

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



Agencies that provide Support with **NDIS Appeals** to Administration Appeals Tribunal (AAT) are in **green** writing

State-wide Disability Advocacy Services

ADEC

(Action on Disability in Ethnic Communities)

175 Plenty Rd, Preston 3072
 Tel: 9480 7000
 Toll Free: 1800 626 078
 Fax: 9480 3444
 Email: info@adec.org.au

Dandenong Office

186 Foster St, East Dandenong
 Tel: 9791 8344

Werribee office

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

Note: Info, referral, advocacy for ethnic families/groups, Bi-lingual Ethnic Disability Workers

AMIDA

(Action for More Independence and Dignity in Accommodation)

1st Floor, Ross House, 247 Flinders Lane, Melbourne VIC 3000
 Tel: 9650 2722
 Fax: 9654 8575
 Email: amida@amida.org.au

Information, referral and self advocacy support for people with disability with housing issues

Association for Children with a Disability

(ACD) www.acd.org.au www.adec.org.au

Suite 1, 587 Canterbury Road
 Surrey Hills VIC 3127
 Tel: 9880 7000
 Toll Free: 1800 654 013
 Fax: 9818 2300
 Email: mail@acd.org.au

Information Advocacy and Support for families of children who have a disability

Blind Citizens Australia (BCA)

Lev. 3, Ross House
 247 Flinders Lane, Melbourne 3000
 Tel: 9654 1400
 Toll Free: 1800 033 660
 Fax: 9650 3200
 Email: bca@bca.org.au

Information and individual advocacy support for people with sensory impairment

Communication Rights Australia (CAUS)

Unit 4, 3 Tuck Street www.amida.org.au
 Moorabbin (PO Box 292 Bentleigh 3204)
 Tel: 9555 8552
 Toll Free: 1300 666 604
 Fax: 9555 8550
 Email: info@caus.com.au

Information and advocacy for people with disabilities who have speech or communication difficulties.

Consumer Affairs Victoria (CVA)

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

Complaints about purchases, refunds, contracts, scams, door to door sales etc

Deaf Victoria

(formerly Victorian Council of Deaf People - VCOD)
Level 3, 340 Albert St, (Box 6186)
East Melbourne 3004
SMS: 0431 476 721
Email: info@deafvictoria.com.au

State-wide advocacy, info & support service for the deaf community

Disability Justice Advocacy (DJA)

2 /28A Albert Street
Preston 3072
Tel: 9474 0077
Free call: 1800 808 126
Email: info@justadvocacy.com

Provide advocacy for people with higher support needs

Disability Discrimination Legal Service (DDLS)

2nd Floor, Ross House 247 Flinders Lane, Melbourne 3000
Tel: 9654 8644
Free call 1300 882 872
TTY: 9654 6817
Fax: 9639 7422
Email: info@ddls.org.au

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

Disability Resources Centre (DRC)

www.drc.vic.gov.au
3rd Floor, Ross House 247 Flinders Lane, Melbourne 3000
Tel: 9671 3000
Fax: 9489 2988
Email: advocacy@drc.org.au

Outreach: 186 Foster St East, Dandenong
Tel: 9791 4870
Fax: 9792 1111
Email: katrina@drc.org.au

Information individual advocacy and 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
Tel: 9093 3701
Fax: 9269 5400
Email: Contact@imha.vic.gov.au
www.imha.vic.gov.au www.justadvocacy.com

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)
25 Flinders Lane, Melbourne
Tel: 9489 2999
Fax: 9489 2988 www.communitylaw.org.au/ddls
Free call: 1300 727 017
Email: admin@leadershipplus.com

State-wide advocacy & Info for people with all types of disability

National Aged Care Advocacy Line

Tel: 1800 700 600

Office of the Public Advocate (OPA)

Level 1, 204 Lygon St, Carlton 3053
Tel: 1300 309 337
TTY: 1300 305 612
Fax: 1300 878 510
Email: publicadvocate@justice.vic.gov.au

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

Star Victoria

2nd Floor, Ross House, 247 Flinders Lane, Melbourne 3000
Tel: 9650 2730
Fax: 9650 6972
Email: info@starvictoria.org.au

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

VALID

(Victorian Advocacy League for Individuals with Disability Inc.)

