org.au](http://www.bim.org.au)

4<sup>th</sup> Floor, Ross House, 247 Flinders Lane, Melbourne

ph. **9639 7222** fax. 9654 1057 email: [office@bim.org.au](mailto:office@bim.org.au)

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

## **COLAC OTWAY REGION ADVOCACY SERVICE (CORAS)**

50 Rae St, Colac 3252

ph. **5232 1009** fax. 5232 1291 email: [coras@bigpond.com](mailto:coras@bigpond.com)

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

## **DISABILITY ADVOCACY & INFO SERVICE (DAIS)**

20 Stanley St (Box 982) Wodonga 3689

[www.disability-advocacy.com.au](http://www.disability-advocacy.com.au)

ph. **02 6056 2420** fax. 02 6024 6809 email: [admin@disability-advocacy.com.au](mailto:admin@disability-advocacy.com.au)

NB. Individual & systemic advocacy; community education & support for people with disabilities

## **DIVERSITY & DISABILITY (DND)**

[www.mrcnorthwest.org.au](http://www.mrcnorthwest.org.au)

45 Main Road West, St Albans Vic 3021

ph: (03) 9367-6044 fax: (03) 9367-4344 Email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)

NB: Provide self advocacy support to people with a disability from CALD backgrounds

**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](http://www.grampiansadvocacy.org)

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

ph. **1800 552 272** fax. 5352 2733 email: [asas@netconnect.com.au](mailto:asas@netconnect.com.au)

Ballarat Office: 20 Eastwood St; ph 5333 7344 email: [gdaab@bigpond.net.au](mailto:gdaab@bigpond.net.au)

Daylesford: 86 Vincent St. ph 03 5348 3350

Horsham off: 17 McLachlan St; ph. 5381 2400 f: 5382 4801 email: [gdaah@bigpond.net.au](mailto:gdaah@bigpond.net.au)

Stawell office: 111 Main St: ph 5358 2164

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

## **GIPPSLAND DISABILITY ADVOCACY**

8 Hopetoun Ave (PO Box 409) Morwell 3840

ph. **5133 9440** fax. 5133 9897 email: [admin@gdai.org.au](mailto:admin@gdai.org.au)

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

## **GIPPSLAND DISABILITY RESOURCE COUNCIL - GDRC**

PO Box 63, Moe 3825 42 Fowler Street

ph. **5127 5555** Toll Free 1800 625 674 fax. 5127 7002 email: [gdr1@net.tech.com.au](mailto:gdr1@net.tech.com.au)

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

**MELBOURNE EAST DISABILITY ADVOCACY**[www.meda.org.au](http://www.meda.org.au)

1059 Riversdale Rd, (PO Box 302) Surrey Hills 3127

**Ph: 9808 8633** email: [office@meda.org.au](mailto: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)

**NEW HORIZONS (EACH)**[www.each.com.au](http://www.each.com.au)

Building A, 46 Warrandyte Rd, Ringwood 3134

**ph. 9871 1850** email: [dnewham@each.com.au](mailto:dnewham@each.com.au)

NB. Self-advocacy group that meets in evenings

**NORTH EAST CITIZEN ADVOCACY (NECA)**[www.citizenadvocacy.com.au](http://www.citizenadvocacy.com.au)

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

**ph/fax 9459 6002** email: [neca@citizenadvocacy.com.au](mailto: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](mailto: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](http://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](mailto:admin@riac.org.au)**Geelong** (formerly DRAS), 38 Myers St. ph. 5221 8033 email: [geelong@riac.org.au](mailto:geelong@riac.org.au)*Loddon Mallee Region 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](mailto: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](mailto:shadb@riac.org.au)

HACC Aboriginal Advocate ph. 5032 4399 Freecall 1800 993 263

Mildura, 148 lime Avenue 3502 (Box 2641) ph. 5021 0265 Freecall. 1800 993 263

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

**REINFORCE**[www.reinforce.org.au](http://www.reinforce.org.au)2<sup>nd</sup> Floor, Ross House, 247 Flinders Lane, Melbourne**ph. 9650 7855** fax. 9636 4004 email: [reinforc@alphalink.com.au](mailto:reinforc@alphalink.com.au)

