

# Tip Sheet 6 – Advocacy & Other Key Contacts

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



Agencies that provide Support with NDIS Appeals to Admin Appeals Tribunal (AAT) are in blue writing

## STATEWIDE DISABILITY ADVOCACY SERVICES

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

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

175 Plenty Rd, Preston 3072

ph. 9480 7000 Toll Free 1800 626 078 fax: 9480 3444 email: [info@adec.org.au](mailto:info@adec.org.au)

Dandenong Office - 186 Foster St, East Dandenong ph: 9791 8344

Werribee office - Level 1, 1-3 Watton St. Werribee 3030 ph: 8744 2100

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](http://www.amida.org.au)

ph. 9650 2722 fax. 9654 8575 email: [amida@amida.org.au](mailto: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](http://www.acd.org.au)

Suite 1, 587 Canterbury Road, Surrey Hills Vic 3127

Phone: 03 9880 7000 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

### BCA (BLIND CITIZENS AUSTRALIA)

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

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

### 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 6)

Helpline 1300 558 181 Koori Helpline 1300 661 511 email: [consumer@justice.vic.gov.au](mailto: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](http://www.deafvictoria.org.au)

SMS: 0431 476 721 email: [info@deafvictoria.com.au](mailto:info@deafvictoria.com.au)

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

### DISABILITY JUSTICE ADVOCACY (DJA)

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

2 /28A Albert Street Preston 3072

ph. 9474 0077 freecall 1800 808 126 email: [info@justadvocacy.com](mailto:info@justadvocacy.com)

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: 3rd Flr, Ross House 247 Flinders Lane, Melbourne 3000

**ph. 9671 3000** fax. 9489 2988 email: [advocacy@drc.org.au](mailto:advocacy@drc.org.au)

Outreach: 186 Foster St East, Dandenong **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.

**INDEPENDENT FAMILY ADVOCACY SERVICE (IFAS)**

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

Referrals to Ph: 1800 849 200 or via E: [IFAScontact@vla.vic.gov.au](mailto:IFAScontact@vla.vic.gov.au)

NB: Provides info, advocacy, coaching for self-advocacy and/or referrals to parents or primary carers who have Child Protection involvement with their families in the pre court stage

**INDEPENDENT MENTAL HEALTH ADVOCACY (IMHA)**

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

350 Queen Street, Melbourne VIC 3000

**Intake Line: 1300 947 820** Ph: 03 9093 3701 E: [Contact@imha.vic.gov.au](mailto:Contact@imha.vic.gov.au) F: 03 9269 5400

NB: Advocacy support service for people receiving compulsory psychiatric treatment to have as much say as possible about their assessment, treatment and recovery

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

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

25 Flinders Lane, Melbourne

**ph. 9489 2999** fax. 9489 2988 Freecall: 1300 727 017 email: [admin@leadershipplus.com](mailto:admin@leadershipplus.com)

NB. Statewide advocacy & Info for people with all types of disability

**NATIONAL AGED CARE ADVOCACY LINE**

ph. 1800 700 600

**OFFICE OF THE PUBLIC ADVOCATE - OPA**

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

Level 1, 204 Lygon St, Carlton 3053

**ph 1300 309 337** TTY 1300 305 612 F: 1300 878 510 E: [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)

4th Floor, 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.)**

130 Cremorne St, Richmond 3121

[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 MENTAL ILLNESS AWARENESS COUNCIL - VMIAAC**

Building 1, 22 Aintree St. Brunswick East

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

**ph 9380 3900** fax. 9388 1445 email: [info@vmiac.org.au](mailto: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](http://www.villamanta.org.au)

Building ad, Level 2, Deakin Uni, 1 Gheringhap St.,  
Geelong 3220

ph 5227 3338 Toll Free 1800 014 111

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

NB. Systemic advocacy on behalf of women with disabilities

## YOUTH DISABILITY ADVOCACY SERVICE (YDAS)

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

Level 2, 235 Queen St, Melbourne 3000

Ph. 0429 964 859 Email: [info@yacvic.org.au](mailto:info@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 Cnl)

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

50 Rae St, Colac 3252

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

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

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

### GRAMPIANS DISABILITY ADVOCACY ASSOCIATION (GDAA)

(previously known as Ararat Stawell Advocacy Service)