130 Cremorne St, Richmond 3121
Tel: 9416 4003
Free call: 1800 655 570
Fax: 9416 0850
Email: office@valid.org.au
www.valid.org.au

Provides advocacy support for adults with an intellectual disability across Victoria

Victorian Mental Illness Awareness Council (VMIAAC)

Building 1, 22 Aintree St. Brunswick East
Tel: 9380 3900
Fax: 9388 1445
Email: info@vmiac.org.au
Individual advocacy and support for groups of people with emotional and/or mental difficulties

Villamanta Disability Rights Legal Service

www.villamantadrs.org.au
Building ad, Level 2, Deakin University
1 Gheringhap Street, Geelong 3220
Tel: 5227 3338
Toll Free: 1800 014 111

State-wide community legal service with primary focus on people with intellectual disability

Women with Disabilities Victoria (WDV)

Lev 9, 255 Bourke St.
(GPO Box 1160) Melbourne 3001
Tel: 9286 7800 www.starvictoria.org.au
Fax: 9663 7955
Email: wdv@wdv.org.au

Systemic advocacy on behalf of women with disabilities

Youth Disability Advocacy Service (YDAS)

Level 2, 235 Queen St
Melbourne 3000
Tel: 0429 964 859
Email: info@yacvic.org.au

Individual advocacy & support for young adults with disabilities

www.vmiac.org.au

Regional and Local Disability Advocacy Services

ASSERT 4 ALL - A4All

(also, Barwon Disability Resource Council)

48 McKillop St, Geelong 3220

Tel/TTY: **5221** 8011

Toll free: 1300 942 773

Fax: 5229 5665

Email: info@bdrc.org.au

Outreach office

1 Rutherford Crt, Maddingley 3340

Information individual advocacy for people with disabilities in Barwon and Southern Grampians areas

Colac Otway Region Advocacy Service (CORAS)

50 Rae St, Colac 3252

Tel: 5232 1009

Fax: 5232 1291

Email: pgbrady@bigpond.com

www.coras.com.au

Information individual advocacy and support for people with disabilities

DRAS

Now part of Reg. Info. Advocacy Council (RIAC)

Grampians Disability Advocacy Association (GDAA)

(previously known as Ararat Stawell Advocacy Service)

Main Office

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

Tel: 1800 552 272

Fax: 5352 2733

Email: admin@grampiansadvocacy.org.au

www.grampiansadvocacy.org.au

Ballarat Office

Suite 19, 15 Dawson St South, Ballarat www.bdrc.org.au

Tel: 5364 293

Email: ballarat@grampiansadvocacy.org.au

Daylesford Office

13 Hospital Street, Daylesford

Tel: 5348 3350

Email: daylesford@grampiansadvocacy.org.au

Clunes Office

69 Service St. Clunes c/- Daylesford office

Horsham Office

17 McLachlan Street, Horsham

Tel: 5381 2400

Email: horsham@grampiansadvocacy.org.au

Stawell Office

111 Main Street Stawell

Tel: 5358 2164

Information individual advocacy & support for people with disabilities

Gippsland Disability Advocacy

Suite 2, 1st Floor, 6 – 8 Grey St (PO Box 409, Morwell 3840), Traralgon 3844

Tel: 5175 0444

Email: administration@gdai.org.au

Provides support with individual, self and family advocacy, plus some citizen advocacy

Melbourne East Disability Advocacy (MEDA)

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

Tel: 9877 7990

Email: office@meda.org.au

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

Migrant Resource Centre (MRC) North West

20 Victoria Crescent, St Albans 3021

Tel: 9367-6044

Fax: 9367-4344

Email: mrcnw@mrcnorthwest.org.au

Individual for people with a disability from CALD backgrounds

North East Citizen Advocacy (NECA)

56 Gabonia Avenue, Watsonia South 3087

(PO Box 251 Heidelberg 3084)

Tel/Fax: 8407 3684

Email: neca@citizenadvocacy.com.au

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

Regional Disability Advocacy Service (RDAS)

