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

**STATEWIDE DISABILITY ADVOCACY SERVICES**

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

175 Plenty Rd, Preston 3072  
[www.adec.org.au](http://www.adec.org.au)  
ph. 9480 1666  Toll Free 1800 626 078  fax: 9480 3444  email: info@adec.org.au  
NB. Info, referral, advocacy for ethnic families/groups, Bi-lingual Ethnic Disability Workers

**AMIDA (Action for More Independence & Dignity in Accommodation)**

1st Flr, Ross House, 247 Flinders Lane, Melbourne 3000  
[www.amida.org.au](http://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**

Suite 2, 98 Morang Road, Hawthorn Victoria 3122  
[www.acd.org.au](http://www.acd.org.au)  
ph. 9818 2000  Toll Free 1800 654 013  fax 9818 2300  email: mail@acd.org.au  
NB. Info., Advocacy & Support for families of children who have a disability

**BCA (BLIND CITIZENS AUSTRALIA)**

Lev. 3, Ross House, 247 Flinders Lane, Melbourne 3000  
[www.bca.org.au](http://www.bca.org.au)  
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**

Unit 4, 3 Tuck St. Moorabbin (PO Box 292 Bentleigh 3204)  
ph. 9555 8552  Toll Free 1800 995 383  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**

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)**

Lev 3, 340 Albert St, (Box 6186), East Melbourne 3004  
[www.deafvictoria.org.au](http://www.deafvictoria.org.au)  
Ph. 1300 553 467  email: info@deafvictoria.com.au  
NB. Statewide advocacy, info & support service for the deaf community.

**DISABILITY JUSTICE ADVOCACY (DJA)**

2 /28A Albert Street Preston 3072  
[www.justadvocacy.com](http://www.justadvocacy.com)  
ph. 9474 0077  freecall 1800 808 126  email: info@justadvocacy.com  
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
Free call 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: 3rd Flr, Ross House 247 Flinders Lane, Melbourne 3000
ph. 9671 3000  fax. 9489 2988  email: advocacy@drc.org.au
Outreach: 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.

LEADERSHIP PLUS INC. (formerly Action for Community Living)  www.leadershipplus.com
25 Flinders Lane, Melbourne
ph. 9489 2999  fax. 9489 2988  Freecall: 1300 727 017  email: admin@leadershipplus.com
NB. Info, advocacy & support for people with disability

NATIONAL AGED CARE ADVOCACY LINE  ph. 1800 700 600

Level 1, 204 Lygon St, Carlton  3053
ph. 9603 9500  F: 1300 878 510  TollFree 1300 309 337  email: publicadvocate@justice.vic.gov.au
NB. Advice, assistance & advocacy re. complaints on behalf of people who have an intellectual or psychiatric disability; dementia or an acquired brain injury.

STAR VICTORIA  www.starvictoria.org.au
2nd Flr, 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.)  www.valid.org.au
235 Napier St., Fitzroy  3065
ph. 9416 4003  Freecall 1800 655 570  fax. 9416 0850  email: office@valid.org.au
NB. Provides advocacy support for adults with an intellectual disability across Victoria

VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL - VMIAC  www.vmiac.org.au
Building 1, 22 Aintree St. Brunswick East
ph 9380 3900  fax. 9388 1445  email: 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
44 Bellerine St, Geelong  3220
ph 5229 2925  Toll Free 1800 014 111  fax. 5229 3354  email: legal@villamanta.org.au
NB. Statewide community legal service with primary focus on people with intellectual disability

WOMEN WITH DISABILITIES VICTORIA - WDV  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
NB. Systemic advocacy on behalf of women with disabilities
YOUTH DISABILITY ADVOCACY SERVICE (YDAS)  
Level 2, 180 Flinders St, Melbourne 3000  
Ph. 9267 3733  Freecall: 1300 727 176  Fax: 9639 1622  Email: ydasmanager@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 Ctr)  
48 McKillop St, Geelong  3220  
ph /TTY 5221 8011  Toll free 1300 942 773  fax 5229 5665  email: info@bdrc.org.au  
Outreach office: 1 Rutherford Crt, Maddingingley 3340  
NB. Info, individual advocacy for people with disabilities in Barwon & southern grampians areas