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

**SOUTHERN DISABILITY ADVOCACY (formerly Sthn Cit Adv)**[www.southernda.org.au](http://www.southernda.org.au)

269 Centre Road, (Box 161) Bentleigh 3204

**ph. 9533 5977** email: [info@southernda.org.au](mailto:info@southernda.org.au)

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

**SOUTHWEST ADVOCACY ASSOCIATION - SWAA**[www.southwestadvocacy.org.au](http://www.southwestadvocacy.org.au)

31 Princess St (Box 480) Warrnambool 3280

**ph 5561 4584** fax. 5561 4371 email: [swadvocacy@bigpond.com](mailto:swadvocacy@bigpond.com)

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: [casunbury1@bigpond.com](mailto:casunbury1@bigpond.com)

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

# Statewide GENERIC Advocacy Services

## CONSUMER AFFAIRS VICTORIA - CAV

[www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

**Metro.** See next page for address Phone: 1300 558 181 Interpreter Service: 131 450

*Central West* - 11 Sturt St, Ballarat 3350 ph: (03) 5331 6074

*North East* - 62-68 Ovens St, Wangaratta 3677 ph: (03) 5723 6400

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

*South West* - 65 Gheringhap St, Geelong 3220 ph: (03) 5224 8072  
192 Leibig St, Warrnambool 3280 ph: (03) 5561 3631

*North West* - 60 Mitchell St, Bendigo 3550 ph: (03) 5444 2038  
122 Ninth St, Mildura 3500 ph: (03) 5022 1735

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](http://www.era.asn.au)

Level 4, 140 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

### *Barwon-South West Region*

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

### *Eastern Metro Region*

Wesley Housing & Support Service 291A Maroonda Hwy, Ringwood ph: (03) 9879 5344

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

### *Gippsland Region*

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

### *Grampians Region*

PACT Comty Supt Level 4, 17 Lydiard St Nth, Ballarat ph: 5333 1351 Freecall: 1800 660 446

### *Hume Region*

Rural Housing Network 82 High St, Wodonga 3689 ph: (02) 6055 9000

### *Loddon Mallee Region*

Advocacy & Rights Centre 108 Mollison St, Bendigo ph: (03) 5444 4364 Freecall: 1800 639 121

### *North West Metro Region*

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

(Western Catchment) Wombat Housing & Support Services

191-195 Melrose St, North Melbourne 3051 ph: (03) 8327 2222 Freecall: 1800 887 775

### *Southern Metro Region*

(Inner/Middle Catchment) HomeGround Services 122 Chapel St, St Kilda ph: (03) 9537 7888

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

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

## TENANTS UNION VICTORIA

[www.tuv.org.au](http://www.tuv.org.au)

55 Johnstone St, Fitzroy 3065

Admin ph: 9411 1444 Advice line (03) 9416 2577 fax: 9416 0513 email: [emailus@tuv.org.au](mailto:emailus@tuv.org.au)

NB: Provides advice, assistance & advocacy for tenants of private and public residential properties, and residents of rooming houses and caravan parks

## COMPLAINTS BODIES & LEGAL INFO.

### **AED (Association of Employees with Disability) LEGAL CENTRE** [www.aed.org.au](http://www.aed.org.au)

Suite 4 Level 5, 2-26 Elizabeth St, Melbourne  
ph 9639 4333 fax. 9650 2833 email: noni.lord@aed.org.au

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

### **AGED CARE COMPLAINTS INVESTIGATION SCHEME** [www.health.gov.au](http://www.health.gov.au)

C/- Department of Health and Aging, GPO Box 9848, 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](http://www.humanrights.gov.au)

