

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) can be found at this link <https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-appeals#03>

STATEWIDE DISABILITY ADVOCACY SERVICES

ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES)

175 Plenty Rd, Preston 3072

ph. 9480 7000 Toll Free 1800 626 078 fax: 9480 3444 email: info@adec.org.au

Dandenong Office - 1/50 Thomas St, Dandenong ph: 9791 8344

Werribee office - 4A 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

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

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

ASSOCIATION FOR CHILDREN WITH A DISABILITY - ACD

www.acd.org.au

Suite 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

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

BCA (BLIND CITIZENS AUSTRALIA)

www.bca.org.au

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

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

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

COMMUNICATION RIGHTS AUSTRALIA - CAUS

www.caus.com.au

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

ph. 9555 8552 Toll Free 1300 666 604 fax 9555 8550 email: info@caus.com.au

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

CONSUMER AFFAIRS VICTORIA - CAV

www.consumer.vic.gov.au

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

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

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

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

4/ 340 Albert St, (Box 6186), East Melbourne 3004

www.deafvictoria.org.au

SMS: 0431 476 721 email: info@deafvictoria.org.au

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

DISABILITY JUSTICE ADVOCACY (DJA)www.dja.org.au

2/28A Albert Street Preston 3072

email: info@dja.org.au**ph. 9474 0077** freecall 1800 808 126

NB. Provide advocacy for people with higher support needs

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

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

Freecall 1300 882 872 **ph. 9654 8644** TTY: 9654 6817 fax: 9639 7422 email: info@ddls.org.au

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

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

MAIN: 4th Floor, Ross House 247 Flinders Lane, Melbourne 3000

ph. 9671 3000 fax. 9489 2988 email: advocacy@drc.org.auOutreach: 186 Foster St East, Dandenong **ph. 9791 4870** F: 9792 1111 email: katrina@drc.org.au

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

INDEPENDENT MENTAL HEALTH ADVOCACY (IMHA)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 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.www.leadershipplus.com

Level 4, Anzac House, 4 Collins St., Melbourne

ph. 9489 2999 fax. 9489 2988 Freecall: 1300 727 017 email: 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 - OPAwww.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

NB. Advice, assistance & advocacy re. complaints on behalf of people who have an intellectual or psychiatric disability; dementia or an acquired brain injury.

STAR VICTORIAwww.starvictoria.org.au

Room 3.11, 3rd Floor, Ross House, 247 Flinders Lane, Melbourne 3000

ph 9650 2730 fax. 9650 6972 email: info@starvictoria.org.au

NB. Aims to heighten awareness of the rights of people with intellectual disabilities.

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

34 Stanley St, Collingwood 3066

www.valid.org.au**ph. 9416 4003** fax. 9416 0850 email: info@valid.org.au

NB. Provides advocacy support for adults with an intellectual disability across Victoria

VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL - VMIAC

Level 3, 211 Chapel St. Prahran 3181 (Box 59, Somerton 3062)

www.vmiac.org.au**ph 9380 3900** fax. 9388 1445 email: reception@vmiac.org.au

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

VILLAMANTA DISABILITY RIGHTS LEGAL SERVICEwww.villamanta.org.au

da, 4/75 Piggons Rd., Waurn Ponds 3216

Geelong 3220

ph 5260 1845 Legal issues 1800 014 111email: legal@villamanta.org.au

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

WOMEN WITH DISABILITIES VICTORIA - WDVwww.wdv.org.au

Lev 9, 255 Bourke St. (GPO Box 1160) Melbourne 3001

ph. 9286 7800 fax. 9663 7955 email: wdv@wdv.org.au

NB. Systemic advocacy on behalf of women with disabilities

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

Level 2, 235 Queen St, Melbourne 3000

Enquiries 0455 621 849 Advocacy 0438 638 734 Email: info@ydas.org.au

NB: Individual advocacy & support for young adults with disabilities

REGIONAL & LOCAL DISABILITY ADVOCACY SERVICES

BARWON DISABILITY RESOURCE COUNCILwww.bdrc.org.au

Now part o Regional Information Advocacy Council (RIAC) – see next page

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

COLAC OTWAY REGION ADVOCACY SERVICE (CORAS)www.coras.com.au

50 Rae St, Colac 3252

ph. 5232 1009 fax. 5232 1291 email: pgbrady@bigpond.net.au

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

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

ph. 1800 552 272 fax. 5352 2733 email: admin@grampiansadvocacy.org.au

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

email: ballarat@grampiansadvocacy.org.auDaylesford: 13 Hospital St. ph 5348 3350 email: 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

Stawell office: 111 Main St: ph 5358 2164

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

GIPPSLAND DISABILITY ADVOCACYwww.gdai.com.au

Suite 2 first floor, 6 – 8 Grey St (PO Box 9251) Traralgon 3844

ph. 5175 0444 Fax: 03 5174 5988 email: 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

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

Ph: 9877 7990 email: office@meda.org.au

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

MRC (MIGRANT RESOURCE CENTRE) NORTH WEST

www.mrcnorthwest.org.au

20 Victoria Cres., St Albans Vic 3021

ph: 1300 676 044 fax: 9367-4344 email: mrcnw@mrcnorthwest.org.au

Broadmeadows Office 11-17 Pearcedale Pde.

