

DISABILITY SERVICES GUIDE FOR ARARAT RURAL CITY





This booklet is proudly produced by
Grampians disAbility Advocacy Association
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Website: www.grampiansadvocacy.org.au



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1. YOU: the people of Ararat and district



2. Take your business to an ACE partner



3. Tag your account to support ACE

4. A percentage of the partner's profit goes to ACE

5. ACE distributes money to the community

You can help ACE to support the community by taking the steps set out at left.

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LOCAL

Accessible Taxis

Accessible Taxis (wheelchair users)

Arthur Bullock
Phone: 0400 520 106

Acquired Brain Injury Clinic

Acquired Brain Injury Clinic (Grampians Region)

The Acquired Brain Injury Clinic is for people with an ABI and their families/carers and service providers. Referrals are accepted from medical and health professionals or by self-referral. The clinic provides case management, education and counselling for people and their families and is available for those aged 6 – 65 years who are experiencing difficulties following a brain injury (including stroke).

Assistance extends from information provision to case management for more complex situations.

Phone: 5320 3612 (Ballarat)
Email: info@bhs.grampianshealth.org.au
Email: maureenm@bhs.org.au
Website: www.bhs.org.au

Ararat & District Ark Toy Library

Ararat & District Ark Toy Library

Toys available for loan for children with a disability.
Situated at East Grampians Health Service.

Phone: 5352 9453 Tuesday, Wednesday, Friday

Ararat Mental Health Services

Ballarat Health Services Psychiatric Services provides mental health services in Ararat. It strives to ensure that every client, their families and carers, receive internationally recognised, best practice treatments for mental illness. Practices and treatments are adopted to provide people with a mental illness the greatest opportunity to recover and return to pre-illness functioning.

Ballarat Health Services division is a publicly funded Area Mental Health Service and provides mental health services to adults, children and aged persons. Psychiatric services in Ararat is located in the grounds of East Grampians Health Service.

Phone: 1300 661323 - 24 Hour Service

Phone: Ararat: 5352 9710 Ballarat: 5320 4100

Website: www.bhs.org.au

Ararat Rural City Council – parking permits

Contact the Council to find out the process required to obtain a disability parking permit.

Phone: 5355 0200

Ararat Taxis: wheelchair taxi available

Phone: 5352 7777

Autism/Asperger's Support Group (Ararat/Stawell)

Julene Barnes is the co-ordinator

Meets monthly, contact Julene for venue details.

Phone: 5352 2129

Axis Employment (Disability Employment Agency)

AXIS Employment works with other services to give job seekers the best chance of achieving quality, sustainable employment outcomes.

90 Barkly St Ararat: Wed & Thu: 10:00am – 4:00pm

Phone: 1800 913 091

Email: ballarat@caei.com.au

Website: www.communityaxis.com.au

Ballarat Community Health Centre transport assistance

Ballarat Health Companion, for people that need help getting to a medical appointment in Ballarat, meet at Ballarat railway station.

Phone: 1800 054 172 for appointment or information

Email: info@bchc.org.au

Website: www.bchc.org.au

Dept. of Health & Human Services and DHHS Day Programs

The Department of Health & Human Services is the State Government provider of disability support. DHHS provides case management and funds in-home support for people with an intellectual, physical, sensory or neurological disability or an acquired brain injury.

DHHS will also assist with finding suitable accommodation.

Phone: 1800 783 783 or 5352 0100

DHHS Ararat Day Programs aim to provide the opportunity for the development and enhancement of skills and abilities of people with disabilities who are working within the programs.

Phone: 5352 4071 Wood N Crete (concrete moulding)

Phone: 5352 5205 Manna Gums (plant nursery)

District Nursing Service

District Nurses undertake nursing services in the patient's home. They assist with tasks such as dressings, medications, respiratory therapy and blood glucose testing. The nurses are available to all within Ararat and the surrounding community.