Postal Address: GPO Box 5218, Sydney NSW 2001

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

### **COMPLAINTS RESOLUTION & REFERRAL SERVICE (CRRS)** [www.pwd.org.au](http://www.pwd.org.au)

Locked Bag 2705, Strawberry Hills NSW 2012

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

### **CONSUMER AFFAIRS VICTORIA - CAV** [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

113 Exhibition St, (GPO Box 123: 3001) Melbourne (local offices listed on page 5)

ph. 1300 55 81 81 email: consumer@justice.vic.gov.au

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

### **COURT INFORMATION & WELFARE NETWORK** [www.courtnetwork.com.au](http://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

### **DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)** [www.communitylaw.org.au/ddls](http://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](http://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](http://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.

### **GUARDIANSHIP LIST - VCAT** [www.vcat.vic.gov.au](http://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](http://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](mailto:hsc@dhs.vic.gov.au)

NB. Information and complaints re. Health system.

**MENTAL HEALTH LEGAL CENTRE**[www.communitylaw.org.au/mentalhealth](http://www.communitylaw.org.au/mentalhealth)

Level 4, 520 Collins St., Melbourne 3000

ph. **9629 4422** Freecall 1800 555 887 fax. 9614 0488 email: [mental\\_health\\_VIC@fcl.fl.asn.au](mailto:mental_health_VIC@fcl.fl.asn.au)

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

**NATIONAL ABUSE & NEGLECT HOTLINE**[www.disabilityhotline.org](http://www.disabilityhotline.org)ph. 1800 880 052 TTY 1800 301130 email: [enquiries@disabilityhotline.org](mailto:enquiries@disabilityhotline.org)

NB. Hotline for reporting abuse &amp; 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 PRIVACY COMMISSIONER**[www.privacy.vic.gov.au](http://www.privacy.vic.gov.au)

Level 11, 10 - 16 Queen St (GPO Box 5057) Melbourne 3001

ph. 1300 666 444 Email: [enquiries@privacy.vic.gov.au](mailto:enquiries@privacy.vic.gov.au)**OFFICE OF THE SENIOR PRACTITIONER - OSP**[www.dhs.vic.gov.au/ds/osp](http://www.dhs.vic.gov.au/ds/osp)

Level 7, 50 Lonsdale St, Melbourne 3000

ph: **9096 8427** Fax: 9096 8017 Email: [seniorpractitioner@dhs.vic.gov.au](mailto:seniorpractitioner@dhs.vic.gov.au)

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

**OMBUDSMAN & INDUSTRY COMPLAINTS**

Banking &amp; Financial Ombudsman (BSFO)

1300 780 808

GPO Box 3, Melbourne 3001 email: [info@fos.org.au](mailto:info@fos.org.au) [www.fos.org.au](http://www.fos.org.au)

Child Safety Commissioner

Level 20, 570 Bourke St, Melbourne Vic 3000

email: [childsafec@ocsc.vic.gov.au](mailto:childsafec@ocsc.vic.gov.au) [www.ocsc.vic.gov.au](http://www.ocsc.vic.gov.au)

03 8601 5884

Commonwealth Ombudsman

Lev1, 441 St Kilda Road Melbourne 3001

email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

1300 362 072

Energy &amp; Water Ombudsman

GPO Box 469D, Melbourne 3001

email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au) [www.ewov.com.au](http://www.ewov.com.au)

1800 500 509

Legal Services Commissioner

Lev9, 330 Collins St, Melbourne

email: [legalsc@vicnet.net.au](mailto:legalsc@vicnet.net.au) [www.lsc.vic.gov.au](http://www.lsc.vic.gov.au)

1300 796 344

Police Complaints – Office of Police Integrity (OPI)

Lev3, 459 Collins St. Melbourne

email: [opi@opi.vic.gov.au](mailto:opi@opi.vic.gov.au) [www.opi.vic.gov.au](http://www.opi.vic.gov.au)

1800 818 387

Telecommunications Industry Ombudsman (TIO)