132 Melbourne Rd, (Box 982) Wodonga 3689

Tel: 02 6056 2420

Toll free: 1800 250 292

Fax: 02 6024 6809

email: admin@rdas.org.au

Wangaratta office

15-17 Ely Street Wangaratta

Tel: 5718 0171

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

Rights Information and Advocacy Centre (RIAC)

Shepparton: 72 Wyndham St. (Box 1763: 3632)

Shepparton

Tel: 5822 1944

Fax: 5831 1610

Email: advocacyinfo@riac.org.au and referrals@riac.org.au

Bendigo: 122 Queen Street, Bendigo (Box 2219, Bendigo DC 3554)

Tel: 5443 0550

Fax: 5443 5178

Email: bendigo@riac.org.au

Geelong: (formerly DRAS) 11/23-31 Gheringhap St. Geelong

Tel: 5222 5499

Email: geelong@riac.org.au www.citizenadvocacy.com

Mildura: Deakin Business Ctr, Corner Lemon Ave and Eighth Street (Box 2641: 3502) Mildura

Tel: 5021 0265

Information individual advocacy and support for people with disabilities

Southern Disability Advocacy

320 Main St, Mornington (Box 101 Bentleg 3204)

Tel: 9533 5977

Fax: 9923 6173

Email: info@southernda.org.au

Mentone office, 2/128 Balcombe Rd.

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

Southwest Advocacy Association (SWAA)

45 Hider St (Box 480), Warrnambool 3280

Tel: 5561 4584

Fax: 5561 4371

email: admin@swadvocacy.com.au www.riac.org.au
www.southwestadvocacy.org.au

Information individual advocacy and support for people with disabilities

Sunbury and District Citizen Advocacy

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

Tel: 9744 7378

Fax: 9740 8535

Email: casunbury@bigpond.com

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 for information about local and service-based groups

SARU (Self-Advocacy Resource Unit)

Level 1, Ross House 247 Flinders St.
Melbourne 3000
Tel: 9639 6856
Email: saru@rosshouse.org.au

Provides information and resourcing to set up and support self-advocacy groups

Advocacy South West Network

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

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

Brain Injury Matters (BIM)

4th Floor, Ross House, 247 Flinders Lane,
Melbourne
Tel: 9639 7222
Fax: 9654 1057
Email: office@braininjurymatters.org

Self-advocacy group representing people with brain injury.

Diversity & Disability (DND)

45 Main Road West, St Albans 3021
Tel: 9367-6044
Fax: 9367-4344
Email: mrcnw@mrcnorthwest.org.au

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

New Horizons (EACH)

46 Warrandyte Rd, Ringwood 3134
Tel: 9871 1850
Email: dnewham@each.com.au

Self-advocacy group that meets in evenings

New Wave Self Advocacy Group www.saru.net.au

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

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

Powerful Parents Self-Advocacy

Tel: 9650 7855
Email: susan-arthur@gmail.com

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

Reinforce

Lev 2, Ross House, 247 Flinders Lane, Melbourne
www.braininjurymatters.org
Tel: 9650 7855
Fax: 9636 4004
Email: reinforce@rosshouse.org.au

Self-advocacy group representing people with intellectual disability.

United Brains

Tel: 5977 5425
Email: neilc1953@gmail.com
www.mrcnorthwest.org.au

Provides links between ABI self-advocacy groups to share information and resources

VALID Self-Advocacy Networks

130 Cremorne St Richmond VIC 3132
Tel: 9416 4003
Email: rick@valid.org.au

Facilitates four self-advocacy groups for www.each.com.au 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)

State-wide

Main phone: 1300 558 181
 Interpreter Service: 131 450

Metro North West

27 Dimboola Rd, Broadmeadows
 Tel: 9936 9100

Metro South West

46-50 Walker St, Dandenong
 Tel: 8765 5222

Metro Eastern

703 Station St, Box Hill
 Tel: 8803 8444

Grampians

206 Mair St, Ballarat 3350
 Tel: 03 4301 7000

Hume

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

Gippsland

25 Ann St, Morwell 3840
 Tel: (03) 5116 5701

Barwon South West

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

Loddon Mallee

81 Bull St, Bendigo 3550
 Tel: (03) 5440 6100
 59 Madden St, Mildura 3500
 Tel: (03) 5021 6100

Information and 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)