COLAC OTWAY REGION ADVOCACY SERVICE (CORAS)  
50 Rae St, Colac  3252  
ph. 5232 1009  fax. 5232 1291  email: coras@bigpond.com  
NB. Info., individual advocacy & support for people with disabilities

DISABILITY ADVOCACY & INFO SERVICE  (DAIS)  
130 Melbourne Rd, (Box 982) Wodonga  3689  
ph. 02 6056 2420  Toll free: 1300 886 388  fax. 02 6024 6809  email: admin@dais.org.au  
Wangaratta office:  Wang Centra, 15-17 Ely St.  
NB. Individual & systemic advocacy for people with disabilities living in Upper Murray area

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

GRAMPNIANS DISABILITY ADVOCACY ASSOCIATION  (GDAA)  
(previously known as Ararat Stawell Advocacy Service)  
www.grampiansadvocacy.org  
MAIN  2/32 Tuson St (Box 112), Ararat 3377  
ph. 1800 552 272  fax. 5352 2733  email: asas@netconnect.com.au  
Ballarat Office: 20 Eastwood St;  ph 5333 7344  email: gdaab@bigpond.net.au  
Daylesford: 13 Hospital St.  ph 5348 3350  email: gdaad@mmnet.com.au  
Clunes 69 Service St.  c/- of Daylesford office contacts  
Horsham off: 17 McLachlan St;  ph. 5381 2400  email: gdaah@bigpond.net.au  
Stawell office: 111 Main St:  ph 5358 2164  
NB. Info. individual advocacy & support for people with disabilities

GIPPSLAND DISABILITY ADVOCACY  
8 Hopetoun St (PO Box 409) Morwell  3840  
ph. 5133 9440  fax. 5133 9897  email: admin@gdai.org.au  
NB. Provides support with individual, self & family advocacy, plus some citizen advocacy
MELBOURNE EAST DISABILITY ADVOCACY (MEDA)  
Level 1, 79 Mahoney’s Rd, Forest Hill, 3131 (PO Box 302)  
Ph: 98777 990  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  
20 Victoria Cres., St Albans Vic 3021  
ph: 9367-6044  fax: 9367-4344  email: mrcnw@mrcnorthwest.org.au  
NB: 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  
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 INFO & ADVOCACY COUNCIL - RIAC  
190 Benalla Rd (Box 1763 : 3632) Shepparton  
ph 5822 1944  Freecall 1800 221 944  fax 5831 1610  email: admin@riac.org.au  
Bendigo 31 MacKenzie St. (Box 2219, Bendigo DC 3554)  
ph. 5443 0550 or 1800 224 799  Fax. 5443 5178  email: bendigo@riac.org.au  
Geelong (formerly DRAS), 21 Regent St. Belmont ph. 5245 7986  email: geelong@riac.org.au  
Mildura 148 lime Avenue (Box 2641: 3502)  ph. 5021 0265  
Strengthening Parents Supt Prog.  as for Bendigo office but ph: 5442 7897  
NB. Info, individual advocacy & support for people with disabilities

SOUTHERN DISABILITY ADVOCACY (formerly Sthn Cit Adv)  
31 Abbott St., Sandringham (Box 161 Bentleigh 3204)  
ph. 9533 5977  F: 9923 6173  email: info@southernda.org.au  
Mornington office  320 Main St.  ph. 59736320  
NB. Advocates for person with a disability living in Southern Region using paid & voluntary staff

SOUTHWEST ADVOCACY ASSOCIATION - SWAA  
4/50 Kepler St (Box 480) Warrnambool 3280  
ph 5561 4584  fax. 5561 4371  email: admin@swadvocacy.org.au  
NB. Info., individual advocacy & support for people with disabilities