Phone: 5352 9328

Mobile: 0408 170 438 between 8am and 5pm

East Grampians Health Service Centre of Community Health

Promotes wellbeing, health maintenance, illness prevention and support groups throughout Ararat Rural City. Services provided include physiotherapy, dental services and occupational therapy.

The staff welcome clients to East Grampians Health Service and its many programs in a confidential environment.

Community Health is located adjacent to the hospital in Girdlestone Street, Ararat.

Phone: 5352 9327 or 5352 9300

Email: info@eghs.net.au

Website: www.eghs.net.au

Grampians Community Health

Grampians Community Health is a central hub for support programs, counselling services and health promotion services throughout the Ararat and Stawell areas. A range of free and confidential services is available to those in the Rural City of Ararat. The health centre is located at the A & J McDonald Centre in High St, Ararat.

Phone: 5352 6200

Email: gch@grampianscommunityhealth.org.au

Website: www.grampianscommunityhealth.org.au

District
Nursing
Service

East
Grampians
Health
Service
Centre of
Community
Health

Grampians
Community
Health

**Grampians Community Health
Community Care Options (Linkages)**

Provides case management and individualised care packages designed to support people with a disability to remain independent and live comfortably in their own home.

Phone: 5352 6200

Email: gch@grampianscommunityhealth.org.au

Grampians disAbility Advocacy Association

This free and confidential service adopts a human rights approach to assist and support those with a disability as they try to overcome obstacles in their life.

Advocacy includes providing information, assisting with letter writing or providing support at meetings that you may not feel comfortable attending alone. If you don't know where to go for the help you need, then contact GdAA. The service is there for people with any kind of disability and those who care for them.

For further enquiries or to determine your eligibility contact:

Phone: 1800 552 272

Email: asas@netconnect.com.au

Website: www.grampiansadvocacy.org.au

Grampians Parkinson's Disease Support Group

Support for those with Parkinson's and their families.

Contact Bev and Peter Boag

Phone: 5356 2331 or 0408 562 331

Email: bev.boag@gmail.com

Parkinson's Victoria Inc

Phone: 1800 644 189

Email: info@parkinsons-vic.au

Website: www.parkinsons-org.au

Home and Community Care Services (HACC)

This support service is auspiced by Ararat Rural City Council. The aim of the service is to assist people with long term disabilities or the frail aged who require assistance with day to day living.

Services provided include in home respite, support and assistance to carers, Meals on Wheels, home cleaning, personal care, essential shopping and fitting disability aids.

Phone: 5355 0252

Website: www.ararat.vic.gov.au

HACC Transport Service

This service provided by Ararat Uniting Care uses suitably licenced and skilled volunteers to assist those who are no longer able to transport themselves to medical appointments and some other essential services, and have no other means of travel.

Bookings need to be made well in advance. A fee is required and the rate can be discussed with the Co-ordinator at the time of booking.

Phone: 5352 2636 or 5352 1059

Email: ghucker@ucare.org.au or lredpath@ucare.org.au

Grampians
Parkinson's
Disease
Support
Group

Home and
Community
Care
Services
(HACC)

HACC
Transport
Service

Hospital Admission Risk Program (HARP)

Hospital Admission Risk Program (HARP)

Auspiced by EGHS, HARP is a program that assists high risk patients who are either already presenting frequently to hospital or at imminent risk of doing so, and require a holistic, integrated, person-centred approach.

Phone: 5352 9392

Patricia Hinchey Day Centre

Patricia Hinchey Day Centre

The Patricia Hinchey Day Centre provides a wide range of enjoyable and social activities, as well as being a centre of health education and information.

Running from Monday to Friday, with transport and meals available for a small cost, the Day Centre offers companionship to the aged and people with a disability in a welcoming environment.

The day centre is located adjacent to the Ararat Hospital in Girdlestone St.

Phone: 5352 9326

Email: info@eghs.net.au

Website: www.eghs.net.au

Personal Helpers & Mentors (PHaMS)

Personal Helpers and Mentors (PHaMS)

Auspiced by Grampians Community Health, PHaMS offers support to people affected by mental health issues to assist with counselling, medical appointments, day to day living, including finances and housing issues.