Level 2, 85 Queen St, Melbourne

Ph. 9602 3066

Free call: 1800 700 600

Email: era@era.asn.au

Advocacy and information for potential/current residents (and their families) in Nursing Homes and Hostels

Seniors Rights Victoria (SRV)

Level 4, 533 Little Lonsdale St, Melbourne

Tel: 1300 368 821

Email: info@seniorsrights.org.au

Provide legal services & advocacy (especially Elder Abuse) to any Victorian aged 60 and above

SHASP

(Social Housing Advocacy and Support Program)

Metro Regions

Wesley Housing and Support Service

291A Maroondah Hwy, Ringwood
 Tel: 8870 4030

Uniting Care Harrison

1012 Little Burwood Hwy, Wantirna South
 Tel: 9871 8700

HomeGround Services

1A/68 Oxford St, Collingwood
 Tel: (03) 9417 2500

SASHS Western – Network (Sunshine)

Tel: 9312 5799

Wombat Housing and Support Services

Nth Melbourne 3051

Tel: 8327 2222

Free call: 1800 887 775

HomeGround Services

122 Chapel St, St Kilda
Tel: 9537 7888

WAYSS

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

Rural Regions

Community Connections Vic.

26 Fairy St, Warrnambool 3280
Tel: 1300 361 680

Bethany Community Support

1 Gibb St, Hamlyn Heights 3215
Tel: 5278 8122

Quantum Support Services

225-227 Princess Drive, Morwell
Tel: 5120 2000
Free call: 1800 243 455

Brophy Family and Youth Servs.

Tel: 5561 8888

PACT Community Support

Level 4, 17 Lydiard St Nth, Ballarat
Tel: 5309 1900
Free call: 1800 660 446

Rural Housing Network

Seymour
Tel: 5735 2000

Shepparton

Tel: 5833 1000

Wodonga

Tel: (02) 6055 9000

Wangaratta

ph. 5722 8000

Advocacy and Rights Centre (Bendigo & Mildura)

Tel: 5444 4364
Free call: 1800 639 121

Provides advice, advocacy and assistance to public housing tenants throughout Victoria

Tenants Union Victoria

55 Johnston St, Fitzroy 3065

Admin

Tel: 9411 1444
Tenants Help line: (03) 9416 2577
Email: emailus@tuv.org.au

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

Legal Centres

Great resource is the Law Handbook - www.lawhandbook.org.au/

AED (Association of Employees with Disability) LEGAL CENTRE

Suite 4 Level 9, 276 Flinders St, Melbourne
 Tel: 9639 4333
 Fax: 9650 2833
 Email: noni.lord@aed.org.au

Information, training and legal advice for people with disabilities about employment, education and rights.

Disability Discrimination Legal Service (DDLS)

See entry in 'State-wide Advocacy section'

Note: Can provide advocacy, legal advice, training and community education on the Federal DDA

Federation of Community Legal Centres (FCLC)

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

*Information and support to find appropriate lawyer or to **find your local Community Legal Centre** etc.*

Mental Health Legal Centre

Building 97, 106–108 Victoria Street
 Carlton Vic 3053
 Tel: 9629 4422
 Free call: 1800 555 887
 Fax: 9614 0488
 Email: mhlc@mhlc.org.au

Information and advice (phone or in person) to people who have a mental illness and their families

Victoria Legal Aid (VLA)

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

Range of support including a FREE phone legal advice and information service.

VILLAMANTA Disability Rights and Legal Service

See details in 'State-wide Advocacy Service section'

State-wide community legal service with primary focus on people with intellectual disability

Welfare Rights Network legal services Social Security Rights Vic.