Box 276, Collins St West 8007 email: [tio@tio.com.au](mailto:tio@tio.com.au) [www.tio.com.au](http://www.tio.com.au)

1800 062 058

Victorian Ombudsman

Lev 9, 459 Collins St. Melbourne regional only 1800 806 314

email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au) [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

9613 6222

**PUBLIC INTEREST LAW CLEARING HOUSE (VIC) Inc - PILCH**

[www.pilch.org.au](http://www.pilch.org.au)

17/461 Bourke St, [PO Box 16013, Collins St West, Melbourne 8007]

Ph General: 8836 4400 Legal Inquiries: 03 8636 4444 email: [admin@pilch.org.au](mailto:admin@pilch.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.

**VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSION**

Level 3, 380 Lonsdale St, Melbourne 3000 [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

**Advice 9281 7100** ph. 9281 7111 fax. 9281 7171 TTY: 9281 7110

Toll Free 1800 134 142 (country callers)

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](http://www.legalaid.vic.gov.au)

350 Queen St, (GPO Box 4380) Melbourne 3001

ph: (03) 9269 0120 Rural Victoria 1800 677 402

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

**VILLAMANTA DISABILITY RIGHTS & LEGAL SERVICE**

[www.villamanta.org.au](http://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](mailto:legal@villamanta.org.au)

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

**WELFARE RIGHTS UNIT**

[www.welfarerights.org.au](http://www.welfarerights.org.au)

155 Easey St Collingwood 3066

email: [wru@welfarerights.org.au](mailto:wru@welfarerights.org.au)

Admin. 9416 1409 **Advice 9416 1111** Freecall 1800 094 164 fax. 9419 3552

GEELONG office; 73 Pakington St, Geelong West 3218

ph. 5221 4744 Fax: 5229 0117 email: [Welfare\\_Rights\\_Geelong@fcl.fl.asn.au](mailto:Welfare_Rights_Geelong@fcl.fl.asn.au)

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

# INFORMATION & SUPPORT SERVICES

**AGED CARE INFORMATION LINE – 1800 500 853**

## **ASSOCIATION FOR CHILDREN WITH A DISABILITY**

[www.acd.org.au](http://www.acd.org.au)

Refer to entry in Advocacy Services List

## **AUTISM VICTORIA**

[www.autismvictoria.org.au](http://www.autismvictoria.org.au)

PO Box 235, Ashburton 3147

ph. 9885 0533 fax. 9885 0508 email: [info@autismvictoria.org.au](mailto:info@autismvictoria.org.au)

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

## **CARERS ASSOCIATION OF VICTORIA**

[www.carersvic.org.au](http://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](mailto:cav@carersvic.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. Range of support for parents/carers including respite, info, case management & After Hours emergency respite service

## **DARU (Disability Advocacy Resource Unit)**

[www.daru.org.au](http://www.daru.org.au)

Level 8, 128 Exhibition St., Melbourne 3000 email: [admin@daru.org.au](mailto:admin@daru.org.au)

ph: 9639 5807 fax:

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

## **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

## **DIRECTLINE**

[www.health.vic.gov.au](http://www.health.vic.gov.au)

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 counselling, information and referral to services

## **DISABILITY & DIVERSITY (DnD)**

[www.mrcnorthwest.org.au](http://www.mrcnorthwest.org.au)

*(Migrant Resource Centre North-West Region Inc.)*

45 Main Road West, St. Albans VIC 3021

ph: 03 9367 6044 Fax: 03 9367 4344 Email: [dnd@mrcnorthwest.org.au](mailto:dnd@mrcnorthwest.org.au)

## **DOWN SYNDROME VICTORIA Inc. (DSV)**

[www.downsyndromevictoria.org.au](http://www.downsyndromevictoria.org.au)

219 Napier St Fitzroy 3065

ph. 9486 9600 or 1300 658 873 fax. 9486 9601 email: [info@dsav.asn.au](mailto: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](http://www.epinet.org.au)