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

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

ph. 1800 552 272 fax. 5352 2733 email: [admin@grampiansadvocacy.org.au](mailto:admin@grampiansadvocacy.org.au)

Ballarat Office: Suite 19, 15 Dawson St Sth; ph 5364 293

email: [ballarat@grampiansadvocacy.org.au](mailto:ballarat@grampiansadvocacy.org.au)

Daylesford: 13 Hospital St. ph 5348 3350 email: [daylesford@grampiansadvocacy.org.au](mailto:daylesford@grampiansadvocacy.org.au)

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

Horsham off: 17 McLachlan St; ph. 5381 2400 email: [horsham@grampiansadvocacy.org.au](mailto:horsham@grampiansadvocacy.org.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](http://www.gdai.org.au)

Suite 2 first floor, 6 – 8 Grey St (PO Box 409, Morwell 3840) Traralgon 3844

ph. 5175 0444 email: [administration@gdai.org.au](mailto:administration@gdai.org.au)

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

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

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

**Ph: 9877 7990** 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)

**MRC (MIGRANT RESOURCE CENTRE) NORTH WEST**[www.mrcnorthwest.org.au](http://www.mrcnorthwest.org.au)

20 Victoria Cres., St Albans Vic 3021

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

NB: Individual for people with a disability from CALD backgrounds

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

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

**ph/fax 8407 3684** 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.

**REGIONAL DISABILITY ADVOCACY SERVICE (RDAS)**[www.rdas.org.au](http://www.rdas.org.au)

132 Melbourne Rd, (Box 982) Wodonga 3689

ph. 02 6056 2420 **Toll free: 1800 250 292** fax. 02 6024 6809 email: [admin@rdas.org.au](mailto:admin@rdas.org.au)

Wangaratta office: 15-17 Ely St. ph. 5718 0171

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

**RIGHTS INFORMATION and ADVOCACY CENTRE - RIAC**[www.riac.org.au](http://www.riac.org.au)

72 Wyndham St. (Box 1763 : 3632) Shepparton

ph 5822 1944 fax 5831 1610 email: [advocacyinfo@riac.org.au](mailto:advocacyinfo@riac.org.au) & Intake: [referrals@riac.org.au](mailto:referrals@riac.org.au)

Bendigo 122 Queen St. (Box 2219, Bendigo DC 3554)

ph. 5443 0550 Fax. 5443 5178

Geelong (formerly DRAS), 11/23-31 Gheringhap St. ph. 5222 5499

Mildura Deakin Business Ctr, Cnr Lemon Ave & Eighth St (Box 2641: 3502) ph. 5021 0265

NB. Individual advocacy (all offices), ATSI advocacy (Shepp office) & Support Groups (Loddon Mallee region)

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

320 Main St Mornington (Box 161 Bentleigh 3204)

**ph. 9533 5977** F: 9923 6173 email: [info@southernda.org.au](mailto:info@southernda.org.au)

Mornington office: ph. 03 5973 6320

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)

45 Hider St (Box 480) Warrnambool 3280

**Ph. 5561 4584** fax. 5561 4371 email: [admin@swadvocacy.com.au](mailto:admin@swadvocacy.com.au)

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

**SUNBURY AND DISTRICT CITIZEN ADVOCACY**[www.citizenadvocacysunbury.com.au](http://www.citizenadvocacysunbury.com.au)

5A, 36 Macedon Street (PO Box 420) Sunbury

**ph. 9744 7378** fax: 9740 8535 email: [casunbury@bigpond.com](mailto:casunbury@bigpond.com)

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 (i.e. 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](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

## **ADVOCACY SOUTH WEST NETWORK**

Facilitator - email: [plougheed@warrnambool.vic.gov.au](mailto: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](http://www.braininjurymatters.org)

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

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

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

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

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

45 Main Road West, St Albans Vic 3021

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

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

## **NEW HORIZONS (EACH)**

[www.each.com.au/service/eachchoice-new-horizons-self-advocacy-group](http://www.each.com.au/service/eachchoice-new-horizons-self-advocacy-group)

46 Warrandyte Rd, Ringwood 3134 ph. **9871 1850** email: [info@each.com.au](mailto:info@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](mailto:newwaveteam@gmail.com)