Phone: 5352 6280

Website: www.dss.gov.au and search for PHaMS

Pinarc Support Services

Formed in 1998, Pinarc Support Services aims to provide specialised support for people with a disability, promote inclusion and acceptance in the broader community and facilitate flexible, needs-based support.

With many options available, Pinarc has become a hub for the delivery of a wide range of services in the Ararat region.

Phone: 5329 1300 or 5320 1398

Email: admin@pinarc.org.au

Website: www.pinarc.org.au

Pinnacle Flexible Respite Services, Day Programs and Employment

Pinnacle, established in 2013 as a merger between McGregor Community Services and Intertwine Services, provides a range of services for both adults and children with a disability.

With several locations around Ararat, Pinnacle provides short term respite care for those with a disability within Ararat and the surrounding region.

Pinnacle also provides day programs, community access and employment opportunities for people with a disability.

Phone: 5352 3084

Email: admin@pinnacleinc.com.au

Website: www.pinnacleinc.com.au

Sports Central – Access for All Abilities

Sports Central – Access for All Abilities

Access for All Abilities, auspiced by Sports Central, provides sporting programs to improve participation by people with a disability. AAA also helps sporting clubs and venues to become accessible and promotes a positive community culture and values.

Phone: 1800 222 842 or 5331 6966

Email: info@sportscentral.org.au

Website: www.sportscentral.org.au or www.aaavic.org.au

The Victorian Patient Transport Assistance Scheme

The Victorian Patient Transport Assistance Scheme

This program is available to people living in rural regions who need to travel more than 100km, or on average 500km for a minimum of five consecutive weeks to access the nearest approved medical specialist.

It provides partial re-imbusement for travel and accommodation. VPTAS claim forms are available through DHHS.

Phone: 5333 6040 (Ballarat Head Office)

Villa Maria Catholic Homes

Villa Maria Catholic Homes

Villa Maria provides community aged care packages designed to assist older people who may be frail or have a disability to live at home safely. Services include, but are not limited to personal care assistance, home care, meal delivery or assistance with meal preparation and in-home respite care.

Phone: 1300 650 615 or 5352 2317

Email: asw@villamaria.com

Website: www.villamaria.com.au

VISTA Support Services (EW Tipping Foundation)

VISTA provides one on one care for those who are unable to care for themselves day to day. Assistance is provided for daily activities, attending appointments, personal hygiene and mobility. The service is available to any person with a disability within Victoria, including the Ararat area.

Phone: 5320 0300

Email: www.western@tipping.org.au

Website: www.tipping.org.au

Western District Employment Agency

WDEA can help people with a disability get a job.

Disability Management Services are provided for job seekers with a disability, injury or health condition who require the assistance of a DES provider but are not expected to need long-term support in the workplace.

The Employment Support Service (ESS) is for job seekers with a permanent disability and with an assessed need for more long-term, regular support in the workplace.

Phone: 5352 3611

Email: ararat@wdea.org.au

Website: www.wdea.org.au

Wimmera Uniting Care – Community Mental Health

Wimmera Uniting Care's Community Mental Health program supports people with a mental illness by providing a mental health support worker to assist the person to learn new skills and enhance their lifestyle via recreation, community and employment possibilities.

Phone: 5358 7400

Website: www.wimmeraunitingcare.org.au

STATE WIDE

Amaze (Autism Victoria)

Amaze (Autism Victoria)

Amaze helps individuals with ASD, their parents/carers and families, support groups, ASD professionals, schools and all others who need information and assistance on the subject of Autism Spectrum Disorder.

Phone: 1300 308 699

Email: info@amaze.org.au

Website: www.amaze.org.au

Australian Red Cross Transport Service

Australian Red Cross Transport Service

The patient transport service exists for people who are isolated and have limited transport options so they can attend essential medical appointments. It is run from 22 locations throughout Victoria, including Ballarat. Patient transport drivers offer a friendly face and a helping hand.