818 Burke Rd Camberwell 3124

ph. 9805 9111 Freecall 1300 852 853 fax. 9882 7159 email: [epilepsy@epilepsy.asn.au](mailto:epilepsy@epilepsy.asn.au)

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

## **FAMILY PLANNING VIC. - Disability Services**

[www.fpv.org.au](http://www.fpv.org.au)

901 Whitehorse Rd. (Box 1377) Box Hill 3128

ph. 9257 0100 fax. 9257 0111 email: [fpv@fpv.org.au](mailto:fpv@fpv.org.au)

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

## **MIGRANT RESOURCE CENTRES - MRC**

### **EASTERN**

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

### **GEELONG**

153 Pakington St, Geelong West 3218 ph. 5221 6044 email: [info@diversitat.org.au](mailto:info@diversitat.org.au)

### **GIPPSLAND**

100 Buckley St, Morwell ph: 5133 7072 email: [gmmc@gippsland.net.au](mailto:gmmc@gippsland.net.au)

### **NEW HOPE MIGRANT & REFUGEE CENTRE**

40 Grattan St, Prahran 3181 ph. 9510 5977 email [enquiry@newhope.asn.au](mailto:enquiry@newhope.asn.au)

### **NORTH WEST**

45 Main Rd West, St. Albans ph: 03 9367 6044 email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)

### **SOUTHERN REGION**

Level 1, 314 Thomas St, Dandenong ph. 9706 8933 email: [sermrc@sermrc.org.au](mailto:sermrc@sermrc.org.au)

### **SPECTRUM MRC**

251 High St, Preston 3072 ph. 9496 0200 email: [info@spectrumvic.org.au](mailto:info@spectrumvic.org.au)

## **NATIONAL ASSOCIATION FOR LOSS AND GRIEF (VIC)**

[www.nalagvic.org.au](http://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](mailto:info@nalagvic.org.au)

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

## **SARU (Self-Advocacy Resource Unit)**

[www.saru.net.au](http://www.saru.net.au)

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

ph: 9639 6856 email: [saru@rosshouse.org.au](mailto:saru@rosshouse.org.au)

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

## **INFORMATION WEBSITES**

**InfoXchange** [www.infoxchange.net.au](http://www.infoxchange.net.au) [www.serviceseeker.com.au](http://www.serviceseeker.com.au)

**Disability Online** [www.dhs.vic.gov.au/disability](http://www.dhs.vic.gov.au/disability)

**Commonwealth Carelink** [www.commcarelink.health.gov.au](http://www.commcarelink.health.gov.au)

### **SensWide Advice Line**

(info on employment for people with sensory impairment) [www.senswide.com.au](http://www.senswide.com.au)

# EQUIPMENT & COMMUNICATION

## COMMUNICATION RESOURCE CENTRE (CRC)

[www.scopevic.org.au](http://www.scopevic.org.au)

830 Whitehorse Rd. Box Hill 3128

ph. 9843 3000 Freecall: 1800 888 824 fax. 9843 2030 e-mail: [contact@scopevic.org.au](mailto:contact@scopevic.org.au)

NB. Consultancy, resources, training & project assistance related to communication impairment.  
Also Gastrostomy Info, Makaton Victoria & Aids/resource materials.

## ComTEC & YOORALLA INDEPENDENT LIVING CENTRE - ILC

[www.yooralla.com.au](http://www.yooralla.com.au)

705 Geelong Road, Brooklyn (Box 1101, Altona Gate 3025)

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

e-mail: [comtec@yooralla.com.au](mailto:comtec@yooralla.com.au) or [ilc@yooralla.com.au](mailto:ilc@yooralla.com.au) [www.yooralla.com.au](http://www.yooralla.com.au)

NB. ComTEC - communication and technology needs, including advice, therapy, equipment info/hire, training & support to improve communication. ILC - range of equipment to try, along with advice & support. Appointments usually required for both.