SUNBURY AND DISTRICT CITIZEN ADVOCACY  
5/36 Macedon Street (PO Box 420) Sunbury  
ph. 9744 7378  fax: 9740 8535  email: dabela@citizenadvocacysunbury.com.au  
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 (ie. 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@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  
NB. Self-advocacy network of people from services across the South Western area of Victoria

BRAIN INJURY MATTERS - BIM  
www.braininjurymatters.org  
4th Floor, Ross House, 247 Flinders Lane, Melbourne  
ph. 9639 7222  fax. 9654 1057  email: office@braininjurymatters.org  
NB. Self-advocacy group representing people with brain injury.

DIVERSITY & DISABILITY (DND)  
www.mrcnorthwest.org.au  
45 Main Road West, St Albans Vic 3021  
ph: 9367-6044  fax: 9367-4344  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 3134  ph. 9871 1850  email: dnewham@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  
NB. Self-advocacy group for people with intellectual disability including a drop in centre

POWERFUL PARENTS SELF-ADVOCACY  
ph. 9650 7855  email: susan-arthur@gmail.com  
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: reinforce@rosshouse.org.au  
NB. Self-advocacy group representing people with intellectual disability.

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  
c/- 235 Napier St., Fitzroy 3065  ph: 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.
Statewide 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. 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
Level 2, 85 Queen St Melbourne
Ph. 9602 3066  Freecall 1800 700 600  Fax. 9602 3102  email: era@era.asn.au
NB. Advocacy & info for potential/current residents (& their families) in Nursing Homes & Hostels

SHASP - SOCIAL HOUSING ADVOCACY & SUPPORT PROGRAM
www.tuv.org.au
55 Johnston St, Fitzroy 3065
Admin ph: 9411 1444  Tenants Help line (03) 9416 2577  email: emailus@tuv.org.au
NB: Provides advice, assistance & advocacy for tenants of private and public rental properties
COMPLAINTS: Monitoring & Legal Info. &/or Support


ADMINISTRATIVE APPEALS TRIBUNAL - AAT www.aat.gov.au
Main: Lev 16, HWT Tower, Southgate, 40 City Rd, Southbank (GPO Box 9955, Melbourne)
pH. 1800 228 333 email: generalreviews@aat.gov.au I (Ctrlk/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.

AED (Association of Employees with Disability) LEGAL CENTRE www.aed.org.au
Suite 4 Level 9, 276 Flinders 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.

AGED CARE COMPLAINTS SCHEME agedcarecomplaints.govspace.gov.au
Dept of Social Services, Stakeholder relations, Box 9820, Melbourne 3001 ph:1800 550 552
NB: Investigate concerns & complaints re facilities receiving aged care funding

AUSTRALIAN HUMAN RIGHTS COMMISSION (AHRC) www.humanrights.gov.au
Postal Address: GPO Box 5218, Sydney NSW 2001
Complaints: 1300 656 419 Enquiries: 1300 369 711 email: infoservice@humanrights.gov.au

CHILD SAFETY COMMISSIONER www.ccyp.vic.gov.au
Level 20, 570 Bourke St, Melbourne Vic 3000
pH 8601 5884 Freecall 1300 782 978 email: childsafe@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.

COMMISSIONER FOR PRIVACY & DATA PROTECTION (Vic) www.cpdp.vic.gov.au
Level 6, 121 Exhibition St (GPO Box 24014) Melbourne 3001
Enquiries: 1300 666 444 General: 03 8684 1660 Email: enquiries@cpdp.vic.gov.au

COMMUNITY VISITORS (CV) www.publicadvocate.vic.gov.au
C/- Office of Public Advocate pH. 9603 9500 Freecall 1300 309 337
NB. Monitors & reports on care of people living in disability funded residential accommodation