Phone: 5331 1126

Email: ecrothers@redcross.org.au

Ballarat Health Services SWEP program

Ballarat Health Services SWEP program

The State-wide Equipment Program (SWEP) is a sub-division of Ballarat Health Services which oversees a number of different assistive technology programs. SWEP provides Victorian people who either have a permanent or long-term disability or are frail aged with subsidised aids, equipment and home and vehicle modifications to enhance their independence and facilitate community participation.

Phone : 1300 747 937 or 5333 8100

Email: swep@bhs.org.au

Website: www.swep.bhs.org.au

Better Hearing Australia (Victoria)

Better Hearing is a foundation that provides support, information and assistance with coping and managing hearing loss. It provides information sessions, examination facilities and hearing conservation advice.

Phone: 1300 242 842

Email: victoria@betterhearing.org.au

Website: www.betterhearing.org.au

Companion Card

The Companion Card enables people with a lifelong disability to attend sporting events, cultural events and many other activities without incurring the cost of a second ticket for their companion.

The cardholder presents their card at participating affiliate organisations to purchase a ticket or pay an entry fee and receive a ticket for their companion at no extra charge.

Phone: 1800 650 611

TIS 131 450 and ask them to phone COMPANION CARD

Email: companioncard@dpcd.vic.gov.au

Website: www.companioncard.org.au

Disability Attendant Support Service Inc. (DASSI)

Disability Attendant Support Service Inc. is an initiative that supports people with a disability or people requiring personal care assistance. It provides services to cater for a person's needs with an emphasis on safety and dignity.

Phone: 1300 032 774

Email: contact@dassi.com.au

Website: www.dassi.com.au

DDLS

Disability Discrimination Legal Service (DDLS)

DDLS is committed to the elimination of discrimination against people with a disability. DDLS provides free legal advice and assistance, information, education and training, and policy and law reform projects. Family and carers are also able to make a complaint.

Phone: 1300 882 872

TTY: 03 9654 6817

Email: info@ddls.org.au

Website: www.communitylaw.org.au/ddls

Disability Services Comm'er

Disability Services Commissioner

The Disability Services Commissioner is a free service provided under the Disability Act 2006. The service is provided to assist people with a disability in regards to a complaint they may have about a disability service provider. Complaints may include, but are not restricted to, the provision of a disability service or the way a disability service provider has handled a complaint about the service. Both the client and the family/carer can make a complaint to the commissioner.

Phone: 1800 677 342

Email: complaints@odsc.vic.gov.au

Website: www.odsc.vic.gov.au

GROW

GROW

GROW is a supportive and free network that allows those suffering from depression to seek assistance and support from people who care and understand.

Phone: 1800 558 268

Email: vic@grow.net.au

Website: www.grow.net.au

MS Society (Vic)

MS Australia aims to benefit people living with multiple sclerosis. MS Vic can help you to connect with the right support and services.

Phone: 9845 2700

Email: blackburn.reception.ms.org.au

Website: www.ms.org.au

Multi Purpose Taxi Program

The Multi Purpose Taxi Program (MPTP) assists with the travel needs of people with severe and permanent disabilities by offering subsidised taxi fares to members. Contact the Taxi Services Commission to find out if you are eligible and how to apply.

Phone: 1800 638 802 TTY 1800 555 677

Phone: 1800 555 727 Speak and Listen

Email: contact@taxi.vic.gov.au

Website: www.taxi.vic.gov.au

Office of the Public Advocate

The Office of the Public Advocate aims to promote and protect the human rights of Victorians with a disability and strengthen their position in society. It provides information and advice, guardianship, support for family and friends and investigation of allegations of mistreatment.

Phone: 1300 309 337

TTY: 1300 305 612

Email: publicadvocate@justice.gov.au

Website: www.publicadvocate.vic.gov.au

MS Society
(Vic)

Multi
Purpose
Taxi
Program

Office of
the Public
Advocate

Personal Alert Victoria (available through Dept Health Vic)

Personal Alert Victoria (PAV) is a personal monitoring service that responds to calls for emergency assistance and is funded by the Victorian Government through the Department of Health. PAV enhances the confidence of frail, older people and people with chronic health issues to live independently in their own home by providing contact 24 hours a day.