NB: Individual for people with a disability from CALD backgrounds

NORTH EAST CITIZEN ADVOCACY (NECA)

www.citizenadvocacy.com

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

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

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

REGIONAL DISABILITY ADVOCACY SERVICE (RDAS)

www.rdas.org.au

132 Melbourne Rd, (Box 982) Wodonga 3689

Toll free: 1800 250 292 fax. 02 6024 6809 email: admin@rdas.org.au

Wangaratta office: 15 -17 Ely St.

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

RIGHTS INFORMATION and ADVOCACY CENTRE - RIAC

www.riac.org.au

72 Wyndham St. (Box 1763 : 3632) Shepparton

ph 5822 1944 fax 5831 1610 Email intake: referrals@riac.org.au

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

SOUTHERN DISABILITY ADVOCACY

www.southernda.org.au

2/128 Balcombe Rd., Mentone (Box 161 Bentleigh 3204)

ph. 9533 5977 F: 9923 6173 email: 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

45 Hider St (Box 480) Warrnambool 3280

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

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

SUNBURY AND DISTRICT CITIZEN ADVOCACY

www.citizenadvocacysunbury.com.au

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

ph. 9744 7378 fax: 9740 8535 email: casunbury1@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

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

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

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

ADVOCACY SOUTH WEST NETWORK

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

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

BRAIN INJURY MATTERS - BIM

www.braininjurmatters.org

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

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

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

DIVERSITY & DISABILITY (DND)

www.mrcnorthwest.org.au

20 Victoria Cres, St Albans Vic 3012

ph: 1300 676 044 email: mrcnw@mrcnorthwest.org.au

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

NEW HORIZONS (EACH)

www.each.com.au

46 Warrandyte Rd, Ringwood **ph. 9871 1850**

email: dnewham@each.com.au

NB. Self-advocacy group that meets in evenings

NEW WAVE SELF ADVOCACY GROUP

www.newwavegippsland.com

58-60 Commercial Rd, Morwell ph: 0456 000 083 email: newwaveteam@gmail.com

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

POSITIVE POWERFUL PARENTS

www.positivepowerfulparents.com.au

ph. 9639 9106 email: info@positivepowerfulparents.com.au

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

REINFORCE

www.reinforce.org.au

Lev 2, Ross House, 247 Flinders Lane, Melbourne

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

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

SELF-HELP ADDITION RESOURCE CENTRE (SHARC)

www.sharc.org.au

Office ph: 03 9573 1700 email: info@sharc.org.au **Helpline – 24/7 1300 660 068**

NB. Provides info & support individuals, families and communities impacted by addiction.

UNITED BRAINS

ph: 5977 5425 email: neilc1953@gmail.com

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

VALID SELF-ADVOCACY NETWORKS

www.valid.org.au

34 Stanley St Collingwood 3066 ph: 03 9416 4003 email: rick@valid.org.au

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

State Wide GENERIC Advocacy Services

CONSUMER AFFAIRS VICTORIA - CAV

www.consumer.vic.gov.au

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

Metro North West - 27 Dimboola Rd, Broadmeadows ph. 1800 558 181

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

- 307 Wyndham St., Shepparton 3632 ph: (03) 5858 7600

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) 5564 1028

Loddon Mallee - 81 Bull St, Bendigo 3550 ph: (03) 5440 6100

59 Madden St, Mildura 3500 ph: (03) 5021 6100

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

ELDER RIGHTS ADVOCACY - ERA

www.era.asn.au

Level 2, 247 Flinders St., Melbourne

Ph. 9602 3066 Freecall 1800 700 600 email: 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

Level 4, 424 St Kilda Rd, Melbourne 3004

Ph: 1300 368 821 email: info@seniorsrights.org.au

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

TENANCY PLUS PROGRAM (formerly SHASP Program)

Metro Services

Outer Eastern Melbourne - Uniting Wesley ph: 03 8870 4030

Inner Eastern Melbourne - Uniting Care Harrison ph: 03 9051 3000

North Eastern Melbourne & Hume Moreland – Launch Housing ph: 9466 0100 or 1800 834 125

Brimbank, Melton, Hobsons Bay, Wyndham - SASHS Western ph. 9312 5424

Western Melbourne - Wombat Housing & Supt Servs ph: 8327 2222 Freecall: 1800 887 775