COMPLAINTS RESOLUTION & REFERRAL SERVICE (CRRS) www.crrs.net.au
Lev 1, 20 Chandos St (Box 126) St. Leonards NSW 1590
Freecall 1800 880 052 TTY: 1800 301 130 F: 02 9318 1372 email: crrs@workfocus.com
NB. For complaints about Commonwealth funded employment or advocacy services

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 DISCRIMINATION LEGAL SERVICE (DDLS)  www.communitylaw.org.au/ddls
See entry in ‘Statewide Advocacy section’
NB. Can provide advocacy, legal advice, training & community education on the Federal DDA

DISABILITY SERVICES COMMISSIONER (ODSC)  www.odsc.vic.gov.au
Level 30, 570 Bourke Street, Melbourne  3000  email: complaints@odsc.vic.gov.au
Ph. 1800 677 342 (free call)  TTY: 1300 726 563  Fax: 03 9603 8310
NB. Supports to resolve complaints about State funded disability services.

FEDERATION OF COMMUNITY LEGAL CENTRES (FCLC)  www.communitylaw.org.au
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.

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.

MENTAL HEALTH LEGAL CENTRE  www.communitylaw.org.au/mentalhealth
Level 9, 10-16 Queen St., Melbourne 3000
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

NATIONAL ABUSE & NEGLECT HOTLINE  www.disabilityhotline.net.au
ph. 1800 880 052  email: hotline@workfocus.com
NB. Hotline for reporting abuse & neglect of people with disabilities using gov’t funded services

OFFICE OF THE PUBLIC ADVOCATE  Refer to entry in Statewide Advocacy Services

OMBUDSMAN & INDUSTRY COMPLAINTS
Commonwealth Ombudsman  www.ombudsman.gov.au
Lev 1, 441 St Kilda Road Melbourne  3001  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

GPO Box 469, Melbourne 3001  1800 500 509  email: ewovinfo@ewov.com.au
Financial Ombudsman Service (FOS) - inc. banking complaints 1300 780 808 www.fos.org.au
GPO Box 3, Melbourne 3001 email: info@fos.org.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) 1800 062 058
Box 276, Collins St West 8007 email: tio@tio.com.au www.tio.com.au

Victorian Ombudsman
Lev 1, 459 Collins St. Melbourne regional only 1800 806 314 metro: 9613 6222 email: ombudvic@ombudsman.vic.gov.au www.ombudsman.vic.gov.au

Level 24, 50 Lonsdale St, Melbourne 3000
ph: 9096 8427 Fax: 9096 8017 Email: officeofprofessionalpractice@dhhsvic.gov.au
NB: Monitors (checks) & advises on ‘restrictive’ practice in disability services in Victoria.

VCAT - GUARDIANSHIP LIST www.vcat.vic.gov.au
55 King St., Melbourne 3000
ph. 9628 9911 Freecall 1300 079 413 email: vcat-hrd@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 www.humanrightscommission.vic.gov.au
Level 3, 204 Lygon St, Carlton 3053
Complaints 1300 891 848 Enquiry Line: 1300 292 153 fax. 1300 891 858 TTY: 1300 289 621
Email: enquiries@veohrc.vic.gov.au
NB: Complaints about unfair treatment regarding work, schools, services, housing or financial matters. Free Advice service on discrimination law through Enquiry Line 9-4pm weekdays

VICTORIA LEGAL AID (VLA) www.legalaid.vic.gov.au
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 73 Pakington St, Geelong West 3218
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
**EQUIPMENT & COMMUNICATION**

**COMMUNICATION RESOURCE CENTRE - CRC**

830 Whitehorse Rd. Box Hill 3128  
**ph. 9843 2000** Freecall: 1300 472 673  
fax. 9843 2033  
e-mail: crc@scopevic.org.au

**CONTINENT AID PAYMENT SCHEME - CAPS**

CAPS, GPO Box 9822, Sydney NSW 2001  
**ph. 132 011** for assistance with Applications  
Fax: 02 9895 3525  
e-mail: caps.processing@humanservices.gov.au

For info on CAPS (formerly CAAS) call National Continence Helpline 1800 330 066

**NB.** People with permanent disability aged 16 - 65yrs - receive an annual allocation of funds for purchase of continence aids, including pads.