Phone: 5355 0282 Ararat Rural City Council

Safety Link Personal Monitoring & Alarm Service (PERS)

Safety Link is a Personal Emergency Response Service that was established to keep people who live alone at home, in touch with their family, friends and even medical care if they should need it. Safety Link provides its services to Government Departments, Retirement Villages, as well as many Community Groups and individuals across Australia.

Phone: 1800 813 617

Email: info@safetylink.org.au

Website: www.safetylink.org.au

Scope

Client Services are offered across five regional and three metropolitan areas. Scope is committed to addressing the issues that affect the lives of people with disability, their families and carers. Through an individualised approach, Scope develops services to support individual choices of people with disability and their families.

Phone: 1300 472 673

Email: contact@scopevic.org.au

Website: www.scopevic.org.au

Villamanta Legal Service

Villamanta Disability Rights Legal Service Inc. is a state wide community legal service that works only on disability related legal and justice issues, with a particular focus on rights of people who have an intellectual disability.

Phone: 1800 014 111

TTY Users: Phone 133 677 then ask for 03 5229 2925

Email: legal@villamanta.org.au

Website: www.villamanta.org.au

Yooralla Information and Equipment

The Yooralla group has a range of programs to suit different disabilities and individual requirements. It is dedicated to providing information about the latest technology available to people with a disability and their carers, including, but not limited to, library, equipment library, electronic communication devices and independent living centres.

Phone: (03) 9666 4500

National Relay Service on 1800 555 660 TIS on 13 14 50

Email: ooralla@ooralla.com.au

Website: www.yooralla.com.au

Youth Disability Advocacy Service

YDAS is funded by the Victorian Government to provide individual advocacy for young people with a disability between the ages of 12 and 25 throughout Victoria. YDAS is dedicated to assisting people of younger years with support, information and general assistance with their individual disability and the consequences that may arise because of their situation.

Phone: 1300 727 176 TTY: 133 677

Email: ydasmanager@yacvic.org.au

Website: www.ydas.org.au

AUSTRALIA WIDE

Australian Hearing

Australian Hearing

Australian Hearing provides hearing services to clients eligible under the Australian Government Hearing Services Program. Services include assessing hearing, fitting hearing devices and providing counselling and rehabilitative programs to help eligible clients manage their hearing impairment.

(Visiting East Grampians Health Service) Tuesdays only

Phone: 1300 412 512

TTY: (02) 9412 6802

SMS: 0427 366 205

133 677 – National Relay Service

Email: info@hearing.com.au

Website: www.hearing.com.au

Centrelink

Centrelink

Disability support pensions and carers allowances are accessed through Centrelink. Centrelink ensures everyone has access to payments and services regardless of their disability, illness, injury.

Phone: 13 27 17

Customers who are deaf, have a hearing or speech impairment can use a free TTY service. Centrelink can also provide signing interpreters for the hearing impaired. Customers can nominate another person or organisation to work with Centrelink on their behalf. Customers can choose to have letters read over the phone, sent on CD, in a larger font and in Braille.

Phone: 1800 810 586

Phone: 133 677 – National Relay Service (quote: 131 272)

TTY: 1800 810 586

Website: www.humanservices.gov.au

Communication Rights Australia

Communication Rights Australia defends the right of all people with communication or speech impairment to express themselves and be listened to. It provides a number of services and links to other resources, and offers a wide range of support, including advice on communication aids.

Phone: 1800 995 383 or 9555 8552

Email: info@caus.com.au

Website: www.caus.com.au

Disability Services Abuse and Neglect Hotline

Funded by the Commonwealth Government, the Disability Services Abuse and Neglect Hotline provides free support and services for those who are a victim, or people who suspect abuse of persons with a disability. Support is available for any type of abuse reported and all cases are treated with respect.