PO Box 1221 North Fitzroy 3068
 Tel: 9481 0355
 Free call: 1800 094 164
 Fax: 9419 3552
 web: www.ssrvc.org.au

Barwon Community Legal Service
 Level 1, 63 Thompson St, Belmont
 Tel: 1300 430 599 or 5221 4744

Email: bcls@barwoncls.org.au
 web: www.barwoncls.org.au

Legal Centre for people with problems related to Centrelink. Phone Advice Tuesday to Friday afternoons

Monitoring and/or support with complaints

Great resource is the Law Handbook - www.lawhandbook.org.au/

Administrative Appeals Tribunal (AAT)

Level 4, 15 William St, Melbourne
 (GPO Box 9955, Melbourne)
 Tel: 1800 228 333
 Email: generalreviews@aat.gov.au
 Centrelink or Child Support
sscsdivision@aat.gov.au

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

Australian Human Rights Commission (AHRC)

Postal Address: GPO Box 5218, Sydney NSW 2001
 Complaints: 1300 656 419
 Enquiries: 1300 369 711
 Email: infoservice@humanrights.gov.au
www.humanrights.gov.au

Commissioner for Children and Young People

Level 18, 570 Bourke St, Melbourne Vic 3000
 Tel: 8601 5884
 Free call: 1300 782 978
 Email: contact@ccyp.vic.gov.au

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

Community Visitors (CV)

C/- Office of Public Advocate
 204 Lygon St Carlton
 Free call: 1300 309 337

Monitors and reports on care of people living in disability funded residential accommodation

Complaints Resolution and Referral Service (CRRS)

PO Box 1764 Osborn Park DC, WA 6916
 Free call: 1800 880 052
 Fax: 08 9382 9277
 Email: crrs@workfocus.com

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

Consumer Utilities Advocacy Centre Ltd (CUAC)

Suite 3, Level 2, 172 Flinders St, Melbourne 3000
 (Note: Building Is Branded '180')
 Tel: 9639 7600
 Fax: 9639 8966
 Email: info@cuac.org.au

Systemic advocacy on behalf of energy and water consumers on policy and regulatory issues

Consumer Affairs Victoria (CAV)

Refer to the 'State-wide Advocacy Services' www.cav.vic.gov.au section for contacts

Complaints and advocacy related to purchases, refunds, contracts, scams, door to door sales

Court Information and Welfare Network

565 Lonsdale St, Melbourne
 Tel: 9603 7433
 Free call: 1800 681 614
 Admin: 9603 7420
 Fax: 9670 8804 www.publicadvocate.vic.gov.au
 Email: admin@courtnetwork.com.au

Volunteers provide information and support to victims during Court cases. Rural contacts on website.

Disability Services Commissioner (DSC)

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

Supports to resolve complaints about State funded disability services

Health Services Commissioner

26th Floor, 570 Bourke St, Melbourne
Complaints
 Tel: 8601 5200
 TTY: 1300 550 275
 Free call: 1300 582 113
 Email: hsc@dhhs.vic.gov.au

Information and complaints re. Health system.

Justice Connect

(formerly Public Interest Law Clearing House)
 17/461 Bourke St, [PO Box 16013, Collins St West, Melbourne 8007]
 General Enquiries: 8636 4400
 Legal Enquiries: 8636 4444
 Email: admin@justiceconnect.org.au

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

Law Institute of Victoria

Level 3, 140 William St, Melbourne
 (GPO Box 263 Melbourne 3001)
 Tel: 9607 9311
 Fax: 9602 5270
 Email: enquiries@liv.asn.au

Can provide info on lawyers in your area and who deal with specialist issues

Mental Health Complaints Commissioner (MHCC)

Level 26, 570 Bourke Street, Melbourne 3000
 Free call: 1800 246 054
 Fax: 03 9949 1506
 Email: help@mhcc.vic.gov.au

Supports to resolve complaints about Victorian mental health services.

My Aged Care Complaints

www.hcc.vic.gov.au/hsc
 Dept of Social Services, Stakeholder relations
 Box 210, Balwyn 3103
 Tel: 1800 200 442

Investigate concerns and complaints re facilities receiving aged care funding

National Abuse and Neglect Hotline

Tel: 1800 880 052
 Email: hotline@workfocus.com

Hotline for reporting abuse and neglect of people with disabilities using government funded services

NDIS Quality and Safeguarding Commission (QSC)

PO Box 210, Penrith NSW 2750
 Tel: 1800 035 544
 Email: feedback@ndiscommission.gov.au