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

## **POWERFUL PARENTS SELF-ADVOCACY**

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

ph. **9639 9106** email: [info@positivepowerfulparents.com.au](mailto:info@positivepowerfulparents.com.au)

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

## **REINFORCE**

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

Lev 2, Ross House, 247 Flinders Lane, Melbourne

ph. **9650 7855** fax. 9636 4004 email: [info@reinforce.org.au](mailto:info@reinforce.org.au)

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

## **UNITED BRAINS**

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

Ross House, 247 Flinders Lane, Melbourne 3000

ph: 03 9639 7222 email: [admin@unitedbrains.org.au](mailto:admin@unitedbrains.org.au)

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

## **VALID SELF-ADVOCACY NETWORKS**

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

c/- 130 Cremorne St Richmond 3131 ph: 9416 4003 email: [rick@valid.org.au](mailto: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.



# State Wide GENERIC Advocacy Services

## CONSUMER AFFAIRS VICTORIA - CAV

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

Level 2, 85 Queen St., Melbourne

**Ph. 9602 3066** Freecall 1800 700 600 email: [era@era.asn.au](mailto:era@era.asn.au)

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

## SENIORS RIGHTS VICTORIA (SRV)

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

Level 4, 533 Little Lonsdale St., Melbourne

Ph: 1300 368 821 email: [info@seniorsrights.org.au](mailto:info@seniorsrights.org.au)

NB. Provides legal services & advocacy (esp. re. Elder Abuse) to any Victorian aged 60 & above

## SHASP - SOCIAL HOUSING ADVOCACY & SUPPORT PROGRAM

### *Metro Regions*

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

55 Johnston St, Fitzroy 3065

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

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

## LEGAL CENTRES

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

### AED (Association of Employees with Disability) LEGAL CENTRE

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

Suite 4 Level 9, 276 Flinders St, Melbourne

ph 9639 4333 fax. 9650 2833 email: [noni.lord@aed.org.au](mailto:noni.lord@aed.org.au)

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

### DISABILITY DISCRIMINATION LEGAL SERVICE (DDLs)

[fclc.org.au](http://fclc.org.au)

See entry in 'Statewide Advocacy section'

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

### FEDERATION OF COMMUNITY LEGAL CENTRES (FCLC)

[fclc.org.au](http://fclc.org.au)

Level 3, 225 Bourke Street, Melbourne VIC 3000

Ph: (03) 9652 1500 email: [administration@fclc.org.au](mailto:administration@fclc.org.au)

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

### MENTAL HEALTH LEGAL CENTRE

[mhlc.org.au](http://mhlc.org.au)

Building 97, 106–108 Victoria Street, Carlton Vic 3053

ph. 9629 4422 Freecall 1800 555 887 fax. 9614 0488 email: [mhlc@mhlc.org.au](mailto:mhlc@mhlc.org.au)

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

### 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 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](http://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](http://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://ssrv.org.au)

Barwon Community Legal Service Level 1, 63 Thompson St., Belmont

ph. 1300 430 599 or 5221 4744 email: [bcls@barwoncls.org.au](mailto: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

# COMPLAINTS: Monitoring &/or Support with

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

## ADMINISTRATIVE APPEALS TRIBUNAL - AAT

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

Main: Level 4, 15 William St, Melbourne (GPO Box 9955, Melbourne)

ph. 1800 228 333 email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au) | (Ctrl+Click/Child Supt) [sscsdivision@aat.gov.au](mailto: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.

## 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: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

## COMMISSIONER FOR CHILDREN AND YOUNG PEOPLE

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

Level 18, 570 Bourke St, Melbourne Vic 3000

ph: 8601 5884 Freecall 1300 782 978 email: [contact@ccyp.vic.gov.au](mailto:contact@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.