Phone: 1800 880 052

National Relay Service: 1800 555 677

Email: hotline@workfocus.com

Website: www.disabilityhotline.net.au

MIND Australia

MIND provides services to people aged 16 years and over, seeking support for their mental health, focusing on daily living skills, capacity for mental health self-care and self-management, physical health, social and relationship skills, housing, education and employment.

Phone: 1300 286 463

Phone: 1300 550 265 Carer's Helpline

Email: info@mindaustralia.org.au

Website: www.mindaustralia.org.au

**Disability
Services
Abuse and
Neglect
Hotline**

**MIND
Australia**

Telstra Disability Equipment Program

The Telstra program provides a range of specialised products to assist those who have difficulty using standard telephone services.

There are several options in telephone rental to provide a different support for each individual. Telstra provides each client with their best technological option for their particular disability.

Phone: 1800 068 424

TTY on 1800 808 981

Email: disability@online.telstra.com.au

Website: www.telstra.com.au/disability/catalogue

Travellers Aid Australia

Travellers Aid Australia offers trained volunteer Medical Companions to meet you at your train, bus, tram or taxi and guide you to and from your medical appointments in the CBD.

This is a free service; travellers are responsible for paying their own fares. 48 hours notice is required for booking arrangements.

Phone: 1300 700 399

Email: reception@travellersaid.org.au

Website: www.travellersaid.org.au

Vision Australia

Vision Australia is a nationwide organisation dedicated to helping those who have difficulty seeing or who have gone blind.

Vision Australia has a large array of services to assist people with different disabilities or vision levels, while accommodating the needs of different people.

Phone: 1300 847 466

TTY 133 677, ask for 1300 847 466

Email: info@visionaustralia.org

Website: www.visionaustralia.org

Women with Disabilities Australia (WWDA)

Founded in 1994, WWDA is run by women with disabilities for women with disabilities and provides support, advocacy and assistance with research in the disabilities area.

Promoting and giving information about social interaction within society, economic, political and cultural life, it is the only organisation of its kind in Australia.

Phone: 6244 8288 or 0438 535 123

Email: wwda@wwda.org.au

Website: www.wwda.org.au

CARERS

Ararat Disability Parent Support Group

Ararat Disability Parent Support Group

Meets the second Tuesday of each month

Phone: 0419 387 440 Toni Hobson

Email: al60bertus@bigpond.com

Association for Children with a Disability

Association for Children with a Disability

The association is dedicated to providing support, advocacy for parents, and information about children with a disability.

Whether you're a parent, carer, sibling, family member or a professional who works with children and families, ACD can help you make the most of available services and supports to achieve a positive future.

Phone: 1800 013 654

Email: mail@acd.org.au

Website: www.acd.org.au

Autism Advisory and Support Service

Autism Advisory and Support Service

Autism Advisory and Support Service provides support and information for parents who have children with Autism Spectrum Disorder.

It also provides assessment, educational programs and monthly meetings, as well as literature about the disorder and how to manage the condition once it has been diagnosed.

Phone: 1300 222 777 or 9601 2844

Email: info@aass.org.au

Website: www.aass.org.au

Carer Respite and Support Services

(incorporating Commonwealth Carelink Centre, Commonwealth Respite Centre and Carers Choice)

Provides care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness or who are frail aged.

The Carer Respite Centre (Grampians Respite) provides a single contact point for carers needing information about respite and other resources available to support them in their caring role.

Phone: 1800 059 059

Phone: 5358 7400 (Grampians Community Health)

Website: www.grampiansrespite.org.au

Carers Victoria

Carers Victoria is dedicated to providing support, advocacy for carers, and information about children with a disability. It provides support networks and opportunities for carers to interact with others in a similar situation.

Phone: 1800 242 636

TTY: 9396 9587

Email: reception@carersvictoria.org.au

Website: www.carersvictoria.org.au

Community Mental Health Carer Support

Auspiced by Grampians Community Health and assists carers of people with mental health issues to maintain their caring role and learn strategies to improve their own wellbeing.

Phone: 5352 6282 or 5358 7400