Any complaint, including breaches of restrictive practice or Code of Conduct, incidents related to staff and services purchased with NDIS funding

Office of Professional Practice

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

Works in partnership with professionals and organisations to maximise people's quality of life, promote people's development and safeguard their rights

Office of the Public Advocate (OPA)

Refer to entry in State-wide Advocacy Services

Office of the Victorian Information Commissioner (OVIC)

Level 6, 121 Exhibition St (GPO Box 24274)
Melbourne 3001
Enquiries: 1300 006 842
General: 8684 1660
Email: enquiries@ovic.vic.gov.au

Ombudsman and Industry Complaints

Australian Financial Complaints Authority (AFCA) (formerly Financial Ombudsman Serv) includes:

Banking Complaints:

GPO Box 3, Melbourne 3001
Tel: 1300 780 808
Email: info@afca.org.au

Commonwealth Ombudsman:

Lev 1, 441 St Kilda Road Melbourne 3004
Tel: 1300 362 072
Email: ombudsman@ombudsman.gov.au

Credit and Investment Ombudsman (CIO)

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

Energy and Water Ombudsman VIC (EWOV)

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

Legal Services Board and Commissioner

Level 5, 555 Bourke St, Melbourne
Tel: 1300 796 344
Email: admin@lsbc.vic.gov.au

Private Health Insurance Industry Ombudsman

Admin Tel: 02 8235 8777
Complaints Hotline 1800 640 695
Email: info@phio.org.au
Web: www.phio.org.au

Police Complaints – Independent Broad-based Anti-Corruption Commission (IBAC)

GPO Box 24234, Melbourne
Tel: 1300 735 135

Email: info@ibac.vic.gov.au publicadvocate.vic.gov.au

Public Transport Ombudsman

Box 538, Collins St W, Melbourne. 8007
Tel: 1800 466 865
Email: enquiries@ptovic.com.au ovic.vic.gov.au

Telecommunications Industry Ombudsman (TIO)

Box 276, Collins St West 8007
Tel: 1800 062 058
Email: tio@tio.com.au
Web: www.tio.com.au

Victorian Ombudsman

www.afca.org.au
Lev 1, 459 Collins St. Melbourne
Regional Tel: 1800 806 314
Metro Tel: 9613 6222
Email: ombudvic@ombudsman.vic.gov.au

Senior Practitioner - (former OSP)

Refer to Office of Professional Practice (previous page) for issues re. DHS programs www.ombudsman.gov.au
Web: www.dhs.vic.gov.au/ds/osp

Monitors and advises on 'restrictive' practice in disability services in Vic. **ONLY up until 30-6-19**
www.cio.org.au

VCAT - Guardianship List

55 King St., Melbourne 3000
Tel: 9628 9911
Free call: 1300 079 413 www.ewov.com.au
Email: humanrights@vcat.vic.gov.au

Appoints Guardians and 'Administrators' where required for people over 18 years, who have impairments, disability or illness www.lsbc.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission

Level 3, 204 Lygon St, Carlton 3053
Enquiry Line: 1300 292 153
Admin: 1300 891 848
Fax: 1300 891 858
TTY: 1300 289 621
Email: enquiries@veohrc.vic.gov.au

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 and Communication

Communication and Inclusion Resource Centre (CIRC)

830 Whitehorse Rd. Box Hill 3128
 Tel: 9843 2000
 Free call: 1300 472 673
 Fax: 9843 2033
 Email: crc@scopevic.org.au

Aids, resources and training related to communication impairment. Also, Gastrostomy information and NECAS (Non-Electronic Communication Aids Scheme)

Contenance Aids Payment Scheme (CAPS)

For assistance with Applications and information
 Tel: 1800 239 309
 Email: caps.processing@humanservices.gov.au
 Web: www.bladderbowel.gov.au

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)

Refer to details for Independent Living Centre details below.

Equipment Recycling Network (ERNI)

17 Greenwood Ave (Box 419) Ringwood 3134
 Tel: 9879 5211
 Email: erni@erni.asn.au

Note: Provides recycled equipment and computers to people with disabilities.