## COMMUNITY VISITORS (CV)

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

C/- Office of Public Advocate Freecall 1300 309 337

204 Lygon St Carlton

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

## COMPLAINTS RESOLUTION & REFERRAL SERVICE (CRRS)

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

Freecall 1800 880 052 F: 08 9382 9277 email: [crrs@workfocus.com](mailto:crrs@workfocus.com)

PO Box 1764 Osborn Park DC, WA 6916

NB. Complaints about Commonwealth funded employment or advocacy services – 9am – 7pm

## CONSUMER UTILITIES ADVOCACY CENTRE LTD (CUAC)

[www.cuac.org.au](http://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](mailto: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](http://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](http://www.courtnetwork.com.au)

565 Lonsdale St, Melbourne email: [admin@courtnetwork.com.au](mailto: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 SERVICES COMMISSIONER (DSC)

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

Level 30, 570 Bourke Street, Melbourne 3000

email: [complaints@odsc.vic.gov.au](mailto: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 **ONLY until 30-6-19.**

## HEALTH SERVICES COMMISSIONER

[www.hcc.vic.gov.au/hsc](http://www.hcc.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](mailto:hsc@dhhs.vic.gov.au)

NB. Information and complaints re. Health system.



**JUSTICE CONNECT** (formerly Public Interest Law Clearing House) [www.justiceconnect.org.au](http://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](mailto: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.

**LAW INSTITUTE OF VICTORIA** [www.liv.asn.au](http://www.liv.asn.au)  
Level 3, 140 William St, Melbourne (GPO Box 263 Melbourne 3001)  
Ph. 03 9607 9311 Fax. 03 9602 5270 email: [enquiries@liv.asn.au](mailto:enquiries@liv.asn.au)  
NB. Can provide info on lawyers in your area & who deal with specialist issues

**MENTAL HEALTH COMPLAINTS COMMISSIONER (MHCC)** [www.mhcc.vic.gov.au](http://www.mhcc.vic.gov.au)  
Level 26, 570 Bourke Street, Melbourne 3000 email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)  
Ph. 1800 246 054 (free call) Fax: 03 9949 1506  
NB. Supports to resolve complaints about Victorian mental health services.

**MY AGED CARE COMPLAINTS** [myagedcare.gov.au](http://myagedcare.gov.au)  
Dept of Social Services, Stakeholder relations, Box 210, Balwyn 3103 ph:1800 200 442  
NB: Investigate concerns & complaints re facilities receiving aged care funding

**NATIONAL ABUSE & NEGLECT HOTLINE** [www.dss.gov.au](http://www.dss.gov.au)  
ph. 1800 880 052 email: [hotline@workfocus.com](mailto:hotline@workfocus.com)  
NB. Hotline for reporting abuse & neglect of people with disabilities using gov't funded services

**NDIS QUALITY & SAFEGUARDING COMMISSION (QSC)** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
PO Box 210, Penrith NSW 2750  
ph: 1800 035 544 E: [feedback@ndiscommission.gov.au](mailto:feedback@ndiscommission.gov.au)  
NB. Any complaint, including breaches of restrictive practice or Code of Conduct; incidents related to staff & services purchased with NDIS funding;

**OFFICE OF PROFESSIONAL PRACTICE**  
Level 24, 50 Lonsdale St, Melbourne 3000  
ph: 9096 8427 Fax: 9096 8017 Email: [officeofprofessionalpractice@dhhs.vic.gov.au](mailto:officeofprofessionalpractice@dhhs.vic.gov.au)  
NB. Works in partnership with professionals & organisations to maximise people's quality of life, promote people's development and safeguard their rights

**OFFICE OF THE PUBLIC ADVOCATE** Refer to entry in State Wide Advocacy Services

**OFFICE of the VICTORIAN INFORMATION COMMISSIONER - OVIC** [ovic.vic.gov.au](http://ovic.vic.gov.au)  
Level 6, 121 Exhibition St (GPO Box 24274) Melbourne 3001  
Enquiries: 1300 006 842 General: 03 8684 1660 Email: [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)

**OMBUDSMAN & INDUSTRY COMPLAINTS**  
Australian Financial Complaints Authority (AFCA) [www.afca.org.au](http://www.afca.org.au)  
(formerly Financial Ombudsman Serv) includes banking complaints 1300 780 808  
GPO Box 3, Melbourne 3001 email: [info@afca.org.au](mailto:info@afca.org.au)  
Commonwealth Ombudsman [www.ombudsman.gov.au](http://www.ombudsman.gov.au)  
Lev 1, 441 St Kilda Road Melbourne 3004 ph: 1300 362 072  
email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Credit & Investment Ombudsman (CIO) [www.cio.org.au](http://www.cio.org.au)  
 PO Box A252, Sydney South NSW 1235 Complaints 1800 138 422