Bayside Peninsula & Inner/Middle Southern - Launch Housing ph: 03 8598 1188

Dandenong, Casey & Cardinia - WAYSS ph: 03 9791 6111

Southern Melbourne & Frankston – WAYSS ph: 9781 0898

Rural Regions

Barwon - Bethany Community Support ph: 03 5278 8122

Central Highlands - Child & Family Services ph: 5337 3333

Gippsland - Quantum Support Servs Freecall: 1800 243 455

Goulburn & Ovens Murray - Seymour ph. 5735 2000 Shepparton ph. 5833 1000

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

Loddon & Mallee - Housing Justice Bendigo ph: 5444 0990 Haven Housing Mallee ph: 5018 4215

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

TENANTS VICTORIA

www.tenantsvic.org.au

55 Johnston St, Fitzroy 3065

Admin: 03 9411 1444 Renter Help line (03) 9416 2577 Social Housing renters: 1800 068 860

email: admin@tenantsvic.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

Level 9, 45 William St, Melbourne

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

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

DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)

ddls.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

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.

MENTAL HEALTH LEGAL CENTRE

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

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

350 Queen St, (GPO Box 4380) Melbourne 3001

ph: (03) 9269 0234 Rural Victoria 1300 792 387

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

VILLAMANTA DISABILITY RIGHTS & LEGAL SERVICE

www.villamanta.org.au

See details in 'Statewide Advocacy Service section'

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

WELFARE RIGHTS NETWORK legal services

www.welfarerights.org.au

Social Security Rights Vic. PO Box 1221 North Fitzroy 3068

ph: 03 9481 0355 Freecall 1800 094 164 fax. 9419 3552 web: ssrv.org.au

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

ph. 1300 430 599 or 5221 4744 email: bcls@barwoncls.org.au web: www.barwoncls.org.au

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

COMPLAINTS: Monitoring &/or Support with

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

ADMINISTRATIVE APPEALS TRIBUNAL - AAT

www.aat.gov.au

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

ph. 1800 228 333 email: generalreviews@aat.gov.au | (Ctrlink/Child Supt) sscsdivision@aat.gov.au

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

AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC)

www.humanrights.gov.au

Postal Address: GPO Box 5218, Sydney NSW 2001

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

COMMISSIONER FOR CHILDREN AND YOUNG PEOPLE

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

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

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

Freecall 1800 880 052 F: 08 9382 9277 email: crrs@workfocus.com

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

CONSUMER UTILITIES ADVOCACY CENTRE LTD (CUAC)

www.cuac.org.au

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

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

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

CONSUMER AFFAIRS VICTORIA - CAV

www.consumer.vic.gov.au

refer to the 'Statewide Advocacy Services' section for contacts

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

COURT INFORMATION & WELFARE NETWORK

www.courtnetwork.com.au

565 Lonsdale St, Melbourne email: admin@courtnetwork.com.au

ph. 9603 7433 Freecall 1800 681 614 Admin. 9603 7420 fax. 9670 8804

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

DISABILITY SERVICES COMMISSIONER (DSC)

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 DFFH or TAC service only

HEALTH COMPLAINTS COMMISSIONER

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

NB. Information and complaints re. Health system.

JUSTICE CONNECT (formerly Public Interest Law Clearing House) www.justiceconnect.org.au
17/461 Bourke St, [PO Box 16013, Collins St West, Melbourne 8007]
Ph General: 8636 4400 Legal Inquiries: 03 8636 4444 email: admin@justiceconnect.org.au
NB: For improving access to justice and protecting human rights. Can assist with advice & access to pro-bono legal support Undertakes law reform, policy work and legal education.

LAW INSTITUTE OF VICTORIA 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
NB. Can provide info on lawyers in your area & who deal with specialist issues

MENTAL HEALTH & WELLBEING COMMISSION (MHWC) www.mhwc.vic.gov.au
Level 26, 570 Bourke Street, Melbourne 3000 email: help@mhwc.vic.gov.au
Ph. 1800 246 054 (free call)
NB. Supports to resolve complaints about publicly funded mental health services in Vic.

MY AGED CARE COMPLAINTS 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
ph. 1800 880 052 email: 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
PO Box 210, Penrith NSW 2750
ph: 1800 035 544 E: 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
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
Level 6, 121 Exhibition St (GPO Box 24274) Melbourne 3001
Enquiries: 1300 006 842 General: 03 8684 1660 Email: enquiries@ovic.vic.gov.au

OMBUDSMAN & INDUSTRY COMPLAINTS
Australian Financial Complaints Authority (AFCA) www.afca.org.au
(formerly *Financial Ombudsman Serv*) includes banking complaints 1300 780 808
GPO Box 3, Melbourne 3001 email: info@afca.org.au

Commonwealth Ombudsman www.ombudsman.gov.au
Lev 1, 441 St Kilda Road Melbourne 3004 ph: 1300 362 072
email: ombudsman@ombudsman.gov.au

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

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

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

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

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

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

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

Victorian Ombudsman 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

SENIOR PRACTITIONER - (former OSP) 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

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

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

VICTORIAN DISABILITY WORKERS COMMISSION www.vdwc.vic.gov.au

Level 20, 570 Bourke St, Melbourne VIC 3000
Ph. 1800 497 132 E: info@vdwc.vic.gov.au

NB: Complaints about disability workers in Vic. Oversees 'worker registration' in Vic.