Home Renovation Service

Tel: 9815 1900
 Rural: 1300 136 513

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

Disability Aids and Equipment

Showroom www.scopevic.org.au
 35-37 Tinning Street, Brunswick, VIC 3056
 Tel: 1300 788 855
 Email: customerservice@independenceaustralia.com

Full range of equipment & aids including continence products

Independent Living Centre (ILC)

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
 Tel: 9362 6111
 Rural: 1300 885 886
 Fax: 9687 1607
 TTY 9687 0301
 Email: a&ep@yooralla.com.au or ilc@yooralla.com.au or comtas@yooralla.com.au

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

Key Word Sign Victoria (formerly Makaton)

PO Box 142, Canterbury 3126
 Tel: 9899 8684
 Email: admin@keywordsignvictoria.org
housing.vic.gov.au/home-renovation-loan-owners

National Continence Helpline

Tel: 1800 330 066
 Email: helpline@continence.org.au

Free information and referral telephone service, with professional continence advisors, for people affected by incontinence; including advise about state and territory continence schemes

National Public Toilet Map

Fax: 5333 8111 www.toiletmap.gov.au
 email: swep@bhs.org.au

National Relay Service - NRS

Level 2, 10 Mallet St, Camperdown NSW 2050
 24-hour Relay of calls - Voice/TTY 133 677 or
 Speak and listen 1300 555 727
 Email: helpdesk@relayservice.com.au
 Admin: 1800 555 660
 Fax: 1800 555 680

www.relayservice.com.au
Provides people who have a permanent or long-term disability with subsidised aids, equipment, oxygen, continence and vehicle and home modifications

Note: Assists people who are deaf or with speech impairment to make phone calls

Solve Disability Solutions (formerly TADVIC)

c/- Royal Talbot Rehab Centre
 1 Yarra Blvd, Kew 3101
 Free call: 1300 663 243
 Fax: 9853 8098
 Email: info@solve.org.au

SCOPE Victoria Advisory Services

Building Advisory Service (BAS)

Tel: 9843 2000
 Email: bas@scopevic.org.au

Assists modify standard equipment or develop aids not available retail

Gokids Mobility Advisory Service

Tel: 8311 4009
 Email: gokids@scopevic.org.au

TELSTRA Disability Equipment Program

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

Supported Accommodation Equipment Assistance (SAEAS)

Contact: **SWEP**
 Free call: 1300 747 937
 Email: SWEPcentralintake@bhs.org.au

Note: Information and assistance with telephone adaptations for people with impairments or disability

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

Vision Australia Foundation

454 Glenferrie Rd, Kooyong 3144
 Tel: 1300 847 466
 Email: info@visionaustralia.org

State-Wide Equipment Program (SWEP)

PO Box 1993 Bakery Hill Vic 3354
 Tel: 1300 747 937 or 03 5333 8100

Low Vision clinics across State. Sells aids and equipment for people with visual impairments swep.bhs.org.au

Aids and equipment websites

- Continence Foundation of Australia website www.continence.org.au
- Bladder Bowel website www.bladderbowel.gov.au
- Independent Living Centres Australia www.ilcaustralia.org.au

Information and support services

Afterhours GP Helpline

Provides free health information and assistance from a registered nurse or medical advice from a GP

Tel: 1800 022 222

Aged Care Information Line

Tel: 1800 200 422

ARBIAS

27 Hope St (Box 5002), Brunswick

Tel: 8388 1222

Fax: 9387 9925

Email: EnquiriesVIC@arbias.com.au

Web: www.arbias.org.au

Provides range services to people with ABI including accommodation, info, counselling, case management

Association for Children with a Disability

Refer to entry in Advocacy Services List

Web: www.acd.org.au

AMAZE (formerly Autism Victoria)

24 Drummond St Carlton (Box 374 Carlton South)

Tel: 9657 1600

INFOline 1300 308 699

Fax: 9639 4955

Email: info@amaze.org.au

Web: www.amaze.org.au

Info, counselling, family support and other services to people with autism/their families

Carers Association of Victoria

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

Tel: 9396 9500

Toll Free: 1800 242 636

Email: reception@carersvictoria.org.au

Web: www.carersvic.org.au

Information, referral and support for carers of people with disability/illness

Carer Gateway

Free call: 1800 422 737

Web: www.carergateway.gov.au

Support for parents/carers including respite, information and afterhours emergency respite service