Energy & Water Ombudsman Vic. (EWOV) [www.ewov.com.au](http://www.ewov.com.au)  
 GPO Box 469, Melbourne 3001 1800 500 509 email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Legal Services Board & Commissioner [www.lsbv.vic.gov.au](http://www.lsbv.vic.gov.au)  
 Lev 5, 555 Bourke St, Melbourne 1300 796 344 email: [admin@lsbv.vic.gov.au](mailto:admin@lsbv.vic.gov.au)

Private Health Insurance Industry Ombudsman [www.phio.org.au](http://www.phio.org.au)  
 Admin 02 8235 8777 em: [info@phio.org.au](mailto: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](mailto:info@ibac.vic.gov.au) [www.ibac.vic.gov.au](http://www.ibac.vic.gov.au)

Public Transport Ombudsman [www.ptovic.com.au](http://www.ptovic.com.au)  
 Box 538, Collins St W, Melb. 8007 ph: 1800 466 865 email: [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

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

Victorian Ombudsman [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)  
 Lev 1, 459 Collins St. Melbourne regional only 1800 806 314 metro: 9613 6222  
 email: [ombudvic@ombudsman.vic.gov.au](mailto:ombudvic@ombudsman.vic.gov.au)

### **SENIOR PRACTITIONER - (former OSP)**

[www.dhs.vic.gov.au/ds/osp](http://www.dhs.vic.gov.au/ds/osp)

Refer to Office of Professional Practice (previous page) for issues re. DHHS programs

NB: Monitors & advises on 'restrictive' practice in disability services in Vic.

### **VCAT - GUARDIANSHIP LIST**

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

55 King St., Melbourne 3000

ph. **9628 9911** Freecall 1300 079 413 email: [humanrights@vcat.vic.gov.au](mailto:humanrights@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](http://www.humanrightscommission.vic.gov.au)

**Enquiry Line: 1300 292 153** Admin. 1300 891 848 fax. 1300 891 858 TTY: 1300 289 621

Email: [enquiries@veohrc.vic.gov.au](mailto: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

# EQUIPMENT & COMMUNICATION

## COMMUNICATION & INCLUSION RESOURCE CENTRE - CIRC

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

ph. **1800 239 309** for assistance with Applications and information

Email: [caps.processing@humanservices.gov.au](mailto:caps.processing@humanservices.gov.au)

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

Refer to details for Independent Living Centre details below

## EQUIPMENT RECYCLING NETWORK - ERNI

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

17 Greenwood Ave (Box 419) Ringwood 3134

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

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

## HOME RENOVATION SERVICE

[housing.vic.gov.au/home-renovation-loan-owners](http://housing.vic.gov.au/home-renovation-loan-owners)

ph. 9815 1900 rural 1300 136 513

NB: Provided via Archicentre 1300 13 45 13 a free assessment & advice on home modifications that assist maintain independent.

## DISABILITY AIDS & EQUIPMENT

[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

## INDEPENDENT LIVING CENTRE - ILC

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

Main: Shop C1, Central West Shopping Centre, 67 Ashley St, Braybrook VIC 3019

Postal Address: PO Box 1235, Robinson 3019

Eastern: 54 Railway Road, Blackburn

ph. **9362 6111** rural 1300 885 886 Fax: (03) 9687 1607 TTY 9687 0301

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

PO Box 142, Canterbury 3126

ph: 9899 8684 email: [admin@keywordsignvictoria.org](mailto:admin@keywordsignvictoria.org)

## 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 - NRS**

[www.relayservice.com.au](http://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](mailto: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](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**

[swep.bhs.org.au](http://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

## **SOLVE DISABILITY SOLUTIONS (formerly TADVIC)**

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

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

Freecall **1300 663 243** fax. 9853 8098 email: [info@solve.org.au](mailto:info@solve.org.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)

Voice: 1800 068 424 TTY: 133 677 fax: 1800 814 777 Em: [disability@online.telstra.com.au](mailto:disability@online.telstra.com.au)

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

## **VISION AUSTRALIA FOUNDATION**

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

454 Glenferrie Rd, Kooyong 3144

ph: 1300 847 466 email: [info@visionaustralia.org](mailto: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](http://www.continence.org.au)