**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  
**ph. 9879 5211**  
fax. 9879 6211  
e-mail: erni@erni.asn.au

**GREEN PC**

33 Elizabeth St. Richmond 3121  
**ph. 9418 7400** fax: 9486 9344  
e-mail: info@greenpc.com.au

**HOME RENOVATION SERVICE**

**INDEPENDENCE AUSTRALIA HEALTH SOLUTIONS**

**INDEPENDENT LIVING CENTRE - ILC**

Main: 705 Geelong Rd, Brooklyn (Box 1101, Altona Gate 3025)  
Eastern: 54 Railway Road, Blackburn  
**ph. 9362 6111** rural 1300 885 886  
TTY 9314 9001  
fax: 9314 9759  
e-mail: a&ep@yooralla.com.au or ilc@yooralla.com.au

**KEY WORD SIGN VICTORIA** (formerly Makaton)

PO Box 142, Canterbury 3126  
**ph. 9899 8684**  
e-mail: 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  www.swep.bhs.org.au
PO Box 1993 Bakery Hill Vic 3354
ph: 1300 747 937 or 03 5333 8100  fax: 03 5333 8111  email: swep@bhs.org.au
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
ph. 9853 8655  Freecall 1300 663 243  fax: 9853 8098  email: info@solve.org.au
NB. Assists modify standard equipment or develop aids not available retail.

Voice: 1800 068 424  TTY: 1800 808 981  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 - www.ilcaustralia.org.au
INFORMATION & SUPPORT SERVICES

AGED CARE INFORMATION LINE – 1800 500 853

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  TTY 9396 9587  em: reception@carersvictoria.org.au
NB. Info, referral & support for carers of people with disability/illness

CARER / CARELINK SERVICES – Regional  http://vcsn.infoxchange.net.au
Ring 1800 052 222  to be connected to your local service
NB. 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 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

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.epinet.org.au
587 Canterbury Rd, Surrey Hills  3124
ph.8809 0600  Helpline 1300 852 853  fax. 9836 2124  email: epilepsy@epilepsy.asn.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.
INDEPENDENT DISABILITY SERVICES (formerly HRSS)  
Suite 3.01, Level 3, 60 Leicester St, Carlton Vic. 3053  
ph: 9340 5100  fax: 9340 5102  email: admin@ida.org.au  
NB: Provides support to find housing, homeshare, planning, case coordination

MIGRANT RESOURCE CENTRES - MRC

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

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

Gippsland Multicultural Services  
100 Buckley St, Morwell  ph: 5133 7072  email: gms@gmsinfo.com.au

New Hope Migrant & Refugee Centre  
40 Grattan St, Prahran  3181  ph. 9510 5877  email newhope@newhope.asn.au

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

Southern Migrant & Refugee Centre  
39 Clow St, Dandenong  ph. 9767 1900  email: smrc@smrc.org.au

Spectrum MRC  
Lev 1, 306 Bell St, Preston  3072  ph. 9496 0200  email: preston@spectrumvic.org.au

NATIONAL DISABILITY INSURANCE AGENCY (NDIA)

ph. 1800 800 110  
Barwon Launch Site office, 168 Little Malop St., Geelong Vic. 3220  
NB. New agency overseeing the establishment of the Nat. Dis. Insurance Scheme in Vic.

INFORMATION WEBSITES

Human Services Directory (health, disability, community)  

IDEAS (Info on Disability & Education Awareness Services)  
www.ideas.org.au  
ph: 1800 029 904  TTY 02 6947 3377  Email: info@ideas.org.au

InfoXchange  
www.infochange.net.au  www.serviceseeker.com.au

Mental Health Advice Website  

Depression Net  
http://depression.net.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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