VICTORIAN EQUAL OPPORTUNITY & HUMAN RIGHTS COMMISSION

Level 3, 204 Lygon St, Carlton 3053 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

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

830 Whitehorse Rd. Box Hill 3128

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

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

CONTINENCE AIDS PAYMENT SCHEME - CAPS www.bladderbowel.gov.au

ph. 1800 239 309 for assistance with Applications and information

Email: 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

Refer to details for Independent Living Centre details below

EQUIPMENT RECYCLING NETWORK - ERNI www.erni.asn.au

17 Greenwood Ave (Box 419) Ringwood 3134

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

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

HOME RENOVATION SERVICE 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

Showroom 35-37 Tinning Street, Brunswick, VIC 3056

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

NB: Full range of equipment & aids including continence products

INDEPENDENT LIVING CENTRE - ILC www.yooralla.com.au

Main: 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 or ilc@yooralla.com.au or 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

PO Box 142, Canterbury 3126

ph: 9899 8684 email: admin@keywordsignvictoria.org

NATIONAL CONTINENCE HELPLINE www.continence.org.au

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

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

NATIONAL PUBLIC TOILET MAP www.toiletmap.gov.au

NATIONAL RELAY SERVICE - NRS

www.relayservice.com.au

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

Lev 2, 10 Mallet St, Camperdown NSW 2050

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

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

SCOPE VIC. – ADVISORY SERVICES

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

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

SUPPORTED ACCOMMODATION EQUIPMENT ASSISTANCE - SAEAS

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

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

STATE-WIDE EQUIPMENT PROGRAM - SWEP

swep.bhs.org.au

PO Box 1993 Bakery Hill Vic 3354

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

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

SOLVE DISABILITY SOLUTIONS (formerly TADVIC)

www.solve.org.au

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

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

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

TELSTRA DISABILITY EQUIPMENT PROGRAM

www.telstra.com.au/disability

Voice: 1800 068 424 TTY: 133 677 fax: 1800 814 777 Em: disability@online.telstra.com.au

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

VISION AUSTRALIA FOUNDATION

www.visionaustralia.org

454 Glenferrie Rd, Kooyong 3144

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

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

AIDS & EQUIPMENT WEBSITES

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

Bladder Bowel website – www.bladderbowel.gov.au

Independent Living Centres Australia - <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

27 Hope St (Box 5002) Brunswick

ph. 8388 1222 fax. 9387 9925 email: 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

Refer to entry in Advocacy Services List

AMAZE (formerly Autism Victoria)

www.amaze.org.au

24 Drummond St Carlton (Box 374 Carlton South)

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

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

CARERS ASSOCIATION OF VICTORIA

www.carersvic.org.au

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

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

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

CARER GATEWAY

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

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

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

DEPT. OF 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

Freecall 1800 888 236 - 24 hours 7 days a week

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

DOWN SYNDROME VICTORIA Inc. (DSV)

www.downsyndromevictoria.org.au

18/71 Victoria Cres., Abbotsford 3067

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

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

EPILEPSY FOUNDATION OF VICTORIA

www.epilepsyfoundation.org.au

587 Canterbury Rd, Surrey Hills 3124

ph.8809 0600 Infoline 1300 761 487 email: 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

901 Whitehorse Rd. (Box 1377) Box Hill 3128

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

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

HOUSING CHOICES AUSTRALIA (formerly Singleton)

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

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

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

Diversitat

www.diversitat.org.au

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

Gippsland Multicultural Services

www.gms.org.au

100 Buckley St, Morwell ph: 5133 7072 email: reception@gms.org.au

New Hope Migrant & Refugee Centre

www.newhope.asn.au

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

MRC North West

www.mrcnorthwest.org.au

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

Southern Migrant & Refugee Centre

www.smrc.org.au

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

Spectrum MRC

www.spectrumvic.org.au

Lev 5, 61 Riggall St, Dallas 3047 ph.1300 735 653 email: 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

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

InfoXchange www.infoxchange.net.au

www.serviceseeker.com.au

Mental Health Advice Website

www.health.vic.gov.au/mentalhealthadvice

Depression Net

<http://depressionnet.org.au>

NOTE: Any updates APPRECIATED & can be forwarded to Christine Scott

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

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