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

Independent Living Centres Australia - <https://ilcaustralia.org.au/>

## INFORMATION & SUPPORT SERVICES

**AFTER-HOURS GP HELPLINE** 1800 022 222 provides free health information and assistance from a registered nurse or medical advice from a GP

**AGED CARE INFORMATION LINE** – 1800 200 422

### ARBIAS

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

27 Hope St (Box 5002) Brunswick

ph. **8388 1222** fax. 9387 9925 email: [EnquiriesVIC@arbias.com.au](mailto:EnquiriesVIC@arbias.com.au)

NB. Provides range services to people with ABI including accom, info, counselling, case mgmt. etc

### ASSOCIATION FOR CHILDREN WITH A DISABILITY

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

Refer to entry in Advocacy Services List

### AMAZE (formerly Autism Victoria)

[www.amaze.org.au](http://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](mailto: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](http://www.carersvic.org.au)

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

ph. **9396 9500** Toll Free 1800 242 636 em: [reception@carersvictoria.org.au](mailto:reception@carersvictoria.org.au)

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

### CARER GATEWAY

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

Freecall **1800 422 737**

NB. Support for parents/carers including respite, info & 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 ph: 9639 5807 email: [admin@daru.org.au](mailto:admin@daru.org.au)

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

### DEPT. OF HEALTH & 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](http://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

### DISABILITY GATEWAY

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

Freecall **1800 643 787**

NB. Information and services to help people with disability, their family, friends and carers, to find the support they need in Australia Support for

### DOWN SYNDROME VICTORIA Inc. (DSV)

[www.downsyndromevictoria.org.au](http://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](mailto:info@dsav.asn.au)

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



## **EPILEPSY FOUNDATION OF VICTORIA**

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

587 Canterbury Rd, Surrey Hills 3124

ph.8809 0600 **Infoline 1300 761 487** email: [epilepsy@epilepsyfoundation.org.au](mailto:epilepsy@epilepsyfoundation.org.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](http://www.fpv.org.au)

901 Whitehorse Rd. (Box 1377) Box Hill 3128

Main. **9257 0100** freecall 1800 013 952 E: [fpv@fpv.org.au](mailto:fpv@fpv.org.au) Disability Prog: 9257 0191

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

## **HOUSING CHOICES AUSTRALIA (formerly Singleton)**

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

Level 3, 350 Queen St, Melbourne Vic. 3000

ph: 1300 312 447 fax: 1300 312 737 email: [info@hcau.org.au](mailto:info@hcau.org.au)

NB: Provides range of accom options & works with others to plan build housing developments

## **MIGRANT RESOURCE CENTRES - MRC**

### **Migrant Info Centre Eastern Melbourne**

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

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

### **Diversitat**

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

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

### **Gippsland Multicultural Services**

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

100 Buckley St, Morwell ph: 5133 7072 email: [reception@gms.org.au](mailto:reception@gms.org.au)

### **New Hope Migrant & Refugee Centre**

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

40 Grattan St, Prahran 3181 ph. 9510 5877 email [newhope@newhope.asn.au](mailto:newhope@newhope.asn.au)

### **MRC North West**

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

20 Victoria Cres, St. Albans ph: 03 9367 6044 email: [mrcnw@mrcnorthwest.org.au](mailto:mrcnw@mrcnorthwest.org.au)

### **Southern Migrant & Refugee Centre**

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

39 Clow St, Dandenong ph. 9767 1900 email: [smrc@smrc.org.au](mailto:smrc@smrc.org.au)

### **Spectrum MRC**

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

Lev 5, 61 Riggall St, Dallas 3047 ph.1300 735 653 email: [info@spectrumvic.org.au](mailto:info@spectrumvic.org.au)

163 Harvester Rd., Sunshine 3020 ph.1300 735 653

## **NATIONAL DISABILITY INSURANCE AGENCY (NDIA)**

ph. **1800 800 110**

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

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

**InfoXchange**

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

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

**Mental Health Advice Website**

[www.health.vic.gov.au/mentalhealthadvice](http://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](mailto:christine@valid.org.au) web: [www.valid.org.au](http://www.valid.org.au)

**UPDATED: 3rd Sept 2021**