## CONTINENCE AIDS PAYMENT SCHEME - CAPS

[www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)

Medicare Australia GPO Box 9822, Sydney NSW 2001

ph. 132 011 for assistance with Applications

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.

## EQUIPMENT RECYCLING NETWORK - ERNI

[www.erni.asn.au](http://www.erni.asn.au)

17 Greenwood Ave (Box 419) Ringwood 3134

ph. 9879 5211 fax: 9879 6211 email: [erni@erni.asn.au](mailto:erni@erni.asn.au)

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

## GREEN PC

[www.greenpc.com.au](http://www.greenpc.com.au)

375 Johnston St, Abbotsford 3067

ph. 9418 7400 fax: 9486 9344 email: [vic@greenpc.com.au](mailto:vic@greenpc.com.au)

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

## INDEPENDENCE AUSTRALIA HEALTH SOLUTIONS

[www.independenceaustralia.com](http://www.independenceaustralia.com)

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

ph. 1300 788 855 email: [customerservice@independenceaustralia.com](mailto:customerservice@independenceaustralia.com)

NB: Full range of equipment & aids including continence products

## MAKATON VICTORIA

Refer to contacts above for Communication Resource Centre (on previous page)

## NATIONAL CONTINENCE HELPLINE

[www.continence.org.au](http://www.continence.org.au)

Ph: 1800 330 066 email: [helpline@continence.org.au](mailto: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](http://www.toiletmap.gov.au)

## **NATIONAL RELAY SERVICE**

[www.relayservice.com.au](http://www.relayservice.com.au)

21A Elliott St, Balmain, NSW 2041

ph. 131 677 or 1300 555 727 Admin. 1800 555 660 fax 1800 555 680 TTY 1800 555 630

email: [helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

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 2094 email: [bas@scopevic.org.au](mailto:bas@scopevic.org.au)

Gokids Mobility Advisory Service ph. 03 8311 4009 email: [gokids@scopevic.org.au](mailto:gokids@scopevic.org.au)

## **SUPPORTED ACCOMMODATION EQUIPMENT ASSISTANCE - SAEAS**

Contact: SWEP Freecall 1300 747 937 email: [SWEPcentralintake@bhs.org.au](mailto: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](http://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](mailto: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

## **TADVIC CO-OPERATIVE TECHNICAL AID TO THE DISABLED**

[www.tadvic.asn.au](http://www.tadvic.asn.au)

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

ph. 9853 8655 Freecall 1300 663 243 fax. 9853 8098 email: [info@tadvic.asn.au](mailto:info@tadvic.asn.au)

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

## **TELSTRA DISABILITY EQUIPMENT PROGRAM**

[www.telstra.com.au/disability](http://www.telstra.com.au/disability)

ph.(voice) 1800 068 424 TTY only: 1800 808 981 free fax: 1800 814 777

email: [DisabilityEnquiryHotline@team.telstra.com](mailto:DisabilityEnquiryHotline@team.telstra.com)

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

## **VISION AUSTRALIA FOUNDATION**

[www.visionaustralia.org.au](http://www.visionaustralia.org.au)

454 Glenferrie Rd, Kooyong 3144

General ph: 1300 847 466 **Vision Info Hotline:** 1300 65 46 56 email: [info@visionaustralia.org](mailto:info@visionaustralia.org)

NB. Sells aids and equipment to assist people with visual impairments

## **EQUIPMENT & COMMUNICATION WEBSITES**

Communication Resource Centre - click on 'What we Offer' on [www.scopevic.org.au](http://www.scopevic.org.au)

Achievable Concepts [adapted recreation & supt equip] [www.achievableconcepts.com.au](http://www.achievableconcepts.com.au)

Continence Foundation of Australia website – [www.continence.org.au](http://www.continence.org.au)

Bladder Bowel website – [www.bladderbowel.gov.au](http://www.bladderbowel.gov.au)

**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](mailto:christine@valid.org.au)