DARU (Disability Advocacy Resource Unit)

Level 8, 128 Exhibition St, Melbourne 3000

Phone: 9639 5807

Email: admin@daru.org.au

Web: www.daru.org.au

Provides information and resourcing for state funded advocacy services, their Boards and staff

Department of Health and Human Services (DHHS Vic.) – Disability Intake & Response Team

Tel: 1800 783 783 (connects to your local office)

Information on services, referral and short-term response for people with disability

Directline

Free call: 1800 888 236 - 24 hours 7 days a week

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

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)

18/71 Victoria Cres, Abbotsford 3067

Tel: 9486 9600 or 1300 658 873

Fax: 9486 9601

Email: info@dsav.asn.au

Web: www.downsyndromevictoria.org.au

Support, information, referral, hospital visiting to new parents, computer club and local contacts

Epilepsy Foundation of Victoria

587 Canterbury Rd, Surrey Hills 3124

Tel: 8809 0600

Infoline: 1300 761 487

email: epilepsy@epilepsyfoundation.org.au

Web: www.epilepsyfoundation.org.au

Barwon SW and Grampians office

8/265 Pakington St. Newtown 3220

Tel: 5223 1645

Support Groups, info, counselling and advocacy assisting people with epilepsy/families

Family Planning Victoria - Disability Services

901 Whitehorse Rd. (Box 1377) Box Hill 3128

Main: 9257 0100

Free call: 1800 013 952

Disability Prog: 9257 0191

Email: fpv@fpv.org.au

Web: www.fpv.org.au

Information, library, counselling, community and school education, sexuality education; clinical services

**Housing Choices Australia
(formerly Singleton)**

Level 3, 350 Queen St, Melbourne 3000

Tel: 1300 312 447

Fax: 1300 312 737

Email: info@hcau.org.au

Web: www.housingchoices.org.au

Provides range of accommodation options and works with others to plan build housing developments

Migrant Resource Centres (MRC)

Migrant Information Centre Eastern Melbourne

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

Diversitat

153 Pakington St, Geelong West 3218
 Tel: 5221 6044
 Email: info@diversitat.org.au
 Web: www.diversitat.org.au

Gippsland Multicultural Services

100 Buckley St, Morwell
 Tel: 5133 7072
 Email: reception@gms.org.au
 Web: www.gms.org.au

New Hope Migrant & Refugee Centre

40 Grattan St, Prahran 3181
 Tel: 9510 5877
 Email newhope@newhope.asn.au
 Web: www.newhope.asn.au

MRC North West

20 Victoria Cres, St. Albans
 Tel: 9367 6044
 Email: mrcnw@mrcnorthwest.org.au
 Web: www.mrcnorthwest.org.au

Southern Migrant and Refugee Centre

39 Clow St, Dandenong
 Tel: 9767 1900
 Email: smrc@smrc.org.au
 Web: www.smrc.org.au

Spectrum MRC

Lev 5, 61 Riggall St, Dallas 3047
 Tel: 1300 735 653
 Email: info@spectrumvic.org.au
 Web: www.spectrumvic.org.au

163 Harvester Rd, Sunshine 3020
 Tel:1300 735 653

National Disability Insurance Agency (NDIA)

Tel: 1800 800 110
 Web: www.ndis.gov.au

New agency overseeing the establishment of the National Disability Insurance Scheme in Victoria

Information websites

Human Services Directory

(health, disability, community)
 Web: www.betterhealth.vic.gov.au

InfoXchange

Web: www.infoexchange.net.au
 Web: www.serviceseeker.com.au

Mental Health Advice Website

Web: www.health.vic.gov.au/mentalhealthadvice

Depression Net

Web: www.depressionnet.org.au

This **NDIS Tip Sheet** is a resource developed by the VALID Family Team. **Note:** Any updates are appreciated and can be forwarded to Christine Scott christine@valid.org.au

130 Cremorne Street, Richmond VIC 3121
Ph: (03) 9416 4003
www.valid.org.au